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**To: North Strathclyde Community Justice Authority**

**On: 11 December, 2015**

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**Report by: Chief Officer**

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**Heading: SECTION 27 GRANT FOR CJSW**

**LOCAL AUTHORITY ANNUAL REPORT 2014-15**

**ARGYLL, BUTE AND DUNBARTONSHIRES' CRIMINAL JUSTICE SOCIAL  
WORK PARTNERSHIP**

**EAST RENFREWSHIRE COUNCIL**

**INVERCLYDE COUNCIL**

**RENFREWSHIRE COUNCIL**

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## **1. Summary**

- 1.1** The Local Authority Annual Report provides information to NSCJA on services which have been provided under the grant funding arrangement.

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## **2. Recommendations**

- 2.1** The Authority is asked to:
- a) Note the content of this report
  - b) Request the Annual Reports (2015-16) be submitted to the Authority meeting in September 2016

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### 3. Background

- 3.1** It is a function of NSCJA under Section 3 (5) e of the Management of Offenders (Scotland) Act 2005 to allocate to appropriate Local Authorities a grant in respect of Criminal Justice Social Work Services.

At its meeting on 12<sup>th</sup> March 2010 the Authority introduced Conditions of Grant for receiving Local Authorities, one of which is that they must submit an Annual Report to NSCJA outlining the services they have provided with the grant. The Authority requested Annual Reports 2014/15 to be submitted to the meeting on 4<sup>th</sup> September 2015.

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### Implications of the Report

#### Equality & Human Rights

The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Authorities website.

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**Local Authority Annual Report to North Strathclyde Community Justice Authority**  
**NSCJA**

**2014-15**

**This report refers to the Argyll, Bute and Dunbartonshire's Criminal Justice Social Work Partnership; Argyll and Bute, West Dunbartonshire and East Dunbartonshire Councils.**

**Aggregate Return**

The figures relating to the analysis (below) are preliminary and are subject to alteration.

Over the period 2012-13 top date the main issue in relation to demand has been the impact of the introduction of CPOs. In the annual report for 2013-14 it was noted that there were factors other than the implementation of CPO at work; such as changes to patterns and levels of crime, local sentencing practice, particularly evident in Argyll and Bute, and the impact of declining and ageing populations. In 2103-14 the number of Probation, Community Service and Supervised Attendance Orders dwindled to insignificant levels and issues which were tentatively identified in the previous year developed to a point where trends and patterns can begin to be more confidently identified. The figures relating to new workload for 2014-15 strengthen the case for identifying longer term trends.

The overall trend, in respect of reports, suggests declining demand overall, this is despite a modest increase in the total entirely accounted for by West Dunbartonshire. In respect of orders, the figures suggest a slight decline in demand compared to 2013-14 the most significant element of which affected West Dunbartonshire. These figures conceal quite significant local variations across Argyll and Bute and variations in level of demand over the course of the year; for instance West Dunbartonshire experienced an approximately 30% rise in the level of new CPOs in the last quarter of 2014-15 compared to the same period in 2013-14.

In West Dunbartonshire there are supervision requirements in 59% of the total, in Argyll and Bute in 48% and East Dunbartonshire 55%. Of CPOs with supervision requirements 79% and 83% and 59% respectively also have unpaid work and other activity requirements. Within the total, the number of new orders involving a supervision requirement, either on its own or with an unpaid work requirement has risen in Argyll and Bute, remained similar in West Dunbartonshire and declined in East Dunbartonshire.

Over several years, all partnership authorities have noted an increase in the average age of offenders dealt with by the Criminal Justice Social Work Service. In 2014-15, 45% were over 31 years with 18% under 21 years. For some time the average age of offender subject to supervision in the community has been around 30 years. This trend has been noted elsewhere and is not unique to the partnership authorities.

The demand in respect of through-care; that is the supervision of offenders subject to post custodial supervision in the community, has been characterised by a modest but steady year on year rise for the past five years. A particular increase in demand in East and West Dunbartonshire (who share a through-care team) was noted in 2014-15.

### **Community Payback Orders**

The principles underpinning CPO are fundamentally predicated upon evidence of the positive impact on the community in terms of paying back directly through unpaid work and/or other rehabilitative measures. As a matter of public policy, CPO and other measures within the Criminal Justice and Licensing (Scotland) Act 2010, such as a presumption against custodial sentences of three months or less, are a constructive attempt to achieve a more balanced and proportionate approach to sentencing; among other effects reducing the “churn” of repeated short sentence admissions.

### **Public visibility and feedback**

As noted in previous reports since the introduction of CPO, the concept of payback appears to strike a chord with individuals, community organisations and the media, beyond the high levels of satisfaction traditionally elicited from recipients of unpaid work. Throughout the Partnership unpaid work staff have continued to respond to a more receptive public climate to develop, promote and consult regarding unpaid work projects.

The partnership authorities started 2014-15 against a background of significant levels of constructive publicity regarding unpaid work activities. This was helpful in generating interest in and referrals to the unpaid work teams within the Partnership as was the positive experience of organisations and individuals. For instance, work commenced in early 2014 in collaboration with community organisations in Arrochar regarding tidying up around the head of Loch Long, continued with environmental improvements in the vicinity of the community café.

Work has continued to identify new projects and sustain or extend existing ones where appropriate. For instance work undertaken to improve access and general amenity in allotments in Dalmuir has been complimented by recent work to develop a plot in Dumbarton on behalf of a local Alzheimers group.

Feedback from communities and organisations has been very positive regarding unpaid work undertaken by offenders subject to CPO. Some of the activities carried out to communicate the benefits of community payback orders to the wider community have been -

- Publicity in local press on projects being undertaken/completed
- Details on Council /Community organization websites
- Feedback via elected members
- Community/organization newsletters

When considering projects to be undertaken by offenders on unpaid work the benefit to the community is taken into account. These benefits include,

- Improves local area/amenities for residents and visitors
- Discourages anti-social behavior including vandalism and fly tipping, if area looks attractive and consequently is used regularly for legitimate purposes
- More attractive place to live and visit (stop as opposed to driving past)
- Nature trails and paths now being used by more families to enjoy
- Enabled the disadvantaged and those most at need in the community to benefit from and have access to facilities and environmental options on their doorstep

Working on these projects also has a number of benefits to the offender including,

- Increase in self esteem and self worth
- Sense of achievement
- Learning to work together as a team
- Allows them to see how their work has been good for the local community
- Encourages a work ethic
- Improved motivation
- Improved employment prospects
- Opportunities for new skills and training See below re SVQ)
- The provision of role modeling by the work supervisor

One of the positive results for offenders undertaking unpaid work is the experience and skills it gives them to improve their chances of obtaining paid employment. Some have been successful in gaining employment or continuing to undertake voluntary work. An initiative which was planned over 2013-14 but has been

implemented this year is access to a SCQF level 2 gardening skills qualification through a gardening project in Dumbarton. The Unpaid work team has access to allotments in Dalmuir and Dumbarton and the food produced is donated to local food share schemes.

Unpaid work projects in East Dunbartonshire have included the creation of a landscape sensory garden at a school and the development of a memorial garden. All unpaid work teams respond where practicable to a demand from community organisations for painting and decorating tasks. Work undertaken within East Dunbartonshire for the Richmond Fellowship and Hillhead United Social Club is illustrative of situations where unpaid work requirements have been utilised to the benefit of others in the community.

The Service in East Dunbartonshire continues to enjoy the opportunity to undertake environmental work in and around Mugdock Park, principally path clearing and maintenance and related work such as erecting signs.

In West Dunbartonshire, the unpaid work team continue to work on environmental projects both new projects and maintaining others, such as a section of the Clyde Coastal Path. In 2013-14 the service was offered and took up the opportunity to help improve what had become a somewhat neglected amenity in the policies around the Strathleven Industrial Estate in Dumbarton. The estate has as its focal point Strathleven House, an early 18<sup>th</sup> century mansion. The work carried out by the unpaid work team comprised cutting back years of undergrowth and restoring neglected/lost paths creating both an attractive and safe environment for walkers etc. and again there is a continuing commitment to ensure that the gains made are not lost. There is wherever possible an aspiration to work alongside other organisations and volunteers.

In addition to regular unpaid work projects such as beach cleaning and land maintenance in Argyll and Bute the service has engaged with local charitable trusts as a means of finding appropriate tasks for our service users that not only benefit the communities but also the individuals. Examples of these continuing projects are the Barbluie Project in Lochgilphead and the Glenfinnart walled garden.

The Barbluie project is a woodland trust project, our workers assist in planting and general wood maintenance. It equips services users with employment skills and benefits the community by enhancing the local area.

Similar work is undertaken at the Glenfinnart walled garden in Ardentinn. This project also enables services users to grow vegetables that they can then take home to their families, thus offering work based skills and healthy living. This is the consequence of the services initial involvement in assisting the development of the site noted in previous reports.



CPO (unpaid work) continues to benefit individuals in need across a range of circumstance and age. In addition we seek to identify individual placements typically providing practical assistance to small voluntary organisations, charity shops etc.

In all areas Unpaid work team staff undertake formal liaison/presentations to groups and organisations as well as utilizing the benefits of informal networks and relationships. Typically, this would involve someone involved in a local organization or project finding out about the work undertaken by unpaid work teams informally and approaching us for assistance.

### **Contracted Services**

Alternatives are commissioned to provide the Throughcare Addiction Service (TAS). The level of grant for TAS rendered the in-house service vulnerable in face of demand from competing statutory priorities. In 2014-15 this service dealt with 87 referrals, reflecting a very similar level of demand to that in 2013-14.

APEX (Scotland) continued to be our partner in delivering the Fiscal Work Order (FWO) Pilot in 2014-15. FWO provides an alleged offender the opportunity of performing a period of unpaid work as an alternative to prosecution. APEX provides the assessment and case management functions with a worker co-located with the CPO Unpaid Work Team in Dumbarton who provide day to day managerial support and the supervision of work undertaken. The anticipated roll out of the service intended for 2013-14 did not take place with a new timetable over 2014-15 substituted. This was also delayed until 2015-16. Whilst the impact will be felt in 2015-16, when it became clear that there was a reduction in the non-core grant for the delivery of this service in 2015-16 and no flexibility elsewhere, arrangements were made during the latter part of 2014-15 to terminate the arrangement with APEX Scotland.

All contracting arrangements are subject to review in terms of fitness for purpose and value for money. The Partnership has already responded to these issues in terms of reviewing and revising arrangements with Health and third sector partners regarding DTTO. Efficiency savings identified in 2013-14 were fully realised in 2014-15 and over the course of the year further savings were identified and achieved.

The Turnaround Service (Turning Point Scotland) co-located in the CJSW office in Dumbarton during 2011 and continues to contribute to and support the work of the team, providing "other activities" for the CPO unpaid work team and supporting offenders subject to supervision requirements. This service is well embedded within the team and is highly valued in terms of supporting the case management of offenders subject to CPO. The service extends one day per week to Dunoon and Kirkintilloch. Turning Point Scotland supported our delivery of the women's project (Moving Forward), noted below.

The experience of the service in relation to the co-location of third sector (and health staff) and the delivery of services on site continues to be positive and constructive in terms of establishing very effective front line operational relationships to the benefit of mutually agreed outcomes.

### **3. Accredited Programmes**

Constructs PSSO is available in West Dunbartonshire, Helensburgh and Lomond. Referrals etc. figures in relation to referrals and completions for 20013/14 are,

- a) Number of referrals: 31
- b) Number of clients completed: 15
- c) Number of clients breached/failed to attend: 13

The above has been achieved within the context of a number of operational difficulties re staff turnover which impacted levels of referral.

### **4. Compliance/Complaints/Client Feedback**

The service received no formal complaints in 2012-13.

With regard to customer feedback the most extensive is in respect of unpaid work with 100% of respondents (persons in receipt of unpaid work service) stating that they would use the service again. This figure has been consistent for some time with similar headline outcomes.

- All customers who responded found the work completed was to a satisfactory, and the majority a good, standard
- All customers who responded found the behaviour and conduct of those undertaking the work to be satisfactory with the majority of a good standard
- All customers who responded found contact with the officer undertaking the assessment of the work to be done satisfactory with the majority finding it helpful

Feedback from offenders at the conclusion of Orders is also sought and analysed. We have made some effort to improve the level of feedback returns but of course they tend on the whole to reflect the views of those who have achieved success. The overall position remains one of high levels of satisfaction with the service in terms of having the requirements of Orders explained and being treated fairly (100%). 91% of respondents indicated that they felt that work undertaken with their Supervising Officer was useful in terms of addressing the problems and changing their behaviour. This is the same as in the previous three years.

With regard to unpaid work, 100% thought they were treated fairly and 96% thought they were unlikely to re-offend. 95% thought that the work was rewarding. Both formal and informal feedback provides evidence of the value placed on the type of environmental project described above. There is evidence of a connection between

recognition of the value of the work undertaken (to a recipient) and the commitment of offenders to the task in terms of compliance and positive outcomes.

There have been no issues raised under the terms of Partnership Authorities whistle blowing policies.

There have been a number of tasks/activities undertaken over 2014-15 relevant to compliance and overall service performance.

### **Unpaid Work**

Progress with regard to satisfying the service's obligations regarding immediacy and speed; getting offenders inducted and on unpaid work placements within seven working days remains challenging (see performance indicators below). Where practicable, partnership authorities assist one another, for instance deploying unpaid work supervisors.

Changes which have involved more robust initial reporting and systematic induction arrangements and changes to placement working hours have been associated with improved levels of initial and overall compliance in areas less affected by workforce turnover etc. most obviously in West Dunbartonshire which has the advantage of relative scale and proximity to the source of most of the demand for services (Dumbarton Sheriff Court). These advantages extend to the Helensburgh/Lomond area of Argyll and Bute.

### **Planning and performance Improvement.**

The Partnership is currently working under a performance improvement programme revised for 2014-17.

The programme involves a schedule of audits involving elements of peer group, line manager and senior manager scrutiny. The results of audits are collated and reported to managers and staff with specific performance improvement measures identified. In 2014 the Partnership reviewed prisoners on Through-care and substance misuse.

The Partnerships Planning and Performance Framework which brought together national, CJA and local strategic objectives and outcomes in a clear relationship with strategic and operational improvement plans was reviewed and revised in format and content in 2013-14 leading to the creation of a new framework for 2014-17. The operational impact of the PPIF has been extended to the front line through the creation of team plans which are reviewed on a regular basis by front line managers. Progress with regard to the PPIF is reported regularly to the Partnership Committee via a Balanced Scorecard.

Over the course of 2014-15 approximately 95% of the actions identified within this period in the strategic and operational plans were completed. The PPIF was reviewed and revised in format and content in 2013-14 leading to the creation of a new framework for 2014-17. The operational impact of the PPIF has been extended to the front line through the creation of team plans which are reviewed on a regular basis by front line managers. Progress with regard to the PPIF is reported regularly to the Partnership Committee.

The Partnership's Commissioning Strategy was reviewed, revised and extended to 2014-17. In undertaking this review the Partnership Strategic Management team took account of the forthcoming changes affecting the strategic planning and delivery of community justice. The PPIF and Commissioning Strategy focus on issues supporting the continuing delivery of good quality services.

## **5. National Standards**

Performance may be influenced by factors over which the service has little direct control. This applies to all authorities particularly in relation staff turnover and retention. There is clearly a direct correlation between higher levels of staff turnover and significant variations in performance which can affect any or all of the partnership Authorities.

As part of the Partnership's Planning and Performance Improvement Framework a Balanced Scorecard has been created to monitor progress of the three year Strategy Map. The Balanced Scorecard was implemented from the 1<sup>st</sup> April 2014. And is reported to the Partnership Joint Committee.

### **Percentage of court reports submitted by due date 2014/15:**

Argyll and Bute: 96% West Dunbartonshire: 97% East Dunbartonshire 99%

### **Percentage of individuals subject to CPO who attend an induction session within five working days (note this includes both supervision and unpaid work requirements)**

Argyll and Bute: 78% West Dunbartonshire: 82% East Dunbartonshire: 81%

### **Percentage of Unpaid work/other activity requirements commenced within seven working days**

Argyll and Bute: 46% West Dunbartonshire: 90% East Dunbartonshire 88%

Over time, performance, as reflected in the above indicators, fluctuates. The fluctuations are usually associated with identifiable operational pressures / difficulties and / or issues re data input and retrieval. Recruitment of unpaid work staff in Argyll and Bute continued to be an issue during 2014/15 but has now been resolved.

## 6. In-house Projects

Note the services below cover West Dunbartonshire and the Helensburgh/Lomond area.

A women's group-work programme continues to be delivered in the West Dunbartonshire, Helensburgh and Lomond areas. This area has over recent years experienced relatively large numbers of women subject to community supervision (31 new CPOs with supervision requirements in 2014-15). The themes or issues addressed include readiness to change, self-esteem, anger and conflict, relationships (partners, children, family and others), substance misuse, parenting skills, health (lifestyle risks, diet, sexual health, fitness) and access to training education and employment. A key element of the programme is establishing a relationship with a range of service providers/agencies through direct input to sessions and where appropriate the establishment of contact and referral independent of the programme. Agencies/services involved include Community Learning and Development, Clydebank College, Stepping Stones, NHS and addiction services. A feature of the programme is working alongside women to determine their own specific needs and goals. An application for additional funding to support the development of the women's programme was successful and funding made available for 2014-15, with an extension granted for a further year 2015-16. The project funding has permitted the deployment of a dedicated member of staff to develop and support the group-work programme particularly in relation to the engagement of other agencies and services, for instance in relation to health and wellbeing. It has also provided the capacity to work intensively with a small number of very vulnerable women and support them to establish more stable lifestyles including engagement with appropriate services.

The Partnership has hosted a Women's Safety and Support Service funded by the Scottish Government Equalities Unit (Violence Against Women Funding Stream) since 2008. At the time of writing funding is secure until 2016, having successfully acquired a further years funding via the violence against women programme. The project is located within and managed by the CJSW team in Dumbarton and provides a service to female partners / ex-partners of domestic abuse perpetrators subject to statutory supervision and to female offenders experiencing domestic violence and other forms of gender based violence. It is a direct response to the historically, very high incidence of reported domestic violence affecting West Dunbartonshire and empirical evidence of the impact of gender based violence on female offenders. The service covers West Dunbartonshire/ Helensburgh Lomond area.

The service's objectives are to;

1. Increase the safety of women and children experiencing domestic violence within a criminal justice context
2. To achieve better outcomes for women and children experiencing domestic abuse
3. To provide a service to female offenders which recognises the impact of gender based violence in relation to routes into and out of offending
4. To raise the profile of the effects of gender based violence on the women who receive the service

The service received 58 new referrals in 2014-15. The main sources of referral were Criminal Justice Team, Early and Effective Intervention Team (Police Incident) and ASSIST. At the beginning of March 2015, 24 women were engaged with the service and seven pending referrals.

The service has developed an input into the women offender's group-work programme and supports a service users group.

The challenge of dealing with the perpetrators of domestic violence was met by a revision and re-launch of a perpetrators group-work programme, drawing on the experience and skills of staff across the CJSW team and evidence of effective practice/approaches to this issue. Subject to a further revision of the programme further sessions are planned.

The service maintains a high level of commitment to training and practice development to staff across a range of services.

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**Criminal Justice Social Work Partnership**



## REPORT TO NORTH STRATHCLYDE COMMUNITY JUSTICE AUTHORITY

### LOCAL AUTHORITY ANNUAL REPORT 2014-15

#### East Renfrewshire Criminal Justice Social Work Services

#### **Community Payback Orders**

- 1 The Aggregate Return and Unit Data information for 2014-15 have been submitted separately to this report.
- 2 Figure 1 illustrates areas of service where an increase or decrease in workload by 5% or more compared to the previous year's figures was recorded.

*Fig. 1: Workload variation of +/- 5% or more: 2014-15 from 2013-14*

Area of service	Number 2014-15	Number 2013-14	Change (n)	Change %
<b>Criminal Justice Social Work Reports</b>	183	211	-28	-13%
<b>Community Payback Orders (Level 1)</b>	32	50	-18	-36%
<b>Community Payback Orders (Level 2)</b>	67	50	+17	+34%
<b>Community Service Orders</b>	1	2	-1	-50%
<b>Section 229 Orders</b>	0	2	-2	-100%
<b>DTTO assessments</b>	0	4	-4	-100%
<b>Throughcare (released prisoners)</b>	18	23	-5	-22%

- 3 Whilst percentage decreases/increases suggest significant changes in workload, real variations are often less significant eg: section 229 orders decreasing by 100%; in real terms this represents a reduction of 2 orders. Community Service orders, meanwhile, fell by 50% (n=1) during 2014-15, reflecting the almost complete shift to Community Payback Orders (CPOs).
- 4 Requests for criminal justice social work reports reduced by 13% from 2013-14, reflecting the continued national trend of reducing conviction rates.
- 5 CPOs reduced by only one from the previous year, although there was a 34% increase in level 2 orders (n=17) from 2013-14.
- 6 There were no new DTTO assessments for East Renfrewshire residents this year, reflecting ongoing limited usage of this disposal for the local population. Existing DTTOs are not included in the above table however the impact of changing patterns of drug misuse, earlier interventions to support individuals with drug misuse problems and use of the full range of additional community-based disposals available to courts may also impact on low uptake.
- 7 The shared DTTO service, provided by East Renfrewshire CHCP, will be disaggregated to individual local authorities from 1 April 2015 and this change in delivery arrangements may reflect different trends during 2015-16, when any impact of this redesign can be more effectively measured by each local authority.

- 8 Anecdotal feedback from social work practitioners suggests that alcohol misuse remains more prevalent than problematic substance misuse, however DTTO as a disposal has not been fully tested regarding new drug misuse trends eg: New Psychoactive Substances (or 'legal highs').
- 9 Throughcare services to released prisoners show a percentage decrease of 22%, however this equates to five fewer individuals returning to the community subject to statutory supervision than 2013-14.
- 10 Figure 2 summarises information on 99 CPOs containing 154 requirements imposed on offenders from East Renfrewshire during the 2014-15 financial year. It should be noted that, whilst the number of CPOs remained largely static, 10 more requirements were included than 2013-14.

*Fig. 2: Community Payback Orders (East Renfrewshire offenders) and requirements*

<b>Requirement</b>	<b>Total</b>	<b>Percentage of total requirements</b>
<b>Supervision</b>	49	32%
<b>Unpaid work and other activity</b>	85	55%
<b>Conduct</b>	9	6%
<b>Programme</b>	3	2%
<b>Drug Treatment</b>	0	0%
<b>Alcohol Treatment</b>	1	0.5%
<b>Mental Health Treatment</b>	0	0%
<b>Compensation</b>	7	4.5%
<b>Residence</b>	0	0%
<b>TOTAL</b>	<b>154</b>	<b>100%</b>

- 11 Figure 3 summarises the number of requirements per order imposed during the same period.

*Fig.3: Number of requirements per CPO*

<b>Number of requirements per Order</b>	<b>Number of Orders</b>	<b>Percentage of total Orders</b>
<b>1</b>	57	58
<b>2</b>	29	29
<b>3</b>	12	12
<b>4</b>	1	1
<b>5</b>	0	0
<b>6</b>	0	0
<b>TOTAL</b>	<b>99</b>	<b>100%</b>

- 12 During 2014-15, courts included unpaid work and other activity requirements in 86% of all CPOs.
- 13 The supervision requirement was included within around 50% of orders, thus being the second most used requirement by courts and reflecting a 13% increase from 2013-14.



- 14 Thereafter, conduct, compensation, alcohol treatment and programme requirements were used in 20 CPOs, up from 14 orders in from 2013-14 and largely reflected in increased use of conduct requirements.
- 15 Alcohol treatment requirements were met by referral and engagement with East Renfrewshire Community Addiction Team.
- 16 The programme requirement was used in 3 orders, with one offender each attending Constructs offending groupwork, one attending the Pathways Project alongside others who were sentenced during the previous year and one admitted to the Turnaround Residential Programme for 10 weeks.
- 17 A number of other sex offenders sentenced to community based supervision during 2014-15 however, were provided with accredited intervention on an individual basis, as they did not meet the criteria for the groupwork setting.
- 18 Whilst use of Community Service and Probation continues to be minimal, three probation orders (or equivalent) were transferred from English jurisdictions. Figure 4, below, compares disposals between 2014-15 and 2013-14:

*Fig. 4: New CPOs, probation and Community Service orders 2013-14 and 2014-15*

<b>Disposal</b>	<b>2013-14</b>	<b>2014-15</b>	<b>Variation 2013-14 to 2014-15</b>
<b>Probation – Including English Orders</b>	0	3	+3
<b>Section 229</b>	2	0	-2
<b>CPO with supervision requirement</b>	37	49	+12
<b>Community Service</b>	2	1	-1
<b>CPO orders with unpaid work requirement</b>	93	85	-8
<b>Total orders with supervision</b>	39	52	+13
<b>Total orders with unpaid work</b>	97	86	-11

- 19 New cases with supervision requirements increased by 13, whilst those with unpaid work requirements reduced by 11 from 2013-14, representing a negligible overall change in workload within these categories of service delivery.
- 20 An ongoing factor in overall workload, though not wholly contained within CPO information above, is the impact of an ongoing high rate of sex offenders subject to social work supervision. Whilst further detail will be published in the MAPPA Annual Report later in 2015, this increase continues to place significant demands upon the criminal justice team and key partners including the MAPPA unit, police, housing and health colleagues.
- 21 As part of ongoing service user consultation and feedback, analysis of completion surveys during 2014-15 found that:
  - Most offenders completing orders were male with an average age of 35
  - 90% of offenders identified as White Scottish
  - 90% of offenders thought supervision was very strict, quite strict or 'ok'
  - 100% felt that supervision had helped them to look at reducing re-offending
  - Alcohol misuse, family relationship problems, employment/training and money advice were the most common needs that were addressed.

- 22 This empirical data provides at least some indication of the views of offenders regarding their experience of supervision in the community.
- 23 Links with partner services and organisations have enabled the range of requirements within CPOs to be provided effectively, with the aim of contributing to an overall reduction in risk of re-offending.
- 24 The visibility of the benefit of CPOs for local communities has continued to be important to service planning and delivery during 2014-15 by a number of projects, in partnership with Adult Services, at the Barrhead and Thornliebank Centres, working with managers and service users from Learning Disability Services. The service has continued its close working relationship with the Barrhead Melo Velo Club and community cycle repair project.
- 25 The unpaid work squad provides environmental tidy ups in the local area including tidying local lanes, assisting with bottle banks and help in clearing fly tipping sites. The service has also supported third sector providers including residential care homes and day centres. They also grit paths in winter at local sheltered housing complexes and respond to requests to uplift furniture and tidy or remove rubbish to council tips.
- 26 The range of feedback from beneficiaries and placement providers has been positive, including from a local community representative who was impressed by the speed of the squad's response to a request and the high standard of the work undertaken.
- 27 The focus for 2015-16 will be to develop additional links with the local volunteer service and identify additional projects which the Unpaid Work service can support.
- 28 Consultation with a range of community based partners, ongoing contact with media relations colleagues alongside information to the Sheriff Principal for North Strathclyde and reports to the CHCP committee have ensured that the profile of criminal justice social work services, including CPOs has been upheld.
- 29 With more recent staff changes to the criminal justice team during 2014-15 and increased capacity for new placement development, further community consultation during 2015-16 will be supported by colleagues in media relations and community planning. This will be particularly helpful to ensure public awareness of CPOs and wider criminal justice social work services in advance of the shadow year of the new national model for community justice.

## **Contracted Services**

- 30 East Renfrewshire's grant allocation included provision for the following non-core services across East Renfrewshire, Inverclyde and Renfrewshire:
  - Arrest Referral
  - Social work services to the Forensic Community Mental Health Team.

- 31 Arrest Referral: Previous annual reports reflected a variety of strategies to improve the uptake of Arrest Referral services in Greenock and Paisley Sheriff Courts to ensure best use of the recurring annual grant allocation of £49,200.
- 32 The service was provided by Turning Point (Scotland) for many years to individuals from south Clyde who may have an alcohol or drug problem.
- 33 Ongoing challenges included staff access to court cells and interview space, alongside recognition that not all individuals require Arrest Referral services.
- 34 To endeavour to improve uptake of the service and, as indicated in last year's report, responsibility for Arrest Referral services (East Renfrewshire and Renfrewshire) moved to the Drug Treatment and Testing Order team from June 2014. Staff located adjacent to Paisley Sheriff Court worked with court staff on a daily basis and notable improvement in access to offenders was reported.
- 35 Discussion with Inverclyde Addiction Services examined how they could similarly provide an improved Arrest Referral service to Greenock Sheriff Court, supported by a redistribution of the grant for the service.
- 36 With the disaggregation of DTTO services to each local authority from 1 April 2015, Arrest Referral provision for East Renfrewshire and Renfrewshire will transfer to Paisley Court social work team, whilst Inverclyde Council will continue to hold the budget for provision to Greenock Sheriff Court.
- 37 Forensic Community Mental Health Team: this service, provided by NHS Greater Glasgow and Clyde, includes social work staff employed by East Renfrewshire CHCP, co-located with forensic community psychiatric nurses, a psychologist, a psychiatrist, an Occupational Therapist and medical secretaries, working with mentally disordered offenders living in the community or preparing for release from hospital/custody.
- 38 Whilst the annual criminal justice grant contributes towards the cost of social work service provision, the three local authorities provide additional funding from their Community Care grants to support this service.
- 39 The clinical team determines individuals who meet the criteria for forensic mental health services and, as such, this includes some offenders subject to statutory criminal justice disposals as well as others who may not have offended for several years but remain subject to mental health orders, including orders of restriction, due to ongoing risks to themselves and others.
- 40 During 2014-15, social work staff supported the following individuals:
  - East Renfrewshire: 5
  - Inverclyde: 1
  - Renfrewshire: 24.

- 41 Individuals are subject to statutory criminal justice orders, compulsion orders with restriction (and therefore included in multi-agency public protection arrangements - MAPPA) and compulsory treatment orders or are informal patients who are not subject to criminal justice or treatment requirements:
- 42 Whether an individual is subject to a criminal justice order, mental health order or is an informal patient, they will remain a patient of the team on a long-term basis; as such, criminal justice orders comprise a small proportion of the social work caseload and, following completion of a community-based order or licence, the individual will remain within the social work caseload due to the severe and enduring nature of their mental illness.

### **Accredited Programmes**

- 43 During 2014-15, referrals were made to the accredited Community Sex Offenders Groupwork Programme (CSOGP) and the accredited Constructs (Positive Steps to Stop Offending) Groupwork Programme for prolific, non-sexual and low-risk violent offending.
- 44 Both programmes are provided by staff within Renfrewshire Council and further information is included within the Renfrewshire report.

### **Compliance/Complaints/Client Feedback**

- 45 Compliance: Following the nationwide self evaluation of the accredited Level of Service Case Management Inventory (LSCMI) risk assessment tool, the local action plan was reviewed quarterly to monitor progress to achieve actions during 2014-15.
- 46 Achievements include LSCMI being included in the local quality assurance programme and subject to regular scrutiny by the Team Manager and, to date, 20 of 32 actions are complete, 2 are ongoing and 5 were not completed (outwith service control). A further 5 were not completed (within service control) related to staff training and the role of LSCMI in service planning. With the support of the Risk Management Authority, outstanding actions are expected to be addressed during 2015-16.
- 47 Complaints: one complaint was received regarding criminal justice social work services during 2014-15 which was not upheld.
- 48 Client Feedback: individuals completing Community Payback, probation, Community Service, Drug Treatment and Testing Order (DTTO) or Throughcare orders are asked to complete a client survey which seeks views on their experience of supervision, compliance, and action plans.

- 49 Individuals completing accredited groupwork programmes are also subject to regular professional feedback and modular review. This enables local managers to track compliance and informs the direction of individual supervision of offenders by East Renfrewshire criminal justice staff.
- 50 Furthermore, reviews of orders and licences, held every 3-6 months, record ongoing offender feedback and allow individuals to contribute to reshaping their action plan from that created at the point of sentence. Reviews are also attended by partner agencies contributing to the action plan.
- 51 For offenders subject only to unpaid work, telephone contact at the end of their Order and the offer to meet the team manager to give feedback directly have been introduced to expand the range of information gathered from offenders subject to statutory supervision.
- 52 As noted above, completion surveys are analysed each year to provide useful information on offenders and their views of supervision. Within this feedback, offenders stated that the most helpful aspects of their order included:
- 'getting support to discuss things'
  - 'felt safe and always have support – could tell everything'
  - 'meeting with my social worker who listened and helped me get by on my worst days'
  - 'had a good look at my offending'
  - 'helping me mature a bit'
  - 'helping me understand myself and my offending behaviour'.
- 53 The worst aspects of being supervised by the criminal justice team included:
- 'some of the coursework'
  - 'unpaid work'
  - 'nothing, just a lot of appointments'
  - 'feeling guilty and ashamed about what I had done'
  - 'travel restrictions'.
- 54 Ways that offenders felt supervision could be improved included:
- 'stricter worker – don't be too accommodating'
  - 'would change nothing'
  - 'I couldn't – I got the best support ever'
  - 'night-time appointments for people who finish work later'.
- 55 No issues were raised for criminal justice social work services within the Council's whistle blowing policy.

## National Standards

56 Figure 5 illustrates information provided to the Scottish Government to report on performance indicators for 2014-15.

Fig. 5: Key Performance Indicators (2014-15)

<b>Criminal Justice Social Work Reports<sup>1</sup></b>	
Number of reports submitted to court	184
<b>Number of reports submitted by due date</b>	184 (100%)
Reports requested by courts	209
<b>Reports allocated within 2 day timescale</b>	209 (100%)
<b>Probation/Supervision requirement (Including English Orders)</b>	
Number of probation orders / English Orders	3
Number of section 229 orders	0
CPOs with supervision requirement	49
Total	52
<b>Number seen within seven days</b>	46 (88.46%)
<b>Community Service/Unpaid Work and other activity requirement</b>	
Number of CS orders	1
Number of sec 229 orders	0
Number of CPOs with unpaid work	85
Total	86
<b>Average hours per week to complete order</b>	8.26

57 The average hours of unpaid work completed increased by over one hour per week from 2013-14, reflecting:

- the benefits of local redesign
- appointments on the same day as sentence which support work placements to begin within seven days
- an expectation that offenders will attend twice per week to complete unpaid work promptly.

58 For individuals with problematic compliance or ill health, a process of internal reviews ensured a quick response to reduce the risk of drift within an order.

59 A first appointment for each offender, (the same day as sentencing) is included in each report to court. This supports work placements to begin within seven days

## Special In-House Project

60 No Barriers Project: this local offender literacy project seeks to support offenders subject to statutory supervision to address literacy, employability and life skills needs. Following the ending of original funding in March 2012, eighteen months' funding was secured until 1 April 2015 as part of the women offenders bid by Renfrewshire Council, which provided for a dedicated literacies tutor.

<sup>1</sup> this figure includes a range of reports not included in the aggregate return, in line with reporting requirements of the Scottish Government.



- 61 During 2014-15, the criminal justice team referred 14 new service users to No Barriers, in addition to existing clients from the 2013-14 financial year.
- 62 Other Partners in delivering No Barriers: a range of other agencies supported service delivery with No Barriers clients, including:
- Economic Development Unit (WorkER)
  - Voluntary Action
  - Skills Development Scotland
- 63 Most individuals received support with employability-focused goals, literacies and confidence-building. No Barriers also provided support with meeting the criteria for claiming welfare benefits.
- 64 One female learner was assisted to complete unpaid work. She also helped to deliver mindfulness sessions and it is hoped that she may become a volunteer to deliver sessions to other audiences.
- 65 The majority of learners have worked on their CVs, job applications and were supported with ongoing changes in welfare reform. This involved accessing library computers (if no access at home), registering with Universal Jobmatch and learning ICT skills to complete online job searches.
- 66 Methods of reporting outcomes of No Barriers
- reports to NSCJA and East Renfrewshire CHCP Committee
  - staff development sessions
  - local and national press coverage
- 67 Project Sustainability: Although women offenders' funding will not continue to the 2015-16 financial year and the dedicated tutor post will no longer be available, referrals will continue to be made to No Barriers. Support, as part of established groups, will be offered to male and female service users in both literacies and confidence building.
- 68 Engagement with community planning partners as part of the transition to the new community justice model will include examination of resources (financial or otherwise) that could enable continuation of No Barriers that reflects both local demand and equal access to the service.





## INVERCLYDE COUNCIL CRIMINAL JUSTICE SERVICES ANNUAL REPORT FOR FINANCIAL YEAR 2014/15 TO NORTH STRATHCLYDE COMMUNITY JUSTICE AUTHORITY

### 1. AGGREGATE RETURN

The aggregate return for 2014/15 is again in two parts.

The first part, which is attached, reports on all activity with the exception of Community Payback Orders (CPOs) and Drug Treatment and Testing Orders (DTTO). This latter information will be contained in part two, which has a later submission date and consequently is still to be finalised. Thus the figures which are used in this report, particularly regarding the CPO, could be revised at a later date.

### 2. COMMUNITY PAYBACK ORDERS (CPOs)

- 2.1 In 2014/15 there were **292** new CPOs made, compared with 244 in 2013/14. This is an increase of **20%**. At point of sentence a CPO can consist of a number of requirements, of which there are nine. There is no limit on the number of requirements which the Court can impose and this will usually be decided upon with reference to a Criminal Justice Social Work (CJSW) Report. The table below provides a breakdown of the requirements for 2014/15:

REQUIREMENT	NUMBER OF REQUIREMENTS
Offender supervision	120
Compensation	0
Unpaid work and other activity	230
Programme	33
Residence	0
Mental health treatment	0
Drug treatment	12
Alcohol treatment	14
Conduct	0

Alcohol and Drug Treatment Requirements were met with referrals to Inverclyde Integrated Alcohol and Drug Services. Colleagues from these Services are routinely invited to CPO review meetings to facilitate an integrated approach to support and to maintain an overview of compliance. Programme Requirements were met by including offenders in either one of several general offending programmes provided by Action For Children (AFC) or in Moving Forward Making Changes (which replaced the Community Sex Offender Groupwork Programme) and is delivered by our colleagues in

Renfrewshire. Again, staff delivering these Programmes would be invited to CPO Reviews.

- 2.2** There are two main requirement types, Supervision and Unpaid Work, which drive Criminal Justice Social Work activity. As highlighted in the table below these have largely increased year on year since the introduction of the CPO in February 2011, with a resulting impact on Service resources.

<b>CPO Requirement</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Supervision	65	101	94	120
Unpaid Work	70	176	201	230
<b>Total</b>	<b>135</b>	<b>277</b>	<b>296</b>	<b>350</b>

CPO Supervision and Unpaid Work Requirements in the main replaced Probation and Community Service for offences committed on or after 1<sup>st</sup> February 2011. As can be seen from the table above, in 2014/15 we were managing 350 such requirements. However, in 2010/11 the combined total of Probation and Community Service Orders was 207. This represents a **69%** increase in workload for the Service over the intervening period.

This increase in activity has specifically presented challenges for the Service with regard to meeting the speed targets set by the Scottish Government in relation to the time taken to get service users through their unpaid work. To help meet this challenge the Service has made a concerted effort to improve the efficiency of the resources deployed in this area, particularly in ensuring the full utilisation of all four squads which take service users out on placement. This has seen efficiency levels improve. For example, since 2012/13 when we began making efforts in this area squad utilisation has improved by 17%.

- 2.3** Notwithstanding the above challenges, we have managed to provide a broad range of placements for service users on unpaid work which have not only provided opportunities for them to undertake meaningful payback to the community within Inverclyde but also to learn new skills which may enhance their employability. Examples of the types of unpaid work undertaken in 2014/15 include:

- Improvements to Kelburn Park, including a new access path leading to a War Memorial Cairn. This local community park was recently constructed with help from the Big Lottery Fund.
- Assistance with the completion of 43 raised planters at Belville Community Garden Project.
- Ground preparation work and planting for a Heather Walk for the Grow Wild Project in the Belville Community Garden.
- Refurbishment of the premises of CVS Inverclyde. This is a Scottish charity which engages and develops community groups, voluntary organisations and social enterprises.

- Assistance was provided to Wellington Allotments Community Gardens to help with the cultivation of vegetable plots and the creation of a patio area. Students with special needs use the vegetables grown at the allotment during learning and development courses at West College Scotland, Greenock Campus.
- Maintenance and Litter picking on local cycle tracks, which are part of the National Cycle network in Scotland.

**2.4** The legislation which brought in the CPO, also placed a legal duty on Councils to consult with their communities over the types of work undertaken. Moreover, the national guidance on the CPO also directs Councils to improve the visibility of this work. Our Unpaid Work Manager has continued to make use of a variety of approaches to both raise the public profile of the Service and improve our engagement with local communities. These have included:

- Improved signposting to the Service within the recently launched HSCP website.
- Local press coverage of projects undertaken.
- Improved Information and Referral Leaflets.

The Unpaid Work Manager has also been proactive in consulting with a range of statutory, voluntary and community organisations with a view to informing the nature of future unpaid work projects. Examples of just some of the organisations consulted include: Housing Associations; Your Voice; CVS; Reach for Autism; Police Local Authority Liaison Officer; and Councilors. This has informed our decisions to take forward projects such as renovation work within charitable offices and improvements to parks and open spaces.

**2.5** For the second year in succession the Service has continued its successful partnership with the Scottish Prison Service (SPS). Working with SPS has enabled the Service to take on larger scale renovation projects such as the work undertaken with Reach for Autism. In addition to extending the scope of the projects the Service can take on, it is hoped bringing together both prisoners and those on community sentences will provide informal opportunities to share past experiences and life lessons and in doing so strengthen the resolve of those on community sentences to desist from further offending.

### 3. OTHER CORE ACTIVITY:

There are some notable variations in this year's aggregate return when compared to the 2013/14 data. However, rather than utilising a +/- 5% threshold, given that in some instances the actual numbers are small to start with, what is detailed below are those variations which could have potential workload/funding implications. Also included, in brackets, are the actual reduction/increase in activity.

WORKLOAD	% VARIATION
CJSW Court Reports	-6% (31)
Court Services	-15% (131)
Bail Information	+176% (162)
Diversion (New Cases)	-63% (5)
Supervised Attendance Orders (SAOs)	-75% (18)
Throughcare (New Cases in Community)	+150% (6)
Home Circumstance Reports	+30% (14)

The downturn in Court related activity is perhaps not surprising given that nationally recorded crime is reportedly at its lowest level since 1974 and the average number of reconvictions per offender is also showing a downward trend. There have also been policy/procedural changes which have impacted in the business going through Courts, such as Greenock Sheriff Court, relating to Fiscal marking which has seen cases divert to the JP Court along with the impact of direct measures. On the surface it would appear that the provision of Bail Information to the Courts would seem to be running counter to this general trend. However in reality what this reflects is the resumption of the full provision of this Service in 2014/15, which had previously been impacted by staffing issues.

The fall in the number of Supervised Attendance Orders (SAOs) is only to be expected given CPO Level 1s have replaced these Orders for offences committed on or after 1<sup>st</sup> February 2011.

With regard to the decrease in new Diversion Cases, this is not reflected in the number of referrals or assessments which are broadly in line with the 2013/14 figures. In view of this, it would be our intention to investigate further to identify any potential practice learning opportunities.

The increase in those prisoners being released on statutory supervision only brings us closer to the activity levels reported in the 2012/13 Annual Report and thus perhaps confirms last year's assertion that the reported decrease in prisoners being released in 2013/14 had been nothing more than an annual fluctuation. The increase in requests for Home Circumstance Reports is largely associated with the Home Leave process which is aimed at facilitating prisoner community integration.

In view of fluctuating trends in activity levels the Service committed in last year's Annual Report to review the ways in which its core activities were delivered. Following an option appraisal conducted during 2014/15 a decision was taken to disaggregate two shared services: Enhanced Throughcare and; Drug Treatment and Testing Orders. Both Services operated across the Local Authorities of East Renfrewshire, Renfrewshire and Inverclyde. By bringing these Services back within individual Local Authority control (with effect from 1<sup>st</sup> April 2015) it was felt this represented the best way forward in terms of opportunities for sustainability, resilience and the ability to meet local and national standards. It is to the credit of all staff concerned that during this period of transition continuity of services were maintained, along with the confidence of key stakeholders.

#### **4. MAPPA**

The MAPPA Unit for NSCJA is hosted by Inverclyde CJSW Services and supports the risk assessment and risk management of Registered Sex Offenders (RSOs) and mentally disordered offenders (restricted patients) through facilitating the sharing of information between responsible authorities which include, Local Authorities, Police Scotland, Scottish Prison Service and, in the case of restricted patients Health. In September 2014, the Unit relocated from Greenock Police Station to the Inverclyde Health and Social Care Partnership premises.

Hector McNeil House provides a co-location for Inverclyde CJSW and Inverclyde Public Protection hub. The Public Protection hub consists of Adult Protection, Child Protection and MAPPA Co-ordinators. This approach has facilitated the opportunity for a training agenda to be developed between the three areas, which will focus on public protection issues and will benefit all partner agency staff.

The first formal review of MAPPA in Scotland commenced in October 2014 and will continue through to autumn 2015. The Review is being carried out jointly by the Care Inspectorate and HM Inspectorate of Constabulary for Scotland (HMICS). The purpose is to assess the state, efficiency and effectiveness of the multi-agency public protection arrangements (MAPPA) in Scotland. A national report is anticipated in autumn 2015, which will focus on key findings, including identifying good practice and areas of improvement, conclusions and any recommendations. In view of the proposals to extend the MAPPA arrangements to violent offenders in 2015/16, this Report has added resonance.

In 2014/15 NSCJA MAPPA completed a number of key tasks, which included:

- Delivery of six Department of Work and Pension (DWP) Information Sharing sessions aimed at supporting Police and CJSW staff in the task of sharing relevant and appropriate information with DWP staff to enable the provision of suitable training and work place learning.

- A one day event was held with the aim of providing an overview of the MAPPA arrangements in NSCJA for Victim Support staff, who can play an important role in supporting victims of sexual offences. Particular attention was given to the task of victim safety planning in the MAPPA process.
- Gathering Risk Assessment Scenario Planning (GRASP) training, developed by the East Dunbartonshire CJSW Service Manager, was delivered to CJSW staff across NSCJA to support them in critical task of risk assessment and management.
- As part of the MAPPA Thematic Review process, the Review Team visited NSCJA between 25<sup>th</sup> and 28<sup>th</sup> May 2015. The MAPPA Unit were heavily involved in the preparations for this visit, including facilitating the associated fieldwork exercises.

## 5. CONTRACTED SERVICES

**5.1** Inverclyde CJSW Services has a longstanding history of working in close partnership with Action For Children (AFC), who are contracted to provide a range of primarily groupwork interventions on behalf of the Service. Specifically these target CJSW service users assessed as suitable for the Constructs Positive Steps to Stop Offending accredited programme (discussed in the next section), women offenders, those newly sentenced to CPO (Supervision Requirement) via an Induction Programme and a drop-in facility and since May 2012 those requiring 'other activity' as part of their CPO (Unpaid Work Requirement).

**5.2** The AFC **Drop-in** facility, for those newly sentenced to CPO (Supervision Requirement), offers clarity from the outset on the range of service provision available to support desistance from offending. Figures for drop-in were as follows:-

In 2014/15, 87 individuals were offered appointments with 72 attending.

**5.3** For the **Induction Programme** in 2014/15, a total of 14 service users were contacted to participate in this Programme, with the following outcomes:

OUTCOME	NUMBERS
Successful Completions	6
Non-attendance/non-compliance	8
<b>Total</b>	<b>14</b>

Inverclyde CJSW Service believes there are tangible benefits to providing an Induction Module, particularly for those service users who go on to participate in further groupwork. These involve: the opportunity to familiarise service users with the groupwork premises; staff; the format of groupwork delivery and; expectations of the Service. The Module also allows the Service to identify and address any responsivity issues and factors that may result in



early drop-out, for example, stability around any addiction and/or mental health issues. In doing so, the opportunity of participation in groupwork is made more accessible/inclusive.

- 5.4** In light of the findings of the Angiolini Commission on Women Offenders Inverclyde CJSW Services in partnership with AFC undertook in 2013/14 a review of service provided to **female service users**. This led to the securing of Scottish Government one off funding with which we were able to take forward **a new model of service delivery for women in 2014/15**. This model comprises of 4 components:

- Drop-in Service
- Referral group
- Individual and Outreach Work
- Groupwork

During 2014/15, 36 women were referred to the Service, the majority of whom were subject to Community Payback Orders. Of these 36 women, 24 engaged with the Service and using the outcome tool provided by the Scottish Government the following outcomes were noted:

OUTCOME	NUMBERS
Significant Improvement/ Improvement in Circumstances	16
No Change in Circumstances	6
Deterioration in Circumstances	2
<b>Total</b>	<b>24</b>

A separate report has been compiled for the Women's Service for 2014/15 and a copy of this is provided in Appendix 1. This provides a more detailed account on the Service's operation and also reflects on our learning and future plans. In addition, case study material is included within the report which offers a qualitative insight into the impact of the Service.

- 5.5** Weekly '**Other Activity**' sessions are offered for service users sentenced to a CPO (Unpaid Work Requirement). This is a rolling programme of six stand alone sessions covering the following topics:

- Communication Skills
- Drug/Alcohol Awareness
- Problem Solving
- RTA Awareness
- Anger Management Awareness
- Assertiveness/Self Confidence

The attendance rates for these sessions, which were co-facilitated by the Turnaround worker attached to AFC, were as follows:-

PERIOD	APPOINTMENTS OFFERED	APPOINTMENTS KEPT
Quarter 1	132	93
Quarter 2	116	77
Quarter 3	137	90
Quarter 4	58	47
<b>Total</b>	<b>443</b>	<b>307</b>

- 5.6.** A Service Level Agreement is in place with AFC, with a Contract Monitoring Officer identified who undertakes monitoring visits in line with the assessed priority status. In addition, there are monthly meetings between operational managers of both Services, with the involvement of service manager grades on a quarterly basis.

The above framework helps to support a continuous improvement agenda with the aim of maximising the effectiveness and efficiency of this resource. This commitment to improving the Service is perhaps best illustrated by the actions taken to reconfigure the Service offered to women service users and to model this on current thinking on what works for this user group.

## 6. ACCREDITED PROGRAMMES

AFC are also responsible for running the **Constructs PSSO (Positive Steps to Stopping Offending) Programme**. In 2014/15 a total number of 34 service users took part in this Programme, with the following outcomes:-

OUTCOME	NUMBERS
Successful Completions	6
Still in Programme	15
Breached/De-selected	13
<b>Total</b>	<b>34</b>

The reasons for de-selection of the 13 participants are provided in the table below:-

REASON FOR DE-SELECTION	NUMBERS
Non-Compliance	6
Mental Health	2
Physical Health	1
Secured Employment	3
Moved Away	1
<b>TOTAL</b>	<b>13</b>



The Programme, which consists of 26 sessions, is delivered twice weekly. Participants are also required to attend three individual reviews to assess progress. During 2014/15 a total of 42 Constructs reviews were held. At the final review each participant is asked to complete a feedback sheet. In 2014/15 this feedback indicated:

- 100% found the Programme useful and were using the learning gained in their everyday life.
- 100% felt it had helped to reduce their risk of becoming involved in further offending.

Some individual comments were:

- "I have always known what I wanted, but this has given me the tools to achieve it."
- "It's not only helped me reduce my risk of reoffending, it's also improved my confidence, attention span, literacy, and family relationships."
- "I was never able to talk to other people before I did this course."
- "I never thought I would be able to hold down a job but I feel ready now and I've come off the sick."

## **7. COMPLIANCE/ COMPLAINTS/ CLIENT FEEDBACK**

### **7.1 Compliance**

As intimated earlier the first formal review of MAPPA in Scotland commenced in October 2014 and will continue through to autumn 2015. A national report is anticipated late 2015, which will focus on key findings, including identifying good practice and areas of improvement, conclusions and any recommendations. Inverclyde CJSW Services both as a Responsible Authority and as a member of the NSCJA Strategic Oversight Group/MAPPA Operational Group will play its part in taking forward the identified learning outcomes.

### **7.2 Complaints**

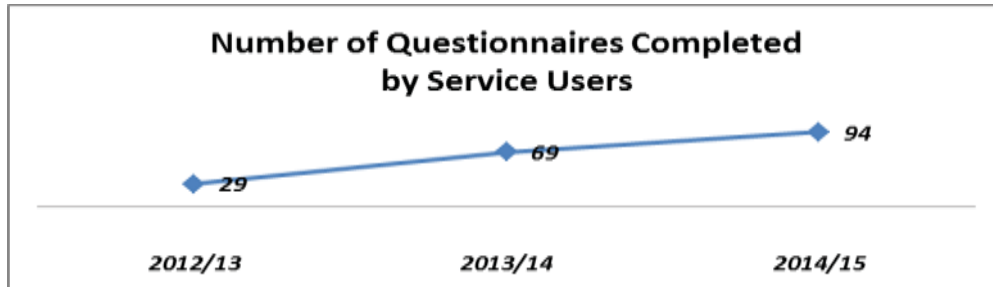
Three formal complaints were received during 2014/15, none of which were upheld. The complainers did not choose to exercise their right to have the outcome of their complaint reviewed by the Chief Social Work Officer or the Complaints Review Committee.

There have been no issues raised in relation to Criminal Justice Social Work under the Whistleblowing Policy.

### 7.3 Feedback

Our Unpaid Work Service routinely seeks feedback from both service users at the end of their Orders and from the recipients of unpaid work.

In 2014/15, 94 questionnaires were completed.



We have been able to increase the number of service users who responded to our questionnaire on completion of their order, over the past

3 years from 29 in 2012/13, to 94 in 2014/15. The feedback collated indicated that:

#### Service User Feedback

- 99% of respondents indicated that they believe the work which they had carried out was of service to the community.
- 96% of respondents indicated that Community Service/Unpaid Work was a worthwhile experience.
- 99% of respondents viewed their Community Service Order/Unpaid Work Requirement as a direct alternative to custody.
- 89% of respondents indicated that their experience on Community Service/Unpaid Work changed how they would view offending in the future.

All of the percentages noted above have been improved upon from the previous year's results.

Some individual comments were:

- "I just want to say that Community Service (Unpaid Work) has lots of ways of making people better people. I don't view myself as better than anyone but it made me want to make the people I was in a team with better. We really all bonded and I learned a great deal. The Community Service (Unpaid Work) team were fantastic, always so helpful..."
- "...I would like to see more 1st offenders being helped more into getting help to have a normal life work wise during this time as getting back to work after Community Service (committing a crime big-small) is hard.

The team are fab and (named staff member), bless, has the patience of a saint”.

- “I learnt a variety of skills and was encouraged to do things that I never thought I was capable of doing”.
- “All supervisors and staff were great; they gave me the confidence to think for myself in a positive way, the supervisors have so much patience and always encouraged you to tackle jobs that would push you to the limit. I will miss the work”.

### **Recipient Feedback**

- 100% of respondents were ‘satisfied’ with the work completed.
- 92% of respondents indicated that the work had been completed within the time timescales given.
- 100% of respondents were ‘satisfied’ with the attitude and politeness of the service users.
- 100% of respondents indicated they were ‘very likely’ to use the service again.

Some individual comments were:

- “The team went above and beyond requirements. This service could not have been better from start to finish. The supervisor and his team could not have been improved on. I am very grateful we have this service in Inverclyde. “
- “This is a great service. I’m an 85 year old widow unable to care for my garden but still enjoy looking at it and relaxing there. Without help I could not look after it and eventually would have to leave home.”
- “The boys are always polite and well mannered, they always clear up after they have been working and leave the premises tidy. We have no issues or concerns about asking them back to do more work.”
- “Very satisfied with the team, who cut and rake the grass, really helpful.”

## **8. NATIONAL STANDARDS**

### **8.1 Criminal Justice Social Work (CJSW) Court Reports**

**Indicator:** Percentage of CJSW Reports submitted to Court by due date.

**100%** of CJSW Reports were submitted on time in 2014/15 compared to 99.8% in the previous year.

## **8.2 Community Payback Order**

Unfortunately, we are unable to report on CPO performance indicators as, at the time of writing, this part of our aggregate return is still being finalised. This return is not due to be with Scottish Government until 31.8.15.

## **9. FUTURE AIMS AND OBJECTIVES FOR THE SERVICE IN 2014/15**

Inverclyde CJSW Services are committed to improving outcomes for victims, communities and those whose actions bring them into contact with the Criminal Justice System. With this in mind, in 2015/16 we are planning to take forward a number of actions, which include:

- Implement the recommendations in our Women's Service Report 2014/15 and continue efforts to secure the Service's on-going funding.
- Support and consolidate the re-integration of Enhanced Throughcare and DTTO Services back into the Local Authority.
- The national report on the thematic review of MAPPA is anticipated late 2015. The NSCJA Strategic Oversight Group/MAPPA Operational Group plan to give over their joint 2015/16 Development Day to fully consider its recommendations. Inverclyde CJSW Services will play its part in taking forward identified learning outcomes.
- The NSCJA MAPPA Unit along with the NSCJA Responsible Authorities (which includes Inverclyde Council) will continue its work in scoping out the issues associated with the extension of the MAPPA arrangements to violent offenders. Thereby ensuring robust implementation arrangements are in place when the appropriate legislation is enacted.
- Inverclyde CJSW Services will seek to appoint a Community Justice Lead Officer to support the transition to the new community justice structures.
- Improve our systems to help us better track Unpaid Work service users' progression through their Orders, with a view to supporting Scottish Government's speed targets.

**A. Howard**  
**Service Manager**  
**Inverclyde HSCP**  
**Criminal Justice Social Work Services**

## **Renfrewshire Council**

### **Criminal Justice Social Work Annual Report 2014/15**

### **to North Strathclyde Community Justice Authority (NSCJA)**

#### **1. Aggregate Return**

Please see attached Renfrewshire aggregate return for 2014/15, please note that Community Payback Order (CPO) data is still being finalised so figures may be subject to slight amendment.

This section reflects the most significant workload changes within criminal justice in Renfrewshire in 2014/15.

The Criminal Justice and Licensing (Scotland) Act 2010 replaced Probation, SAO and Community service with a Community Payback Order for all individuals convicted of offences committed after 1 February 2011. Thus for the next few years services are required to manage both the ongoing imposition of Probation, Community Service and Supervised Attendance Orders, whilst Community Payback Orders are imposed, as anticipated these are now significantly reducing.

#### **Community Payback Orders (CPOs):**

The following illustrates the increasing workloads across Renfrewshire as a result of CPOs.

Offender supervision: number of orders

<b>Order type</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Probation (including unpaid work)	104	50	10	7	2
Probation (excluding unpaid work)	123	61	13	10	2
Community Payback Order ( Supervision requirement)	n/a	182	242	295	306
Total	227	293	265	312	310
Workload increase since 2010/11 (creation of CPOs)	n/a	29%	17%	37%	37%

Offender supervision orders and probation require management by social work qualified criminal justice staff. This year shows a similar position to 2013/14 potentially reflecting that numbers are beginning to stabilise.

The increasing supervision orders since 2011/12 reflects significant increases in workload for the team based in Paisley. To meet these increasing demands 2 additional Social Work fieldwork posts were employed in 2012. 2012/13 also saw the consolidation of the Transforming Renfrewshire Programme where the 3 criminal justice teams across Renfrewshire were merged into one team based in Paisley under the management of two Senior Social Workers, allowing greater resilience to meet changing workload demands across the authority.

Unpaid work (orders)

<b>Order type</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
Community service	134	64	30	13	6
Probation (including unpaid work)	104	50	10	7	4
Community Payback Order (unpaid work requirement)	n/a	213	385	492	455
TOTAL	238	327	425	512	465
Workload increase since 2010/11	n/a	37%	78%	115%	95%

## Unpaid work – hours

Order Type Contracted Hours	2010/11	2011/12	2012/13	2013/14	2014/15
Community service Probation (including unpaid work)	39295	18635	6860	3591	1630
Community Payback Order (unpaid work requirement)	n/a	26112	47775	58030	62073
TOTAL	39295	44747	54635	61621	63703
Workload increase since 2010/11	n/a	14%	39%*	57%	62%

\*Whilst the workload of Supervised Attendance Orders (SAO), see below, have reduced from 145 orders in 2010/11 to 19 in 2014/15 (a difference of 6460 hours) as they are gradually being replaced by level 1 CPOs unpaid work, it should be noted that even when SAO hours are taken into account there remains a 38% increase in workload hours since 2010/11.

Unpaid work orders have reduced by 9% in 2014/15 compared to last year, however the number of hours imposed continue to rise, with a rise of 3% since last year.

The additional workload of the CPO impacts upon the Community Service Unit due to the requirement that these clients undertake unpaid work. Two additional Supervisor posts were created in 2012/13 to meet the additional demands of hours imposed and reduced timescales for completion. This is a significant increase in workload, which alongside shorter timescales (from 12 months to 3 or 6 months for completion) presents Renfrewshire with challenges resulting in significant further redesign of community service to meet the demand.

In March 2013 a post was agreed to manage the 7 Supervisors ensuring consultation to obtain the necessary work, and maximise and support placements. The retirement of the existing Community Service Organiser also allowed the creation of a post of Unpaid Work and Other Activity Manager who commenced post in November 2013, to manage the increasing team, including SAO and maximise the use of other activity provision both internally and by wider services such as addiction, employability etc. This also included the capacity for the management of Fiscal Work Orders i.e. unpaid work in the community for those diverted from prosecution, when these were rolled out nationally (expected within 2014/15, however commenced 1.4.15).

Included within this redesign was the expansion of the role of criminal justice groupwork services to provide groups for 'other activity'. CPO clients are thus involved in lifestyle, employability and womens' groups. Remaining SAO clients also join these groups. The remaining SAO officer continues to manage the SAOs, but as these orders decrease will be required to manage increasing unpaid work orders.

Within 2014/15 Sessional Supervisors were employed to enable greater flexibility to manage numbers and prepare for Fiscal Work Orders as anticipated numbers are unknown.

#### Supervised Attendance Orders:

The table below illustrates the ongoing reduction in Supervised attendance Orders since CPOs were imposed in February 2011.

Number of orders: -

Order type	2010/11	2011/12	2012/13	2013/14	2014/15
Supervised Attendance Orders	145	82	56	47	19
Workload decrease since 2011	n/a	43%	61%	68%	77%

Number of hours: -

Order type	2010/11	2011/12	2012/13	2013/14	2014/15
Supervised Attendance Orders	7530	4424	2954	2584	1070
Workload decrease since 2011	n/a	41%	61%	66%	76%

Supervised Attendance Orders have been replaced by the level 1 Unpaid Work and Other Activity Requirement of the Community Payback Order for convictions relating to offences committed after 1 February 2011, thus the reduction of 77% of orders since 2010/11 is to be expected. Instead the increased impact on unpaid work hours is illustrated above.

#### Criminal Justice Social Work Reports (CJSWRs):

CJSWRs including supplementary reports have reduced by 8% since 2013/14. Oral reports have increased by 700% since 2010/11 (26 – 208), reflecting the importance of information provision so as not to delay the court process. Whilst CPO progress and review reports for court have decreased by 15% since 2013/14, they remain high at 575 per annum.

#### Bail information:

Bail information has decreased by 20% since 2012/14, although this remains an increase of 44% since 2010/11 reflecting increasing court business, and improved recording processes.

#### Statutory Throughcare:

The number of individuals subject to statutory throughcare in the community as at 31 March 2015 have increased by 88% (30 cases) since last year, whilst cases have been closed this year, there remains an increase of 16% (21 cases) of cases being supervised at 31 March 15. Those supervised in custody have decreased by 15%. Clearly however this represents increased workloads for the fieldwork and throughcare teams, with those in the community requiring significantly higher interventions and monitoring than those in custody as by their nature they are higher risk.

#### Diversion:

Diversion from prosecution continues to rise, and this year has seen a significant rise of 87% since last year (38 – 71 cases). This reflects the significant focus on diverting young and female offenders where appropriate. 53% of individuals subject to diversion were aged 16-20 and 39% were female during 2014/15.

## **2. Contracted Services**

Renfrewshire no longer contracts any criminal justice services.

## **3. Accredited Programmes**

#### Constructs: Positive Steps to Stop Offending:

This programme is provided by Renfrewshire Council for Renfrewshire and East Renfrewshire clients.

6 clients were referred during this period with no clients completing groups. One group started in February 2015 with 6 referred and is still ongoing. Work is ongoing to remind staff of the need to assess clients at the court report stage for inclusion, or consider the appropriateness of groupwork for those being released on licence who have not undertaken the programme in custody. Screening discussions with Constructs facilitators by social workers at CJSWR stage has also been re-introduced to ensure appropriateness and consistency of referrals and programme requirements made. Fieldwork teams are reporting a higher level of Orders where the index offence is domestic violence so many of men currently on Orders are not suitable for Constructs, whilst many of those released from custody have already completed the programme within their sentence.

From January 2014, following some service redesign, the new Women's Justice Service commenced at the Backsneadon Centre in Paisley (see specific section below), utilising the same staff group who are involved in the provision of constructs and other activity groups. Despite this, there is still a will to retain Constructs in Renfrewshire's suite of groupwork interventions, and one staff member continues



to provide national training on Constructs. Consideration is being given as to how this intervention can best be managed on an ongoing basis within the range of groupwork provision managed by the service.

### **Moving Forward making Changes (MFMC, a Sexual Offending Groupwork Programme):**

This programme is provided by Renfrewshire to Renfrewshire, East Renfrewshire and Inverclyde clients by the Pathways Partnership Project.

The Moving Forward, Making Changes (MFMC) programme received provisional accreditation from the Scottish Advisory Panel on Offender Rehabilitation (SAPOR) on 23 September 2013 and full accreditation in June 2014. The accreditation will last for five years before requiring reaccreditation, unless it is felt that further substantive changes are required after delivery commences. Any such changes would have to be submitted to SAPOR for agreement.

MFMC replaces the previous Community Sex Offender Groupwork Programme (CSOGP) and the SPS Good Lives Programme. The MFMC programme has been developed specifically for use in both custody and community settings.

MFMC has been designed for the treatment of adult male offenders convicted of a sexual offence, or a non-sexual offence which is considered to contain a sexual element, and have been assessed as presenting a medium to high risk of re-offending using validated risk assessment tools. Those offenders assessed as posing a higher risk will typically spend a longer period on the programme than medium risk offenders. The programme will be delivered on a rolling basis, which allows participants to complete only the modules that are relevant to their needs, rather than completing the full set of modules. The programme's overall aim is to work with men convicted of sexual offences to assist them to lead satisfying lives which do not involve harming others, reducing their risk of re-offending in the process.

Training for Pathways staff concluded in May 2014 and most of the case managers and line managers were trained in June 2014. The Pathways Project Leader and Criminal Justice Service Manager continue to be involved in national groups supporting the implementation of the programme. This programme has thus commenced within the three local authorities. During this year 35 individuals continued to complete C-SOGP, the previous programme, with 6 of those transferred to MFMC. At 31 March 2015 11 men have commenced MFMC groupwork.

There were 65 assessments undertaken during this period, an increase of 30% from 2013/14, and an increase of 195% since 2011/12, whilst there is a small rise in the number of court requests, most of the increase has been assessments on individuals prior to their release from custody. Numbers of men involved in programmes continue to rise, representing significant increases in those requiring such interventions. This service user group also has intensive interventions from throughcare and fieldwork Social Workers. Those individuals subject to CPOs are also increasingly having 300 hours of unpaid work imposed, thus impacting generally on workloads of those providing community interventions.

Pathways also undertakes individual work with clients, for some clients this is in addition to groupwork to assist reinforcement of the programme, for others they undertook groupwork modules on an individual basis or in smaller groups as there were insufficient men to run the group, due to not meeting criteria for the group or their being subject to orders of insufficient length. However MFMC presents additional challenges and as such to support fieldwork staff they have assisted by co-working the MFMC case manager work with such work taking place with 8 men at 31 March 15. As a result the number of individual interventions undertaken by Pathways staff has risen by 42% since last year.

Pathways also undertakes work with non-abusing partners who are involved with the men undertaking work with the project, and undertook such work with 2 individuals during this period.



## Funding for MFMC:

The ability to roll out MFMC successfully given increasing workloads will be dependent upon future funding arrangements. The Criminal Justice Services Manager has been involved in the Scottish Government Advisory Board from the beginning, representing Social Work Scotland. As the programme moved towards implementation this has now become the Programme Implementation Board. This role has included meetings in relation to the future funding of MFMC.

Initial attempts have been undertaken to estimate the costs of MFMC, all Community Justice Authorities were required to submit an implementation plan by 8 April 2014, highlighting the anticipated costs involved. Actual costs remain to be established following more experience of implementation nationally. Existing funding is not sufficient to run the service, however currently all three local authorities contribute additional funding.

## 4. Compliance / Complaints / Client Feedback

### Complaints:

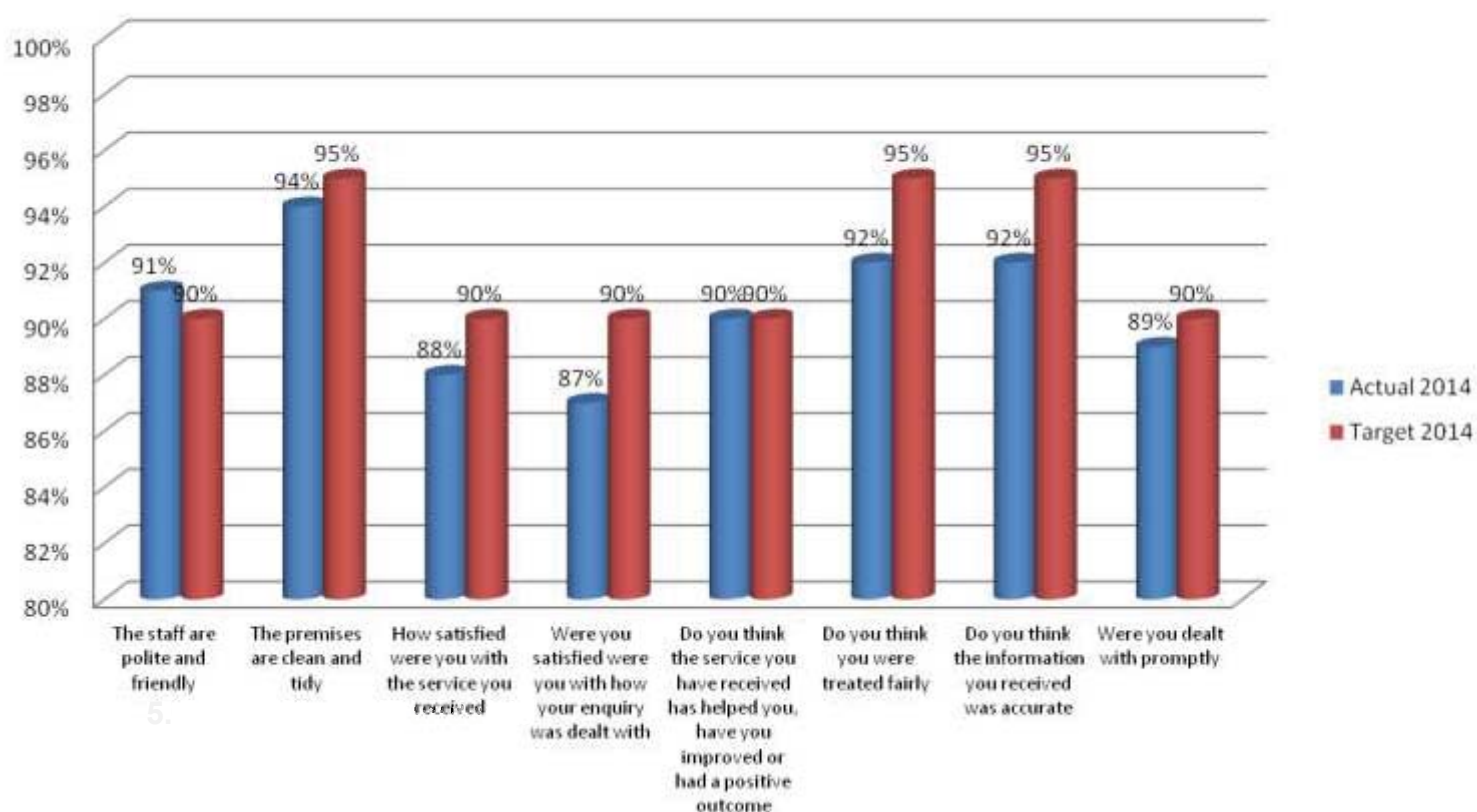
There were 5 criminal justice complaints within this period, one was substantiated, three partially substantiated, 1 not substantiated, all were resolved. There have been no issues raised in relation to criminal justice under the Whistle blowing Policy.

### Client Feedback:

Criminal Justice survey feedback contributes to the Public Sector Improvement Framework. Whilst recognising that criminal justice works with involuntary clients there is clearly room for improvement.

A feedback process delivered at groupwork sessions is currently being piloted as this would include service users on a range of orders, and provide direct feedback to staff. This would be included with the Criminal Justice Management Group and disseminated to all staff, allowing discussion on how we can make improvement in the areas identified.

**Criminal Justice - Customer Feedback 2014**



Renfrewshire submitted 98% of Social Enquiry reports by the due date, Reports require to be submitted by 12 noon the day prior to the court appearance, where clients present late it is Renfrewshire's policy to submit late reports rather than letters which delay sentencing and thus the court process. Feedback from Sheriffs in Paisley was that women were often being remanded as a result of failing to attend for reports, thus the womens service undertakes home visits to track women down where possible and undertake reports on time.

## **6. Special In House Projects**

### **The Womens' Community Justice Service:**

Following the recommendations from The Commission on Women Offenders published in April 2012. on 30 August 2013 Renfrewshire was advised that it had been successful in its bid to Scottish Government to establish a Womens' Community Justice Service. £23,000 of funding was gained from October 2013 to March 2014 and £46,000 for 2014/15. The funding was to finance the establishment of a service across Renfrewshire and including a range of services to females within East Renfrewshire Councils enabling the creation of a specific service for female offenders, with access to criminal justice group and individual support, and access to on site addiction and where required co-morbidity (combined mental health and addiction) services.

The additional resource allowed for the employment of a Volunteer Co-ordinator and Fundraiser, and resource to East Renfrewshire's literacy services for women, the majority of the service, was based on a reorganisation of existing resources.

Thus the centre built upon the existing individual and group work services offered to women within Backsneddon Centre. The manager of the groupwork service has become a Womens Service Co-ordinator, co-ordinating the staff group. Staff consists of a range of social work and 3<sup>rd</sup> sector staff including the existing groupwork staff, 2 Social Workers transferred from the fieldwork team to supervise statutory orders, the co-located Turnaround community staff, and the Shine PSP worker who provide services for Renfrewshire and East Renfrewshire 3 days per week, and the Volunteer Co-ordinator/Fundraiser post, all of these posts are employed by Turning Point Scotland. The service is co-located with addiction services including co-morbidity services and access to a Psychologist.

There is also assistance provided from Women and Children First, a Renfrewshire service financed by wider local authority social work which enables service users to progress to involvement with this service where they are provided with a range of interventions particularly for those at risk of domestic violence, and their children within the Renfrewshire Reconnect Programme (based on the Cedar Project).

Whilst the team supervise statutory orders, the aim was for greater focus on women subject to diversionary measures, support for bail and thus prevention of remand, as well as enabling additional focus on service provision to women released from short sentences. Co-ordinating a range of professionals ensured utilisation of the skills and experience of the range of staff, enabling allocation to the most appropriate individual within the service. Women now have access to bail reports undertaken by staff attached to the service, a range of group work provision and a drop-in half day, as well as individual work and crisis support from the range of staff involved.

The service also commenced the Connections Programme, a groupwork programme which originated in Aberdeen Social Work services, this programme includes Cognitive Behavioural therapy and change theory and assists with trauma.

The service is being evaluated by the Scottish Government and the Criminal Justice Services Manager chairs a steering group involving a Scottish Government representative and managers from the range of agencies involved.

Within 2014/15 88 women were worked with, including those subject to a range of community orders, diversion and voluntary support.

In relation to the Volunteer co-ordinator during 2014/15:

- 4 women entered full-time employment
- 3 women entered the Volunteer Programme. 1 of which used the experience and knowledge she gained from the volunteer training; which built her confidence and belief in herself, to move to the next stage of employment by securing employment with Turning Point Scotland.
- 5 women have accessed Community Learning Courses, 3 on Confidence Building Courses and 2 on IT courses.
- One woman was supported through the process of getting qualified in Beauty to start her own business. She has successfully completed all courses and was supported to obtain all the information she needed from Business Gateway to go become self employed.
- One young woman who was a care leaver has been referred and accepted onto the Fairbridge Programme which is designed to build young peoples skills and confidence
- Many women have been referred to other agencies for support and some continue to engage on a one to one basis working towards their goals.

**Additional or continuing developments in 2014/15 include:**

- 1.5 Turnaround Service staff remain co-located within the criminal justice groupwork services providing an individual and groupwork service to CPO clients within Renfrewshire and East Renfrewshire with service delivery in partnership with social work staff. Whilst this includes their involvement with women above it also includes male service users. The Criminal Justice Services Manager attends the Turnaround Steering Group on behalf of NSCJA Local Authorities. The Turnaround Service is funded until 31 March 2016, discussions with Scottish Government regarding funding beyond this point are ongoing.
- On 23 February local authorities were provided with the ability to apply for further womens service funding beyond 31.3.15, Renfrewshire submitted a further bid on behalf of Renfrewshire and East Renfrewshire and been awarded £30,000 to fund the Volunteer Co-Ordinator for an additional year 2015/16.
- The Unpaid Work and Other Activity Manager represents Renfrewshire on the Social Work Scotland unpaid work sub group, and this has included involvement in a Scottish Government Working Group considering the roll out of Fiscal Work Orders.
- Unpaid work sales commenced during this period, with service users making wooden products such as sheds and garden furniture which was then sold during open days, with service users participation.
- In March 2015 the unpaid work service in Renfrewshire won a Social Work Champions Staff Award under the category Changing Lives; Making a Difference. This was for the CPO Womens squad, which commenced in 2014 to address the complex needs of some women who were having difficulty undertaking unpaid work due to previous experiences, mental health issues etc. The squad is staffed by women and service users undertake crafts including bag painting, card and jewellery making, which they then sell at the unpaid work sale. Any funds raised at sales are used as available resource should someone seeking assistance from unpaid work i.e. house decoration etc not have funds to resource the materials. Thus this assists the community.
- Practice development sessions, established in 2012/13 continue to be run for criminal justice staff, led by senior Social Workers and Social Workers to enable greater practice discussion. Within 2014/15 sessions have included an update on recording on electronic filing systems, an update on the LSCMI risk assessment framework, and a session run by Police Scotland on the Prevent Strategy, preventing extremist behaviour.
- Renfrewshire continued to provide the Criminal Justice SVQ3 for para professional staff, with 3 additional Social Work Assistants commencing the course during 2014/15. Whilst there is as yet no date for para professionals within criminal justice to be required to register with the Scottish Social Services Council, this increases the skill and knowledge base for staff.

- Criminal Justice managers continue to represent Childrens Services at the Multi-Agency Risk Assessment Conference and MATAC meetings. MARAC: stands for Multi-Agency Risk Assessment Conferences. These are held on a 4 weekly basis, organised by ASSIST(specialist domestic abuse advocacy service providing advocacy and support to victims of gender based violence). They consider females subject to gender based violence within 'K' Division and what processes/interventions from a multi-agency perspective could be utilised to protect these females. MATAC: Multi-Agency Tasking and Co-ordination. These meetings are held on a 4 weekly basis, organised by Police Scotland. They consider the top 5 perpetrators who are alleged to have committed gender based violence against their partners within 'K' Division. They consider what processes/interventions from a multi-agency perspective could be utilised to lessen the risks presented by these individuals. The criminal justice role is to share information, with many of these individuals being known to our service and ensure information sharing between wider social work, police and ASSIST.
- The Criminal Justice Services Manager now attends the Adult Protection Repeat referrals Group. Chaired by the Head of Service Adult Services, this multi-agency group was created to consider individuals who have a high number of such referrals and ensure an appropriate response. This provides opportunities to consider appropriate interventions, and where possible ensure an appropriate adult service involvement as opposed to criminalising someone for behaviours where they put themselves at risk as opposed to the community.
- The Criminal Justice Services Manager also continues to attend the Public Protection Chief Officer Group within Renfrewshire to provide updates/reports in relation to criminal justice practice and developments, and provides reports to the Safer and Stronger Community Planning Partnership Board. Discussions commenced within 2014/15 in relation to Renfrewshire's response to the new model of community justice.
- In 2014/15 two shared services provided to Renfrewshire by Inverclyde and East Renfrewshire could no longer be continued in their present form. This included the Enhanced Criminal Justice Throughcare service provided by Inverclyde Council to Renfrewshire, East Renfrewshire and Inverclyde, and the Drug Treatment and Testing Order(DTTO) service provided by East Renfrewshire for the three authorities. Funding reductions, reduced caseloads (DTTO), the need for greater efficiencies and significant changes to practice, wider funding, workloads, prisoner location and technology meant that alternative ways of providing these services were required to maintain best value and the service to the service user. Thus a decision was made to redesign these services and as such each local authority will provide their own services as of 1 April 2015. A significant part of 2014/15 involved the 3 authorities in planning for these developments, this included considering local opportunities for greater partnership working and service resilience.

Within Renfrewshire the Throughcare Service will be combined with the criminal justice fieldwork service, and move towards developing all staff to manage throughcare in custody, the community and community orders. This will enable greater efficiency through less duplication of work, greater resilience to manage the increasing workload and a smoother journey from custody to the community for the service user. A further Senior Social Worker will be employed within the fieldwork team to manage the additional staff who have been transferred to Renfrewshire under TUPE arrangements.

The Renfrewshire DTTO service will combine with the Paisley Sheriff Court Social Work Service, and provide the Arrest Referral service for Renfrewshire and Inverclyde and the Throughcare Addiction Service. The level of DTTO reporting to the court means that these services are closely linked. DTTO will be co-located with addiction services within Renfrewshire enabling greater resilience and shared knowledge, and as most DTTO service users then transfer to local addiction services the process of transfer will be less disrupted. The larger staff group also provides additional resilience for the growing demands of the Court Social Work Service.

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**Renfrewshire Council**