



There is a formal strategic and operational partnership between West Dunbartonshire, Argyll and Bute and East Dunbartonshire Councils. They share a single strategic partnership manager, single budget, and deliver common outcomes within a joint planning and performance framework, commissioning strategy and report to a joint committee. One of the major practical applications of partnership arrangements is that unpaid work in the Helensburgh/Lomond area of Argyll and Bute is undertaken through the West Dunbartonshire criminal justice social work team.

Background

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 consistently reported by recipients of unpaid work. Throughout the Partnership unpaid work staff have continued to promote and consult regarding unpaid work projects.

The partnership authorities continue to receive constructive publicity in respect of unpaid work projects and are proactive in encouraging service recipients, where appropriate, to acknowledge the contribution of community payback in any publicity generated by the project. This is helpful in combination with word of mouth in generating interest in and referrals to the unpaid work teams within the Partnership. We have several instances of projects resulting in spin off benefits in terms of additional opportunities for unpaid work projects.

Feedback from communities and organisations has been very positive regarding unpaid work undertaken by offenders subject to CPO. It should be noted that the Criminal Justice Partnership Committee provides an opportunity for elected members to be briefed and comment upon unpaid work activity.

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 behaviour including vandalism and fly tipping, if area looks attractive and consequently is used regularly for legitimate purposes

- Nature trails and paths now being used by more families to enjoy and assists in engaging the community with the countryside for health, recreation and learning
- Enabled the disadvantaged and those most at need in the community to benefit from and have access to facilities on their doorstep
- Hitherto inaccessible areas/amenities now available and maintained
- Produce grown on allotments is donated to local food shares
- Assurances with safety campaigns and flyer/leaflet distribution contributed to increasing community knowledge and awareness

All areas have opportunities for singleton placements typically assisting in charity shops or undertaking tasks alongside volunteers in the community. The majority of work is undertaken in squads under the direct supervision of a community payback supervisor. The service operates seven days per week to accommodate individuals in employment. There is a comprehensive suite of health and safety practice instructions related to both tasks and use of tools/equipment which is updated annually.

Workload

The pattern of demand for CPOs with unpaid work requirements has different characteristics in each of the partnership authorities but in all cases has risen since 2012-13 which is the first year in which it is possible to gauge the full impact of Community Payback both in terms of numbers and of operational impact.

Since 2012-13 the following increases in demand have been recorded in respect of all CPOs.

Argyll and Bute: 28%

East Dunbartonshire: 14%

West Dunbartonshire: 70% (42% increase between 2014-15 and 2015-16)

In relation to unpaid work requirements

Argyll and Bute: 4%

East Dunbartonshire: 12%

West Dunbartonshire: 72% (42% increase between 2014-15 and 2015-16)

Over the past ten years all authorities have experienced spikes and declines in demand but Argyll and Bute services are particularly vulnerable in this respect. Thus, had this briefing been prepared last year an increase of 30% in demand for CPOs with an unpaid work requirement since 2012-13 would have been reported.

A feature of Community Payback is that the majority of orders have both unpaid work and supervision requirement. As a percentage of the total this varies between authorities from just over 70% of Orders having an unpaid work requirement in Argyll and Bute to 88% in West Dunbartonshire.

Whilst unpaid work requirements are the most visible activity undertaken by criminal justice social work they are not delivered in isolation. Thus, staff delivering unpaid work do so in partnership with other services in relation to the delivery of other activities and are closely involved in the management of offenders who present a particular risk to others or themselves. The management of the risks presented by sex offenders is an obvious challenge but there are a range of individual circumstances which require careful management and sensitivity in relation to work placements.

Argyll and Bute:

During 2015-16; 17,665 hours of unpaid work were undertaken in Argyll and Bute.

In Argyll and Bute, we seek to prioritise projects that offer the most benefit to people in the local community. We work to make the local community more accessible, a safer place and a better environment for all. We work alongside the local community to improve the area that the offenders live in.

Current projects include assisting local voluntary groups improve their premise, including the general appearance and accessibility to facilities such as out-door spaces/gardens. These projects are undertaken throughout the area and are targeted at local organisations who do not have the resources to undertake or commission such work themselves. The beneficiaries of these services range from specific groups in need to the wider community in the locality. Projects of this nature are undertaken in all three partnership authorities.

Work has been undertaken for some time at Glenfinnart Garden also Green Shoots and Fyne Futures Produce where clients develop skills on how to grow their own fruit and veg that they can then take home to their families thus improving healthy eaten.

We have an ongoing involvement in working at the Sensory Garden - laying paths and gritting footpaths and snow clearance which will allow the emergency services in if required and are working on a piece of land in Bute that will make it more comfortable for people to come and have a seat and meet other people in their community. In addition to the challenge of delivering services to the widely dispersed mainland communities in Argyll and Bute we undertake unpaid work tasks when required in the various island communities. This is not a regular occurrence but does challenge the ingenuity of supervising officers.

East Dunbartonshire:

During 2015-16; 19,690 hours of unpaid work were undertaken in East Dunbartonshire.

Unpaid work projects in 2015/16 in East Dunbartonshire have included the building, siting, lighting, removal, and storage of a community event; provision of benches for seating at a local cemetery; removal of a pagoda and patio area for an adult resource centre; building of 80 metre fence for a local church.

The team have also provided a furniture uplift and delivery service for St. Margaret's Hospice Shop; on-going graffiti removal and road sign cleaning throughout the area; general litter picking, cutback of overgrowth and tidying of pathways throughout the district, for walkers, cyclists etc.

The service continues to enjoy a constructive relationship with Mugdock Country Park in relation to environmental work and general amenity improvement.

West Dunbartonshire:

In 2015-16; 37,406 hours of unpaid work were undertaken in West Dunbartonshire

In West Dunbartonshire, the unpaid work team continue to work on a range of environmental projects. Local communities have benefitted from produce grown by persons subject to unpaid work requirements on allotments acquired through partnership with local organisations. The produce is donated to local food shares.

The West Dunbartonshire service have restored and maintained a number of trails and paths in support of the wider objective of providing the community with access to the countryside for health, recreation and learning these projects are targeted at particular areas of need and are undertaken where possible in active partnership with other organisations and groups. Examples include the design and build of improvements to a community garden on behalf of Alzheimer's Scotland, repairing of a local BMX park paths, and construction of pathways to access Battle of Glen Fruin memorial cairn. The service seeks to strike a balance between projects which provide for the general good of the community and those which are more targeted in their intended benefits.

As noted above the West Dunbartonshire unpaid work team provides services in the Helensburgh/Lomond area on behalf of Argyll and Bute. This permits that area to benefit from the relative scale arising from this partnership and undertake more ambitious projects including ones which require a longer term commitment than would otherwise be possible. An example of this was that in 2014-15 and into 2015-16 there were a series of projects undertaken in partnership with local community groups improving amenities and facilities in the Arrochar area. The relationship with Argyll and Bute has also permitted the development of projects with the National Park authority along the west side of Loch Lomond.

In terms of future developments the implementation of community justice partnerships presents an opportunity to bring statutory and other partners into the planning and delivery of services. The work being undertaken currently consulting on the establishment of partnerships and drawing up local outcome improvement plans has already identified potential benefits in relation to new work opportunities, links to formal recognition of skills and training and a wider range of constructive other activity.

Norman Firth
Partnership Manager

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2015/16**

LOCAL AUTHORITY: **East Renfrewshire**



Types of unpaid work projects and activities which have been carried out; the total number of unpaid work hours completed during the year; and information and examples that help to demonstrate how communities benefit from unpaid work.

This report is provided in accordance with Scottish Government Circular LJ/02/2013 and provides information on the operation of community payback orders (CPOs) within East Renfrewshire Council for the period 1 April 2015 – 31 March 2016.

During 2015-16, courts included unpaid work and other activity requirements in 97 of 112 CPOs (86.60% of all new CPOs). A total of 10,887 hours of unpaid work were completed during 2015-16 within a range of unpaid work projects and activities seven days per week. East Renfrewshire Criminal Justice Social Work Services employs one full time supervisor and five sessional supervisors, who have a range of skills and experience in landscaping, construction, decorating and health & safety. The service provides for 9 unpaid work squads over seven days and offers a range of placements across the authority.

Specific projects/activities undertaken by squad placements (of up to five offenders) comprised hours on projects including:

- Environmental tidy ups- clearing unsightly areas including spring clean event in Partnership with Voluntary Action East Renfrewshire. This will become an ongoing annual event
- Individual tasks for vulnerable residents eg: picking up heavy items from households
- Painting and decorating
- Gardening maintenance for elderly residents
- Undertaking tasks and grounds maintenance at resource centres and other community facilities including Water Works at Barrhead
- Tidying local lanes including removal of fly tipping
- Clearing bottle banks
- Winter related work including gritting and path clearing for local sheltered housing complexes

These projects are regular features of the day to day activity of unpaid work and will continue in the longer term. Meanwhile, the range of facilities which have benefited from individual placements include:

- Barrhead Centre: 620 hours - general kitchen and domestic
- Residential Care Home: 270 hours – general kitchen and domestic
- Local charity shops: 1663.5 hours – assisting with donations and pricing

Other Activity undertaken by service users included attending Community Addiction Team, Adult Learning, Training for Work, Job Centre Plus & Working Links.

Quotes from people on CPOs and beneficiaries about the impact of the unpaid

work on them and/or the community.

Individuals completing community based sentences, such as CPOs (including those with a requirement of unpaid work) are asked to complete a client survey which seeks views on their experiences and compliance. The CPO review process also allows managers to have oversight of an individual's response to unpaid work.

This process informs the direction of individual supervision of offenders by East Renfrewshire criminal justice staff as well as contributing to local service planning.

Analysis of offender feedback forms found that:

- Most offenders completing orders were male with an average age of 35
- 96% of offenders identified as White Scottish
- 90% of offenders thought supervision was very strict, quite strict or 'ok'
- 95% 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.

This empirical data provides at least some indication of the views of offenders regarding their experience of supervision in the community.

Within this feedback, offenders stated that the most helpful aspects of their order included:

- 'social worker was very helpful'
- 'the social worker was a definite help'
- 'someone to talk to'
- 'made me cut down my drinking'
- 'helped me mature a bit'

The worst aspects of being supervised by the criminal justice team included:

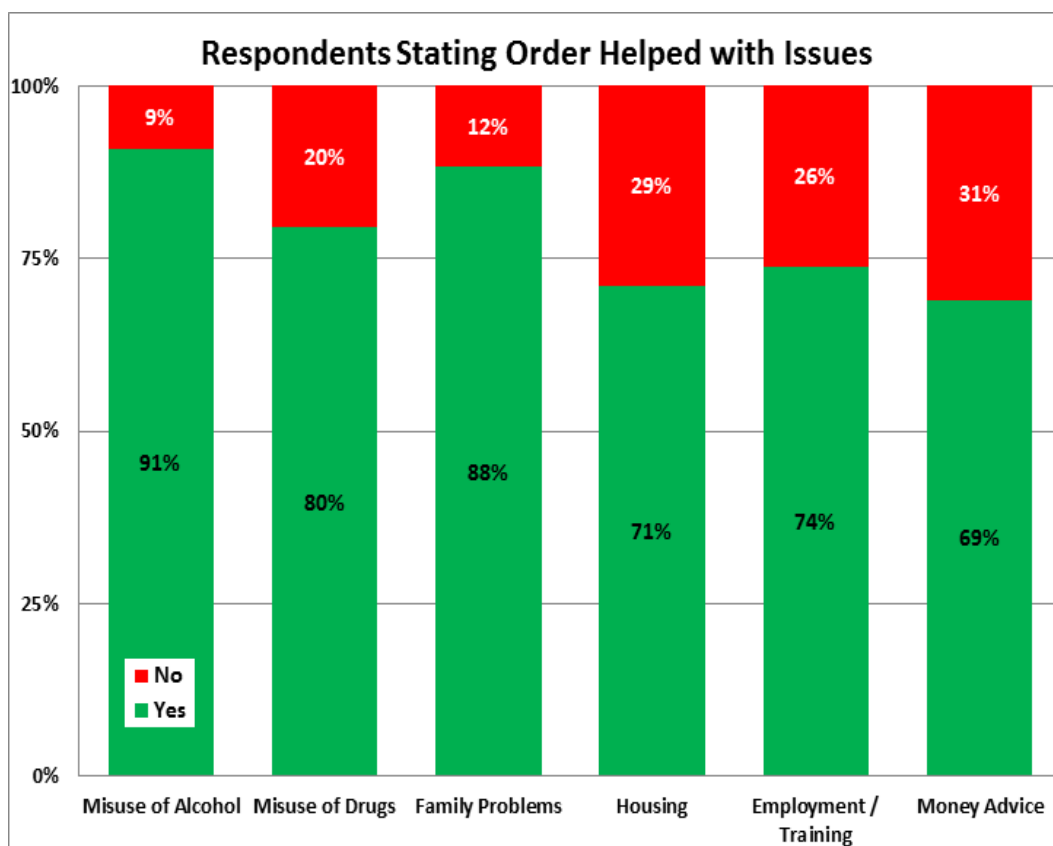
- 'going back and forth to court for reviews'
- 'attending appointments'
- 'unpaid work'
- 'feelings of guilt'

Ways that offenders felt supervision could be improved included:

- 'don't think it needs changed'
- 'more flexible appointment times'

An indication of the views of offenders regarding their experience of supervision in the community is illustrated in Figure 1 below.

Fig. 1: Respondents evaluation of issues addressed 2015-16



A number of new initiatives involving the unpaid work service were established during 2015/16. In particular, strong links have been made with Voluntary Action East Renfrewshire. During 2015/16, a spring clean event was organised in conjunction with this service. This involved canvassing local community groups to vote on which services would benefit from an environmental tidy up. This will become an annual event as the service seeks to establish and improve links with local community groups.

Other initiatives have included developing a garden tidy up scheme for elderly residents and focusing on assisting environmental services in handling complaints from the community on fly tipping. Also, a number of service users have continued to undertake voluntary work locally when they completed their order and some have remained as volunteers at personal placements. This is an aspect of the service we plan to develop in the longer term.

The range of beneficiaries of unpaid work in East Renfrewshire is varied and includes voluntary and local community groups such as Men's Shed, Water Works Barrhead, and Sheltered housing complexes. Support from placement providers in the local community is critical to the ongoing provision of unpaid work placements. Feedback from placement providers is also regularly sought and some examples include:

- “The Charity Shop has benefited from many hours of work which has increased the productivity and success of the shop. We also have people returning to volunteer of their own accord following completion of mandatory hours. Look forward to continuing to work with you all in the future”.
- “The unpaid work team have been a great help to us. They recently organised to pick up a large amount of compost from the Water works site and deliver it so that we can start developing a small community garden here. They had also previously helped with this when they picked up and delivered a number of large planters that had been built for us by the Men’s Shed, but were still at their workshop as we had no way of moving them here. In addition to this the team will often come and remove things like old/damaged furniture etc. that have come from our flats which would otherwise require us to arrange and pay for bulk uplifts to get them removed”.
- “My client was absolutely delighted with the painting that was done in the flat she was offered in Waukmill. She couldn’t have moved in as quickly as she did if it weren’t for the help your guys gave her”.
- “I have nothing but praise for the team who assisted in a house clearance for one of my elderly clients. The house was very full and furniture was heavy and awkward but the team tackled the job without complaint and had cleared the house quickly and efficiently”.
- “The team delivered items to the care home where my client had moved to and again were not only very helpful but respectful and entered into conversation with the other residents”.
- “On all occasions I have found the service to be very useful for the clients that I work with; given their vulnerabilities and low income meaning that otherwise the tasks may have proven difficult to finance themselves. I have also found that on the occasions that I have requested work to be undertaken that it has been done timeously”.
- “Community Payback Orders (unpaid work) have provided the Barrhead Resource Centre with an excellent service within their kitchen area. It has been seen as an invaluable service for the Centre and is also of benefit for both the service users of the Resource Centre and also those undertaking the unpaid work as they learn new skills”.
- “I wouldn’t hesitate to use them again”.

Regular liaison with placement providers ensures regular feedback on placement sustainability, whilst the criminal justice team’s ongoing quality assurance programme includes CPOs with unpaid work to measure the quality of our intervention. Finally, regular management support to supervisors has enabled staff training needs to be identified, alongside a programme of regular review of health and safety assessments for all placements and equipment used within unpaid work.

Types of "other activity" carried out as part of the unpaid work or other activity requirement.

Offenders have been supported with the 'other activity' component by various means, including referral, where appropriate to the Community Addiction Team. Established positive working relationships here have ensured immediate access to services for offenders, as part of drug/alcohol treatment requirements or within 'other activity' where an additional drug or alcohol treatment requirement is not warranted.

Other activity has also benefited from partnership between East Renfrewshire and Renfrewshire Criminal Justice Social Work Services in the provision of groupwork services to women who offend. Furthermore, the SHINE women's mentoring service provided by SACRO has supported a small number of women with community integration following release from, or at high risk of, custody.

The Turnaround service, provided by Turning Point (Scotland) across the North Strathclyde Community Justice Authority area, includes staff (co-located with criminal justice staff in Paisley). They work on a groupwork or individual basis to support offenders subject to 'other activity' and supervision requirements from East Renfrewshire to address matters such as anger management, drug awareness, alcohol and behaviour, thinking and offending, victim empathy, impulse control and exploring offending behaviour.

There have been positive links made with Employability Pipeline East Renfrewshire and Voluntary Action East Renfrewshire. This has expanded opportunities for individuals completing CPO's to access these projects directly as part of 'other activity'.

We recognise that expanding the range of 'other activity' opportunities will encourage greater use in the next year as a way of encouraging constructive use of time and employability opportunities for individuals subject to community payback orders.

Activities carried out to consult prescribed persons and organisations, pursuant to section 227ZL of the 1995 Act, and wider communities on the nature of unpaid work and other activities and how the consultation results

helped determine which projects were undertaken.

Various methods of consultation were undertaken regarding unpaid work, including with the Chief Constable via North Strathclyde Community Justice Authority and community level officers within other forums. Discussion with the Sheriff Principal was supported by a report to the Sheriff Principal's meeting (North Strathclyde Sheriffdom).

Reports to North Strathclyde Community Justice Authority and East Renfrewshire Community Health and Care Partnership committee contributed to consultation with elected members and representatives of community-based organisations.

Criminal Justice Social Work Services also provided information to the Care Governance sub-committee to seek feedback on unpaid work projects and invite ideas for new projects to benefit the local community.

Information on CPOs was provided in partnership with media relations colleagues to further improve wider public awareness of community-based disposals. This included coverage in local press and the council website – this information will be updated during 2016-17.

Further community consultation during 2016-17 will be undertaken, supported by colleagues in media relations and community planning to ensure public awareness of CPOs and wider criminal justice social work services. A new information zone at Eastwood Health and Care Centre will be used to highlight to the public the tasks in the community undertaken by unpaid work.

Use by the courts of CPO requirements other than unpaid work, for example what, and in what way, different requirements are being used for those whose offending is driven by drug, alcohol and mental health issues; or how requirements such as programme or conduct are being used to address

offending behaviour.

Figure 1 summarises information on 112 CPO's containing 165 requirements imposed on offenders from East Renfrewshire during the 2016-16 financial year.

Fig. 1: Community Payback Orders (East Renfrewshire offenders) and requirements

Requirement	Total	Percentage of total requirements
Supervision	56	34%
Unpaid work and other activity	97	59%
Conduct	2	1%
Programme	4	2.5%
Drug Treatment	1	0.5%
Alcohol Treatment	2	1%
Mental Health Treatment	0	0
Compensation	3	2%
Residence	0	0
TOTAL	165	100%

Figure 2 summarises the number of requirements per order imposed during the same period.

Fig.3: Number of requirements per CPO

Number of requirements per Order	Number of Orders	Percentage of total Orders
1	68	60.71%
2	36	32.14
3	7	6.25%
4	1	0.89%
5	0	0
6	0	0
TOTAL	112	100%

As reported above, during 2015-16, courts included unpaid work and other activity requirements in 97 of 112 CPO's (86.60% of all CPOs).

Supervision requirements were included within around 50% of orders, thus being the second most used requirement by courts and reflecting the same percentage from 2014-15.

Thereafter, conduct, compensation, alcohol treatment and programme requirements were used in 12 CPOs, down from 20 orders in 2014-15 and largely reflected in a decrease in use of conduct requirements.

Alcohol treatment requirements were met by referral and engagement with East Renfrewshire Community Addiction Team.

Links are also made with Turnaround Residential Service in Renfrewshire, to facilitate rehabilitation for individuals subject to a Community Payback order. Social Workers and Turnaround Community staff attend mid-way reviews to ensure appropriate support is offered when the individual returns to the community.

The programme requirement was used in 4 orders, with 3 men convicted of sexual offending being required to attend Pathways Partnership Project to undertake the Moving Forward Making Changes cognitive-behavioural programme that addresses sexual offending behaviour and is responsive to individuals treatment needs. One offender was required to attend for drug counselling.

A number of other sex offenders sentenced to community based supervision during 2015-16, were provided with accredited intervention on an individual basis, as they did not meet the criteria for the groupwork setting.

With Community Service and Probation not being used in the last year, figure 4, below, compares disposals with supervision and unpaid work requirements in 2015-16 with 2014-15:

Fig. 3: New CPOs, probation and Community Service orders 2014-15 and 2015-16

Disposal	2014-15	2015-16	Variation 2014-15 to 2015-16
Probation – Including English Orders	3	0	-3
Section 229	0	0	0
CPO with supervision requirement	49	56	+7
Community Service	1	0	-1
CPO orders with unpaid work requirement	85	97	+12
Total orders with supervision	52	56	+4
Total orders with unpaid work	86	97	+11

New cases with supervision requirements increased by 4, whilst those with unpaid work requirements increased by 11 from 2014-15, representing a notable overall change in workload within these categories of service delivery.

Any issues affecting access to services which are provided by other partners (e.g. drug and alcohol services) and, where such issues have been identified, what work is underway to resolve them.

Strong partnerships across the Community Health and Care Partnership (now East

Renfrewshire Health and Social Care Partnership) enabled a clearer understanding with partners about the requirements and expectations inherent within CPOs. Links with the Alcohol and Drug Partnership, Child and Adult Protection Committees have enabled multi-agency partners to consider their role in offender intervention.

Access to non-social work services is key to offender intervention. Regular communication with managers and staff within housing services, for example, has enabled a co-operative approach to meeting the accommodation needs of service users, balanced against the needs of the wider community.

Effective communication and working relationships with officers from the Police Scotland Offender Management Unit has also contributed to the management of an ongoing high number of sex offenders subject to Community Payback Orders. A MAPPA level 1 audit conducted by the North Strathclyde Community Justice Authority MAPPA unit indicated that of three cases sampled, two were considered very good and one was considered good.

During 2015-16 the service was involved with a model for improvement workshop which resulted in links being made with a number of services in the area. One of the outcomes of the project has been to establish a link between our service and Employability services and Voluntary Action. This is an aspect of the service we are keen to develop in the longer term with a view to moving people into employment, further education or volunteering.

Any other relevant information. This might include details of work which is carried out with people on CPOs to address their offending behaviour but which does not fall into the category of a specific requirement.

Performance indicators to the Scottish Government for 2015-16 evidenced that 42.26% of offenders subject to CPOs had a first appointment within seven days of their sentence which also enabled work placements to begin within this timescale. This figure is reduced slightly from the previous year. This was due to the impact of changes to unpaid work staff during the initial period of 2015-16, however, as staff have now settled into their role, alongside closer monitoring of this performance indicator, it is now expected that this will return to the previously high achievement level.

Performance indicators for 2015-16 also evidenced that 85.13% of offenders completed their unpaid work hours within timescales directed by the Courts.

In 2015-16, we developed the role of one social worker within the Criminal Justice team to establish stronger links with the Young Persons Intensive Support Service. This bridging role, whilst still in its development stage, is aimed at improving links between youth and adult services. The worker is also responsible for managing young offenders subject to Community Payback Orders.

One young female offender subject to a Community Payback Order was also able to access a place on the Ocean Youth Trust scheme where she learned a number of skills. This individual has since moved on to work with a Third Sector agency as a mentor for young people.

The criminal justice team manager also attends and contributes to East Renfrewshire's Young Persons Referral Group. This group receives referrals on young people being considered for diversionary approaches within the Early and Effective Intervention Approach, working alongside colleagues from Children & Families, Education and Campus Police Officers.

In summary, individuals made subject to a Community Payback Order within East Renfrewshire, are able to access a range of supports which encourage them to explore the reasons behind their offending and use their time more constructively and effectively. Our focus is to achieve better outcomes for these individuals and in doing so improve community safety. In the longer term, as we move towards a new community justice model, we aim to:

- Develop our local links with Employability services
- Build on existing links with our local Voluntary sector service
- Extend use of "other activity"
- Enhance links with Council Youth Services
- Improve service user feedback and involvement
- Further Increase awareness of the service, alongside engagement with local communities

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DATE: 18th October 2016

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COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2015/16**

LOCAL AUTHORITY: **INVERCLYDE HSCP**



Types of unpaid work projects and activities which have been carried out; the total number of unpaid work hours completed during the year; and information and examples that help to demonstrate how communities benefit from unpaid work.

Inverclyde Criminal Justice Social Work (CJSW) Services provide a broad range of placements for individuals sentenced to Unpaid Work which provide not only opportunities for them to undertake meaningful payback to the community within Inverclyde but also to learn new skills that may enhance their employability.

Most of the projects that the Service embarks upon are a result of requests received from the local communities, more often than not following a community engagement activity. Projects are selected on a variety of criteria, which include those that make best use of the skills of our Unpaid Work Supervisors thus helping to ensure that the work undertaken is completed to a high standard of quality and in a reasonable timescale.

During the twelve month period from 1st April 2015 to 31st March 2016, we completed over 19,373 hours of Unpaid Work within Inverclyde. This involved a good mix of large and small projects, a sample of which is provided below -:

LARGER PROJECTS:

i) St Marys Church (Painting Squad): 810 hours of direct work involving painting skirting, facings and doors etc. This included painting a large church hall which involved working off scaffolding.

ii) St Marys Church (Gardening Squad): 1215 hours involving creation of a Memorial Garden, landscaping and ground maintenance.

iii) Parklea Community Gardening Project (Gardening Squad): 1080 hours involving clearing of unused oily tunnel area in preparation for the installation of a Hydroponic Grow System to support the education of school children and groups within Inverclyde and the installation of drainage system, walkway, and raised gardens.

iv) McPherson Centre (Painting Squad): 324 hours on project involving interior and exterior painting. This Centre supports individuals and families engaged with Learning Disability Services.

v) McPherson Centre (Gardening Squad): 810 hours involving repair and extension of walkways, clearance of bushes and overgrowth from garden sitting areas along with general ground tidy up and maintenance. This Centre supports individuals and families engaged with Learning Disability Services.

vi) Fitzgerald Centre and Respite Flat (Painting Squad): 1296 hours involving painting and decorating skirting, facings and doors wood work. This Centre supports individuals and families engaged with Learning Disability Services.

SMALL PROJECTS:

Our smaller projects have included:-

- Painting and decorating of flats, prior to occupation, at the request of Women's Aid.
- Work with the Belville Street Community Garden Project in preparation for the distribution of planters around the east end of Greenock.
- Carrying out basic maintenance work to support vulnerable Inverclyde residents in their homes following referrals from the public and from services such as Inverclyde Carers Centre and the Health and Social Care Partnership.
- Ground maintenance work at R.E.A.C.H for Autism.
- Individual placements are offered to those on CPOs in partnership with local charitable organisations. These mainly involve work within charity shops and will typically see service users engaged in retail, stock movement and general shop duties.
- Cycle Track Improvement Work, this has included litter picking, cutting back foliage from the track and removing weeds and moss from paths. All works have been carried out in consultation with the cycle operators, Sustran. The cycle track is part of the National Cycle network in Scotland.
- Coast-line litter picking to improve the quality and appeal of local beaches.

Quotes from people on CPOs and beneficiaries about the impact of the unpaid work on them and/or the community.

Our Unpaid Work Service routinely seeks feedback from those sentenced to Unpaid Work on completion of their Orders and from the recipients of this work.

In 2015/16, 89 questionnaires were completed by individuals who had completed their Unpaid Work, which is a decrease (5%) on the previous year's figure. The feedback collated indicated that:

- 100% of respondents believed the work which they had carried out was of service to the community.
- 90% of respondents believed that Community Service/Unpaid Work was a worthwhile experience.
- 88% of respondents viewed their Community Service Order/Unpaid Work Requirement as a direct alternative to custody.
- 88% of respondents indicated that their experience on Community Service/Unpaid Work changed how they would view offending in the future.

Some individual comments were:

- *"Good to help the area especially the elderly."*
- *"I am listening more to people and doing the right thing."*
- *"Unpaid work supervisor is an asset to the team and an excellent role model for the young."*
- *"Would like to say a massive thank you to my case manager who had more than enough reason to breach me, but through her compassion saw that I was in a very dark place..... Without her I would be languishing in prison with no*

career or prospects."

- *"I found the areas of unpaid work very beneficial for the community."*

Recipient Feedback

30 questionnaires were returned to the Service: 16 from individuals, 11 from organisations and 3 relating to public areas.

Type of work requested and carried out

	Gardening	Decorating	Joinery	Other
Individual	12	2	2	1
Org	3	2	4	5
Public area	2		1	1

- 97% (29 of 30) of respondents were 'very satisfied' with the standard of work carried out, with the remaining 3% (1) being 'satisfied'.
- 97% (29 of 30) of respondents were 'very satisfied' with the attitude and politeness of the workers, with the remaining 3% (1) being 'satisfied'.
- 100% of respondents indicated they were 'very likely' to use the service again.

Some comments from Individuals who received this service:

- *"Fantastic service. Very happy with quality of work."*
- *"This service could not have been better from start to finish. The supervisor and his team could not have been improved on."*
- *"Delighted, lads did a brilliant job."*

Some comments from organisations who received this service:

- *"Community Payback is a great service which has been invaluable to us".*
- *"Work took longer than planned. Quality of work was good."*

Some comments from public area requests:

- *"This project involved a large amount of heavy manual labour. It helped make an area accessible for adults with disabilities. This project was long overdue and it was only completed and accomplished thanks to the community payback team."*
- *"They carry out work to a high standard."*

Types of "other activity" carried out as part of the unpaid work or other activity requirement.

Weekly '**Other Activity**' sessions are offered for service users sentenced to a CPO Unpaid Work Requirement by our partners Action For Children. This is a rolling programme of six stand alone sessions covering the following topics:

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

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

PERIOD	APPOINTMENTS OFFERED	APPOINTMENTS KEPT
Quarter 1	64	51
Quarter 2	55	37
Quarter 3	81	49
Quarter 4	95	48
Total	295	185

In 2016/17 we are looking to develop the case management activity for those individuals sentenced to an Unpaid Work Requirement only, which will assist with a more individualised response to meeting the identified needs of this service user group.

Activities carried out to consult prescribed persons and organisations, pursuant to section 227ZL of the 1995 Act, and wider communities on the nature of unpaid work and other activities and how the consultation results helped determine which projects were undertaken.

Consultation Activity

The vast majority of the projects undertaken are initiated through the consultation/referral process. This process is flexible enough to allow for reprioritising of resources where appropriate. For example following an approach from Women's Aid, staff were able to facilitate prompt access to alternative safe accommodation through carrying out immediate redecoration work.

The Unpaid Work Service has 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 in 2015/16 include:

- **Charity and Voluntary Organisations.** Regular meetings take place with a range of community groups and forums to ensure that they know about the Service and have the opportunity to shape future projects. Examples of just some of the organisations consulted include: Your Voice Community Care Forum; Reach for Autism; Parklea Branching Out; Inverclyde Advocacy; SAMH and Inverclyde Elderly Forum. This has informed our decision to take forward projects such as creation of a memorial garden and extensive ground maintenance within charitable organisations and community resources.
- **Liaison with Local Judiciary.** The Service attends both the Greenock Court Consultative Committee and the North Strathclyde Sheriff Principal's meetings. In addition, the Service will arrange ad hoc meetings with the local Sheriffs to discuss Service specific issues and developments.
- **Networking with other Local Authorities.** In addition to the liaison that takes place between Unpaid Work Managers within the six local authorities which make up the North Strathclyde Community Justice Authority, the

Inverclyde Unpaid Work Manager is also a regular attendee at the Social Work Scotland Unpaid Work Sub-group. This activity helps to share and promote best practice, as well as providing a mechanism to pull efforts to improve practice. For example the Inverclyde Unpaid Work Manager has helped to lead discussions around the training needs for Unpaid Work Supervisors as well as Health and Safety best practice.

Referral Process / Task Selection Criteria

The Service remains committed to ensuring the referral process is both accessible and transparent. This includes:

- Maintaining presence on the HSCP website, which as well as providing an overview of the Service details a range of referral mechanisms.
- Maintaining a variety of options for contacting the service: by telephone; via website; by e-mail address; feedback forms and by post.
- Having clarity and transparency around eligibility criteria for accepting referrals. The intention here is to ensure that projects chosen make the best use of the skills of the Unpaid Work Supervisors thus ensuring tasks can be completed to a high standard of quality and in a reasonable timescale. Attention is also paid to the Health and Safety implications and National Outcomes and Standards for Social Work Services in the Criminal Justice system which sets out that Unpaid Work should have clear tangible benefits to the community as well as being meaningful to those on CPOs.

Increasing Awareness / Visibility

The Service has been proactive in its efforts to increase awareness and visibility of Unpaid Work and this is supported through the Service's involvement in the HSCP Communications Group. Efforts have included:

- **Website.** Maintaining the service profile on Inverclyde HSCP Website through a dedicated Unpaid Work web page.
- **Publicity Leaflets/Literature.** These are routinely kept under review to ensure the content and appearance is fit for purpose. An example of our outreach in this area includes profiling the Unpaid Work Service within the Inverclyde Guide to Recovery.
- **Digital Media Platform.** Inverclyde HSCP uses a digital media platform called SOLUS Future Communications. This provides a LCD/plasma screen network management module that allows scrolling screens to be presented in public areas within Inverclyde such as Health Centre waiting rooms. The Service has used this to display contact details and raise awareness of completed projects.

Use by the courts of CPO requirements other than unpaid work, for example what, and in what way, different requirements are being used for those whose offending is driven by drug, alcohol and mental health issues; or how requirements such as programme or conduct are being used to address offending behaviour.

In 2015/16 there were **347** new CPOs made, compared with 292 in 2014/15. This is an increase of **19%**. 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 2015/16:

REQUIREMENT	NUMBER OF REQUIREMENTS
Offender supervision	171
Compensation	3
Unpaid work and other activity	266
Programme	43
Residence	0
Mental health treatment	0
Drug treatment	12
Alcohol treatment	16
Conduct	2

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 individuals 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.

Specifically, regarding the **Constructs PSSO (Positive Steps to Stopping Offending) Programme**, a total number of 31 service users took part in this Programme in 2015/16, with the following outcomes:-

OUTCOME	NUMBERS
Successful Completions	19
De-selected	12
Total	31

The Programme, which consists of 26 sessions, is delivered twice weekly. Participants are also required to attend three individual reviews to assess progress. During 2015/16 a total of 46 Constructs reviews were held. At the final review each participant is asked to complete a feedback sheet. In 2015/16 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:

- *"It got me started using my brain. I can think through things before acting which I didn't do before."*
- *"I can now listen to people with different opinions to mine without losing the rag."*
- *"If my brain was a garden, then this programme has turned the soil over to allow new growth."*
- *"I wish I'd had the opportunity to do the course earlier in life."*
- *"I had never thought of my own family being victims of my offending. I went to see my mum straight after the session and had a long talk."*
- *"By the end everyone had nothing but respect for Iain and Gayle (Programme facilitators)."*

Any issues affecting access to services which are provided by other partners (e.g. drug and alcohol services) and, where such issues have been identified, what work is underway to resolve them.

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 comprised of 4 components:

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

In 2015/16 Inverclyde CJSW Services took the decision to continue with this model of service delivery believing it best met the needs of its female service users and did so through a combination funding sources including utilising its Section 27 grant.

Moreover, the aim of endeavouring to provide a 'one stop shop' for women was further consolidated in 2015/16 through the introduction of a multi-agency case review group which not only considers new referrals but also the circumstances of existing service users to assist with identifying a holistic package of support.

During 2015/16, 25 women actively engaged with the Service which is one more than the previous year. There were 17 new referrals compared to 36 in 2014/15. As 2014/15 was in effect the Service's start-up year, the referrals in this year included both new and existing service users and was therefore somewhat inflated.

1860 hours of direct contact/support were provided to the women, with 68% experiencing an overall improvement in their well-being using the GIRFEC wellbeing indicators.

Among the key developments for 2016/17 will be: the introduction and systematic use of a new outcome tool (again based on the GIRFEC wellbeing indicators) and;

looking at further ways of helping women move on from the Service using the opportunities presented through the Community Justice arrangements.

Any other relevant information. This might include details of work which is carried out with people on CPOs to address their offending behaviour but which does not fall into the category of a specific requirement.

The table below highlights the year on year increase in Criminal Justice Social Work activity related to both the Supervision and Unpaid Work Requirements of the CPO from the first full year of its introduction.

CPO Requirement	2011/12	2012/13	2013/14	2014/15	2015/16
Supervision	65	101	94	120	171
Unpaid Work	70	176	201	230	266
Total	135	277	296	350	437

This significant and sustained increase in activity has 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 now operates a RAG status reporting system to highlight those at risk of failing to meet these targets and has simultaneously recruited sessional Unpaid Work Supervisors to offer additional placements where appropriate. Due to a combination of staff turnover and working within the Council's safe recruitment framework we are unlikely to see the impact of these arrangements until well into 2016/17.

COMPLETED BY: Audrey Howard

DATE: 27.10.16

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COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: 2015/16

LOCAL AUTHORITY: Renfrewshire Council



Types of unpaid work projects and activities which have been carried out; the total number of unpaid work hours completed during the year; and information and examples that help to demonstrate how communities benefit from unpaid work.

The number of unpaid work hours imposed by the courts has increased by 19% since 2014/15 and 93% since 2010/11 when CPOs were introduced. This continues to include hours imposed through Community Service Orders, or Unpaid Work requirements of Probation Orders for those convicted of offences prior to 1 February 2011, however those hours are reducing each year. It does not include Fiscal Work Orders.

The total number of unpaid work and other activity hours carried out in 2015/16 was 49,998.25 hours, an increase of 15% since 2014/15. This represents an increase of 46% since 2012/13, the first full year of CPOs. The following table illustrates the hours and range of activities within the community which service users undertake:

Unpaid work	Hours
Induction/exit interview	1229.42
High Risk Squad	247.75
Charity Shop	3341.5
Gardening/Environmental	24556
Graffiti removal	16
Gritting	84.5
Joinery	368.33
Litter Collection	1130.25
Painting and Decorating	4795.75
Residential/Day Centre	211
Womens Work Squad	1263.25
Worksquad	10735.75
Total	47979.5*

*note that this table does not include other activity hours completed as part of the unpaid work hours imposed, these are included below.

There have been a number of challenges within the team in 2015/16 as a result of long term periods of ill health amongst the Community Payback Supervisors. In order to address this, the pool of Community Payback Supervisors was enhanced through the recruitment of Sessional Community Payback Supervisors who have been utilised to boost the resilience of the service. The use of Sessional Supervisors allows a greater degree of flexibility and ensures that the service is able to adapt to the increase in number of orders being imposed and the addition of Fiscal Work Orders. There has also been an increase in the number of service users requiring weekend placements during the past twelve months.

The service has continued to communicate and engage with a network of community organisations to identify meaningful community projects which make a difference to the residents of Renfrewshire and improve the environment. This includes investing in the ongoing development and nurturing of strong partnership work with our partners in other council services such as education, housing, and planning as well

as the police, voluntary and statutory partner organisations.

There has been an ongoing investment in staffing with the development of process and procedural guidance for all roles, and a significant investment in staff training.

A number of work projects have been undertaken at the request of local communities and careful consultation is undertaken with regard to the structure and design of the projects undertaken. The service has assisted with maintenance and remedial work, but in general the community are encouraged to take ownership and responsibility to ensure the sustainability and continued success of projects. Where possible efforts are made to promote activities which will afford service users the opportunity to develop skills and enhance employability.

Networking with local businesses has also yielded donations from B & Q and Platform 13 in the form of decorating materials and expertise to assist with community arts initiatives, most notably in Paisley's West End.

PAINTING AND DECORATING:

The team has undertaken variety of painting and decorating tasks for individuals across the Renfrewshire community. Links continue to develop with local housing offices and voluntary organisations. This includes work at the homes of vulnerable individuals including the elderly.

The team undertook a household decorating task for a terminally ill gentleman without means having been homeless most of his adult life, funds raised through open day activities provided the materials required to improve his living conditions i.e. decoration and furniture.

The painting team have also have also engaged with colleagues from education undertaking exterior fence painting for a number of primary schools, those with disabilities throughout Renfrewshire, and also services to the community e.g. painting youth centres, church fences etc.

Churches

We received a referral asking if we could paint the railings outside the church, this involved scraping the railings and gates and then painting them.

The team undertook a similar task restoring the railings and tidying the grounds.

Primary School

A school committee requested assistance painting the railings and tidying up the grounds, the team received positive feedback from the staff and pupils.

JOINERY:

The workshop has continued this year to host open days to promote the high quality garden furniture it creates and is available for sale to individuals and local community organisations. Examples of goods are shown below.



GENERAL:

Refugee support:

The team recently undertook grounds maintenance and a clean up at a local church in preparation for their refugee support work. A number of service users also assisted with the sorting of donation and loading vehicles as they headed to Europe. Work was also undertaken to assist the resettlement of Syrian refugees in Renfrewshire i.e. garden clearance, painting and decorating of accommodation in advance of their arrival.

West End Project

The team have been working on an ongoing basis in partnership with local community council, ROAR (Reaching Older Adults in Renfrewshire) and members of the community across a number of areas which have been identified as neglected and run down. The team clear these areas out, plant wild flowers, install benches and return them to the community. The work was recognised in the Paisley Daily Express and the ROAR committee donated plants and seeds to the service in appreciation of the work undertaken.

Graffiti art

Discussions are ongoing with the local west end community regarding the creation of a tag art wall as part of the overall area improvement plan.

Primary School

The Head Teacher requested assistance on behalf of the pupils. This project involved a number of squads beginning with the gardening squad who undertook work to reclaim the school's pond area, removing overgrown plants, reinstating a path and walkway. The joinery team then produced a number of benches and planters which enhanced the area for use by the children. The team also built a wooden frame around the pond, lifted all the slabs and recycled them onto other projects. One bench was painted pink in memory of a teacher who had passed away.

Oakshaw cemetery, meeting house lane

Oakshaw is one of the oldest cemeteries in Paisley and had become completely overgrown. The gardening team have undertaken considerable work reinstating the paths and graves. This project is being linked to Paisley 2021 City of Culture bid which aims to highlight Paisley's cultural history with an emphasis on the cotton industry and mill town background. It is hoped the cemetery will be restored in time for the Paisley Doors Open event in 2017.

Commonwealth furniture

The team received information that furniture from the Commonwealth games athlete's village was in storage and at risk of being discarded. The team transported a large quantity of furniture to Paisley where our joiner undertook quality control, repair and restoration work prior to distribution of the beds, wardrobes and bedside

cabinets to those in need across Renfrewshire. Working in partnership with colleagues across Renfrewshire HSCP, childrens' services i.e. education and social work, and housing to identify potential beneficiaries. A total of 47 families and individuals were supported.

Brown Street

Assistance was requested in restoring the path in Brown Street which had become overgrown and hazardous to pass.



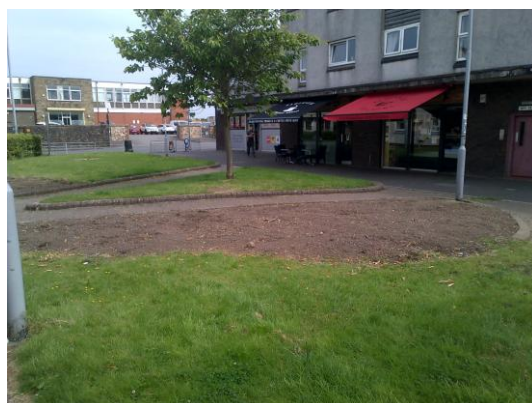
Allotments

There are longstanding and ongoing projects, the squad works attend the allotments on a weekly basis turning the soil, preparing for planting, sowing seeds, cultivating plants. The squad maintains the allotment and assist other plot holders, when they have problems maintaining their plot due to illness or disability. The produce from the allotment is donated to the Trussell trust for distribution across Renfrewshire's food banks. The squad ethically sourcing seeds and cuttings from a number of partners including the Royal Horticultural society.

At both of these allotments the team provides assistance to the plot holders, whilst also working on the allotment, growing vegetables which are donated to food banks and bedding plants which are used to enhance Paisley's West End.

Stoddart Square

This project was proposed by the local councillor and involved a general tidy of the area and to cut the grass and the undergrowth back. The community council also asked that we remove all the bushes to improve the overall appearance of the local area.



Primary

The acting Head Teacher and Pupil Council at the Primary School asked if we could help with the painting of the railings and a tidy up of the grounds. The school had recently had problems with teenagers entering the school at night and the weekend,

however due to overgrown vegetation covering the cameras it was difficult to identify those involved. It was evident that the youths were damaging the cameras that directly covered the area. Ground work also took place around the bin area which was prone to flooding. The work undertaken enhanced feelings of safety for staff and pupils, and reduced the vandalism which had impacted upon the school.

Pre 5's

The team were asked to install a fence within the pre 5's mud kitchen area. The joinery squad cleared and prepared the area before installing the fence posts and erecting the fence.



Charity Shop Uplifts -

These are ongoing jobs that are carried out every Tuesday and Saturday. Goods are picked up from the charity shops that they can no longer use, some of it we can use and recycle and the rest is disposed off.

Churches

We were asked to cut the grass and tidy around the grounds, this was carried out and we received good feedback after the job was completed.

The painting squad worked within the church, painting some of the rooms within the church which are frequently used by the church and also a number of social groups who hold their classes in the halls.

Resource Centre

The joinery squad attends one day per week, support and assistance is given to the centre within the grounds and the gardens. Painting is also carried out when required. A squad will go down when they are available and pick up the garden waste which is left at the back of the centre and this is disposed of at a local recycling centre.

Church

The church requested assistance with their grounds as the ageing congregation could no longer undertake some of the heavier tasks. The trees and bushes were overgrown, covering some of the walkways and paths. The squad removed and cut back the growth. The back of the church which used to be used as a sitting area for members of the church was also overgrown and couldn't be accessed easily. The squad reinstated the the grounds to the delight of the minister and congregation.

Sheltered Housing

A referral was received from the housing officer seeking assistance within the grounds of; this involved prepping the ground, which involved laying sand over the soil, covering this with membrane and then finish off with stones. Weeding was also done around the complex. We were also asked to cut down the hedge as the teenagers would hide behind this at the weekend to drink. The team built three planters which were to be used by the local schools and residents within the sheltered housing to grow vegetables.



Paisley Partners town centre management

Partnership working is ongoing with Paisley Town Centre Initiative which was established to meet certain criteria around cleanliness, safety and well being. Paisley partners are an organisation supported by the council and funded in part by local businesses to improve the overall appearance of the shopping centres across Renfrewshire and in particular Paisley town centre. As part of the regeneration of town centres the team are in the early stages of planning a number of murals on metal shutters in the town centre in particular targeting closed shops which are impacted by graffiti and again linking the images to Paisley Historical Weaver history.

Partners

The service is involved with the authorities Purple flag and the Paisley City of Culture 2021 bid teams promoting and improving the Centre of Paisley through the various maintenance and improvement tasks undertaken. Both initiatives aim to contribute to the improved profile and public perception of both Paisley town centre and those individuals undertaking unpaid work by raising the service's profile in the area.

Personal Placement

A number of personal placement opportunities are offered to service users who are risk assessed as suitable. These include working in charity shops, city farms, resource centres and voluntary agencies across Renfrewshire.

Gritting:

Includes filling grit bins to ensure Renfrewshire residents have access to grit, gritting paths etc.

Assistance at gala days:

There is ongoing assistance to set up and clear up as required at local gala days in both Johnstone and Renfrew.

WOMENS UNPAID WORK SQUAD:

In November 2014 the Womens Unpaid Worksquad was created. This recognised that many women in the criminal justice systems are victims not only of circumstances and life events, but also often victims of crime, including domestic abuse, sexual abuse and coercion by others. The cross over between victim and offender along with an appreciation of the anxiety associated with the squad placements plus a recognition that on occasion they may be the only female in a

squad of five with a male supervisor, was considered to impact on the high levels of female non compliance with Community Payback Orders.

It was recognised that for these women there was a need for a more holistic approach, to view the women in the context of their complex individual needs. The development of the Women's Squad was seen as an opportunity to meet some of these requirements. Women's compliance with orders has improved in Renfrewshire year on year, breach has reduced from 19% in 2012/13, to 5% in 2015/16. This relates to the work undertaken by both the Womens' Community Justice Centre and the Unpaid Work Squad.

As an outlet to selling the work produced the women have promoted their products internally through organising a stall within the councils office, this quickly expanded to attending larger organised events including Sma' Shot day in Abbey Close, as well as Unpaid work open days.

Conclusion

The team has undertaken a number of high quality low cost environmental projects which have enhanced safety improved the aesthetics in communities throughout Renfrewshire. As a result of this work offenders have gained meaningful skills and disciplines which promote their social inclusion and reduce reoffending.

Much of the work is ongoing, or where it ends services will often make contact for further work at a later date.

Quotes from offenders and beneficiaries about the impact of the unpaid work on them and/or the community.

Quotes from Beneficiaries:

Indicators of success have been evidenced in the number of letters of thanks, along with the high level of beneficiary requests for unpaid work. This demonstrates an increasing awareness of the service.

The following comments gained from recipients as a result of questionnaires illustrates the benefits experienced by beneficiaries:

'Just wanted to let you know that Councillor took the time to phone to say that a constituent had got in touch to sing the praises of the team who undertook some work at her house.'

'The staff are helpful and approachable, and all the works which have been carried out have been carried out well.'

'The garden is wonderful; the children can actually enjoy it now'.

'The boys were brilliant. The work they did was excellent. It has made a real difference. That Allan, he's great'.

'Can I just say a massive thank you for all the help you have given us over the last

while. The transformation is just one recent example. Please pass our our thanks to all the team'

'I would just like to take this opportunity to thank Ria and her team from Community Pay Back and her team for their support and assistance in decorating one of our activity rooms at the Day Centre. We are really pleased with the outcome and hope that we can use community pay back services to tidy up our garden area for our service users in the spring'.

Quotes from Service Users undertaking unpaid work:

Quotes from questionnaires are included below, further work has been undertaken to develop the customer feedback process and gain more details information as to the impact on individuals and inform service improvement.

Womens squad:

"This is the first time I have ever actually finished an order'.

"Being part of the women's group has improved my confidence and I have learned new skills"

Gardening/grounds squad:

'its been a positive experience"

'The squad gave me something to do and I will miss it when I finish"

"this is the first time I've ever grown something"

Painting squad:

'I enjoyed actually meeting the person I was helping and they thanked me'

Types of "other activity" carried out as part of the unpaid work or other activity requirement.

The table below illustrates the range of other activity services available to service users within Renfrewshire, meeting wider needs where service users do not have specific Community Payback Order requirements requiring them to access wider services. A range of interventions are considered suitable to meet the other activity hours. In 2015/16 2018.75 hours of other activity were undertaken within Renfrewshire, these hours have remained reasonable static since 2013/14. All attempts are made to maximise this use.

Other activity	Hours
Decisions & Risks	4
Alcohol Counselling	337.5
Anger Control	46
Apex Training	45
CAU Employability	148.5
CAU Individual Work	34.5
CAU Lifeskills	269.5
CAU Womens Group	250.25
Drug Counselling	269
Health Issues	55.5
Literacy Skills	16
Mental Health	299.5
Money Matters	3.5
Moving On	225
Offending Behaviour	7
Victim Awareness	8
Total	2018.75

Other activity includes interventions provided by a range of addiction services e.g. Alcohol Problems Clinic, Integrated Alcohol Team, Renfrewshire Council on Alcohol, and Renfrewshire Drugs Service.

To meet wider needs of the service users, the Criminal Justice Groupwork Service also provides other activity and employability groupwork. These groups are run in partnership with staff from Turning Point Scotland Turnaround community service who are co-located within the unit, and assistance from a staff member from Women and Children First, (a service managed though Childrens' Services in Renfrewshire). The involvement of the Women and Children First staff member has improved links with this service, as women then know a staff member and are then more likely to access the range of available wider services.

Other activity groups are gender specific and cover a range of activities including

health improvement, addiction issues, social skills, welfare benefits, employability etc, and utilise wider services/agencies such as health improvement, adult literacy and the Advice Works (welfare benefits) service to provide a range of educational interventions relevant to service user needs.

The Womens Community Justice Service established in early 2014 has also added further individual, groupwork and drop-in availability to women.

Individual other activity interventions are also available to service users where required by Turnaround, Women and Children First and Womens Community Justice Service staff.

Activities carried out to consult prescribed persons and organisations, pursuant to section 227ZL of the 1995 Act, and wider communities on the nature of unpaid work and other activities and how the consultation results helped determine which projects were undertaken.

In 2015/16 Renfrewshire continued to built upon its previous consultation with relevant individuals and groups such as the Sheriff Principal, Safer and Stronger Community Planning Board and conferences and Community Councils, as well as the general public within Renfrewshire. Unpaid work is considered annually at the Sheriff Principal's meeting.

Consultation takes place on an ongoing basis at a range of different levels, with direct referrals from the general public, to regular discussions with Elected Members, and Community Councils. The manager and co-ordinators of the service liaise regularly with key groups, attending Community Council meetings, the Greener Forum, Engage Renfrew and RAMH. There they can provide presentations on work undertaken and obtain suggestions for additional work.

Renfrewshire Public Services Panel was consulted in 2015/16, the following details the responses provided:

COMMUNITY PAY BACK ORDERS

Of those who knew about offenders carrying out unpaid work in Renfrewshire, 24% said they have seen them in the area, 21% said they were aware that offenders work in charity shops and 17% said they were aware they worked in gardening.

Following on from this, respondents were then asked what they felt was appropriate work for a community pay back order. Most commonly mentioned were:

- o Litter collection (92%)
- o Gardening (82%)
- o Painting and decorating (60%).

In terms of the benefits for Renfrewshire, 41% of respondents felt that Community Payback Orders would provide a cleaner/ tidier environment, 18% felt they would give back to the community and 15% said it would help or improve the community.

When asked what they considered the benefits to the criminal justice service user, respondents were of the opinion that the benefits of community pay back orders

included, paying back the community (27%), gave the criminal justice service user a sense of pride (19%), it allows users to gain new skills (19%) and gives them discipline and respect (13%).

The significant consultation undertaken means that the public are more aware of the work that can be undertaken and has lead to the varied work undertaken to assist the residents of Renfrewshire whilst aiding the rehabilitation of the service user.

Use by the courts of CPO requirements other than unpaid work, for example what, and in what way, different requirements are being used for those whose offending is driven by drug, alcohol and mental health issues; or how requirements such as programme or conduct are being used to address offending behaviour.

The table below illustrates the use of different requirements for Renfrewshire service users in 2015/16.

CPO Requirements	2015/16
CPO Supervision	343
CPO Unpaid work level 1	207
CPO Unpaid work level 2	291
CPO Programme requirement	22
CPO Mental Health requirement	1
CPO Drug requirement	6
CPO Alcohol requirement	12
CPO Conduct requirement	18
CPO Compensation	23
CPO Residential requirement	0

Supervision and unpaid work are the requirements most imposed. When Community Service Orders and Probation Orders with a condition of Unpaid Work are included in the figures there was an increase in unpaid work orders of 13% since 2014/15 and an increase of 120% since CPOs were introduced in 2010/11.

Programme requirements include attendance at Constucts for general offenders, the Moving Forward Making Changes Sexual Offender Groupwork Programme and groupwork for female service users within the Womens' Community Justice Service.

Conduct requirements are used to impose internet restrictions on offenders convicted of accessing indecent images of children. They also impose attendance at addiction services e.g. where the service user requires general addiction counselling as opposed to there being a dependency which might require a specific addiction requirement. Renfrewshire's policy is to not to recommend general alcohol counselling as a conduct requirement in line with the national CPO Guidance 2010, which states that this can be included within the supervision requirement, however there remain instances where the courts impose this as a specific conduct requirement.

Whilst this appears a low number of service users with addiction issues many of those who are not dependent drinkers or in receipt of methadone will already be

voluntarily attending such services when court assessments are completed, Such attendance would therefore not be imposed within the order, or this expectation would be included within the supervision requirement. However discussions are ongoing with addition services to ensure that higher risk service users have access to the higher tariff services as appropriate, and that we better utilise Drug and Alcohol Treatment Requirements where appropriate.

Given the significant levels of domestic violence within Renfrewshire, in the absence of a national approach, we recognised the need to find a programme to address such behaviours which could be delivered on an individual basis. In 2015 we scoped the availability of such programmes across the UK, and at the end of 2015 and beginning of 2016 we trained staff to deliver Up2U.

Creating Healthy Relationships (Up2U): This is an innovative programme developed by Portsmouth City Council for people who use domestically abusive behaviours in their intimate partner relationships. The programme is evidence based and has been developed in consultation with the support of a Quality Assurance Group consisting of representatives from Victim Support Services, Mental Health, Children's Services, Substance Misuse Services and Health. It is based on research and practice successfully used in offender rehabilitation, motivational interviewing and attachment theory.

Up2U recognises that people use domestic abuse for different underlying reasons ranging from childhood trauma and emotional deregulation, learned behaviour, attitudes that support gender differentials, poor conflict resolution to the use of power and control resulting in different typologies of domestic abusers. Therefore Up2U is an assessment led intervention programme responding to individual need, risk and responsivity by offering tailored packages that include:

- Length of programme can range from 6 sessions to 40 sessions, with the option of extended sessions where risk and need indicate;
- Intensity of delivery - for very high risk individuals sessions can be delivered two times per week;
- Modules and sessions delivered to each individual will be matched to their typology and need.

To address the high level of dropout rates and low completion rates of many Domestic Abuse Perpetrator Programmes, Up2U uses motivational interviewing techniques to engage individuals, working with their resistance to build strong therapeutic relationships to optimise their commitment to the programme.

As Up2U is a needs based intervention, the programme can be tailored to work with both males and females from the age of 16 and can be delivered to people who use domestically abusive behaviours in same sex relationships.

When someone is accepted onto Up2U support is offered to their partner/ex-partner to ensure ongoing safety and risk management. Work commenced in 2015/16 to identify appropriate partner agencies to support this work.

Training was completed within criminal justice social work staff in 2015/16, and a screening process has been developed to ensure that all appropriate service users

are assessed at the CJSWR stage. It is not intended that this will be a specific programme requirement, as further assessment is required following sentence. However this will be recommended within supervision requirements.

Any issues affecting access to services which are provided by other partners (e.g. drug and alcohol services) and, where such issues have been identified, what work is underway to resolve them.

Renfrewshire service users have access to a wide range of services. Prior to the commencement of Community Payback Orders there was consultation with mental health and addiction colleagues to ensure their understanding of the expectations of wider interventions with criminal justice service users. While 2015/16 has seen a redesign within the Council, with the creation of Renfrewshire Health and Social Care Partnership and Children's Services consisting of education, children and families social work and criminal justice; processes are in place to ensure opportunities for discussion regarding service availability e.g. The Head of Service and Services Manager for Criminal Justice are representatives of the ADP Network meeting which oversees the provision of addiction services in Renfrewshire and reports to the ADP.

Criminal Justice Groupwork Services, Throughcare, and the Women's Community Justice Service are co-located within one building with positive working relationships enabling access to appropriate services. The co-location of the Turnaround, Turning Point Scotland community staff within the criminal justice service also assists access to wider services, including the Turnaround Residential Unit located in Renfrewshire.

Renfrewshire HSCP has identified funding for 2016/17 for a specific staff member within addiction services to support the Women's Community Justice Service, and take forward appropriate trauma work alongside colleagues in criminal justice.

Any other relevant information. This might include details of work which is carried out with offenders on CPOs to address their offending behaviour but which does not fall into the category of a specific requirement.

Whilst Renfrewshire has developed services for female service users, other activity groupwork to meet a range of needs, and taken forward Up2U as included above, all will relate to one of the requirements.

COMPLETED BY: Allison Scott, Criminal Justice Services Manager

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