

REPORT TO NORTHERN COMMUNITY JUSTICE AUTHORITY – 13/11/2014

REPORT ON THE PERFORMANCE AND MONITORING OF CRIMINAL JUSTICE SOCIAL WORK SERVICES Quarter 2, 2014/15

1 Purpose of Report

- 1.1 To provide performance and monitoring information in respect of Criminal Justice Social Work Services (CJSWS).

2 Background

The Northern Community Justice Authority Area Plan 2007 – 2008 set as a strategic priority the development of a system for monitoring the performance of local authority CJSWS. The Management of Offenders (Scotland) Act 2005 places statutory reporting duties upon Community Justice Authorities and Chief Officers requiring “local authorities to have in place...arrangements which support continuous improvement”.

- 2.1 As agreed by the Northern Community Justice Authority (NCJA) a quarterly report should be submitted to the NCJA detailing the performance of CJSWS. The following measures have been agreed:

Quarterly:

1. Average number of hours per week taken to complete the unpaid work / other activity element of orders
2. Breach rates for probation orders/CPO supervision, orders with unpaid work and no supervision and prison licences
3. Performance Information linked to Area Plan. Qualitative information on a select number of the Area Plan objectives. These may focus on specific areas e.g. violent offenders - ways to collate still to finalise

Six Monthly:

4. Promoting and raising the profile of Community Payback - due September and March
5. Performance Information linked to Annual Action Plans - ways to collate still to finalise
6. ICM and SPS performance report - ways to collate still to finalise

Annually:

7. The number of hours of unpaid work carried out by offenders in the last financial year - due September
8. The number and percentage of those organisations in receipt of unpaid work who are satisfied with this - ways to collate still to finalise
9. The percentage of sentencers' satisfied with the range and quality of disposals available for offenders in their area - ways to collate still to finalise
10. New orders in the financial year, based on annual return to Scottish Government

11. Community Payback Orders. Quantative data as required by Scottish Government expected to be around: Volume information; Immediacy and Speed; Use of Conditions; information relating to introduction and implementation - ways to collate still to finalise
12. Examples of unpaid work carried out by individual and work party placements in the local authority - due March
13. Performance Information arising from Inspection Reports - As required

Performance Framework - Delivery Outcomes and Outputs

Outcome 1	<ul style="list-style-type: none"> ● Reducing Reoffending: 1. Percentage of offenders reaching the end of a CPO with supervision with no convictions for a further offence. Collected every 6 months but with quarter breakdown. Required for December and June meeting. ● Reducing Reoffending: 2. Did supervision help you to stop/reduce your offending . Collected every 6 months but with quarter breakdown. Required for December and June meeting.
Outcome 2	<ul style="list-style-type: none"> ● Community Safety & Public Protection: 1. The number & % of offenders completing a CPO with a supervision requirement where there is a reduction in the level of assessed risk & needs at the end compared to the beginning. Collected annually for the June meeting. ● Community Safety & Public Protection: 2. The number & % of eligible RSOs completing a relapse prevention plan on completion of a programme. Collected annually for the June meeting. ● Community Safety & Public Protection: 3. The number & % of eligible RSOs showing an improvement in their SA07 assessment at the end of a programme (compared to the beginning). Collected annually for the June meeting. ● Community Safety & Public Protection: 4. The number & % of eligible offenders showing an improvement in their assessment at the end of Constructs: PSSO (compared to the beginning). Collected annually for the June meeting. ● Community Safety & Public Protection: 5. The number & % of eligible offenders showing an improvement in their psychometric assessment at the end of the Caledonian System (compared to the beginning). Collected annually for the June meeting.
Outcome 3	<ul style="list-style-type: none"> ● Social Inclusion to Support Desistance from Offending: 1. Percentage of offenders identifying an issue and whether they felt there was an improvement. Collated six monthly and required for the December & June meetings.
Output A	<ul style="list-style-type: none"> ● Risk & Needs Assessments are completed on all offenders, identifying needs and public protection: 1. The % of LS/CMI risk & needs assessments competed within 20 working days. Collected quarterly.
Output B	<ul style="list-style-type: none"> ● Offenders attending NCJA structured/approved programmes: 1. The number & % of offenders starting/completing the Caledonian Programme. Collected annually and required for June meeting. ● Offenders attending NCJA structured/approved programmes: 2. The number & % of offenders starting/completing the Respect Programme. Collected annually and required for June meeting. ● Offenders attending NCJA structured/approved programmes: 3. The number & % of offenders starting/completing the Constructs: PSSO Programme. Collected annually and required for June meeting.

	<ul style="list-style-type: none"> Offenders attending NCJA structured/approved programmes: 4. The number & % of offenders starting/completing the JSOP Programme. Collected annually and required for June meeting.
Output C	(Where relevant) offenders received appropriate services regarding training on interpersonal & vocational skills to enhance employability. This indicator is covered by Outcome 1.
Output D	<ul style="list-style-type: none"> National Outcome & Standards (NOS) are implemented: 1. 1. Number & % of offenders starting unpaid work within 7 days (CPO's only). Collected quarterly. National Outcome & Standards (NOS) are implemented: 3. Offenders on supervision are inducted within 5 working days (CPO's only). Collected quarterly. National Outcome & Standards (NOS) are implemented: 3.2. The first scheduled supervision review is carried out in accordance with the case management plan (CPO's only). Collected quarterly.

Performance Framework - Delivery Outcomes and Outputs Continued

Output E	<ul style="list-style-type: none"> CJS staff are suitably trained: % of staff who required and were trained in the following: RM2000 & SA07; LS/CMI; Caledonian Programme; Respect programme; Constructs: PSSO; C-SOGP/Good Lives. Collected annually and required for the December meeting.
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2.3 The above information is set out in the attached report together with a commentary and explanation. It combines a mixture of volumetric and qualitative measures. There is currently no information to compare figures from previous years as many of the measures have been changed to encompass the new Community Payback Orders, i.e. in the past where we looked at Probation this now includes Probation and CPO's with supervision or where we looked at CSO's and s229's it now includes all unpaid work orders.

2.4 The Performance Report includes updates on progress in working towards the achievement of Northern CJA Area Plan Objectives and annual Action Plan actions as follows:

Area Plan 2014-17 Objectives	Action Plan 2014-15 Actions
Reducing Reoffending	<ul style="list-style-type: none"> Reduce 1 year reconviction rate for 2013/14 cohort of offenders by 4% (08/09 baseline of 30.8%) Increase the effective use of CPOs with a mental health requirement
Women Offenders	Ensure provision, and ongoing evaluation, of gender-specific support/interventions
High Risk Offenders	<ul style="list-style-type: none"> Implement the Moving Forward: Making Changes programme across the NCJA Deal effectively with perpetrators of violence against women
Community Sentences	Continue to develop focus on evidence-lead, outcomes based services/performance measurement, ensuring appropriate mechanisms in place for evaluation of services, particularly in relation to Community Sentences
Workforce Development	Continue delivery of training in support of national priorities and local need

3 Developments

3.1 A meeting of representatives of the Information Officers was convened on 30 October by Highland to review data definitions of key NCJA statistical measures. The aims and objectives were:

- To ensure clarity and reduce the risk of misinterpretation
- To further improve the reliability of the data
- To achieve consistency between NCJA member authorities
- To identify any measures that may require more detailed work.

3.2 This proved an invaluable meeting and a number of recommendations were made to the Performance and Practice Group in November that were agreed and which will lead to improvements in the quality of the data in the quality performance report to Members.

3.3 It was agreed also to convene a meeting of Information Officers regularly to discuss common issues and to develop better and closer working between local authorities.

4 Legal/Financial/Equality Implications

4.1 There are no implications arising from this report.

5 Recommendations

It is recommended that Members consider the performance report and management actions to improve performance.

Bill Alexander
Director of Care & Learning - Highland Council

Report prepared by: James Maybee, Principal Officer (Highland) and Shirley MacDonald, Research & Information Officer (Highland)

Date: 13th November 2014

Section 1 - Performance Indicators – Quarterly Indicators

Quarterly PI: Average number of hours per week taken to complete the unpaid work / other activity				
	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15
Shire	3.00	3.32	3.45	4.27
Aberdeen	3.02	2.82	3.38	3.5
Eilean Siar	6.70	7.30	5.27	6.6
Highland	3.49	3.65	3.80	4.3
Moray	3.71	3.01	3.84	3.5
Orkney	3.96	4.23	6.47	4.8
Shetland	5.66	4.58	5.34	6.1
NCJA	3.28	3.06	3.70	3.8

Authority figures for last 4 Quarters & NCJA total trend

Trend & Management Action (significant comments only)
None

Commentary:

Note: This measure traditionally looked at CSO's and Probation 229's but with the introduction of CPO's, CPO's with unpaid work / other activities have been included. Please note that different types of orders have different time spans for completion (e.g. level one CPO has 3 months while the equivalent CSO has 1 year) but this is not a measure of whether the orders were completed in time but rather how quickly.

Quarterly PI: Breach rates for probation orders/CPO supervision, orders with unpaid work and no supervision and prison licences			
Q2 14/15	Probation/CPO supervision	CSO/CPO with unpaid work only	Prison licences
Shire	6.5%(23/352)	16.2% (38/235)	0% (0/42)
Aberdeen	7.89%(58/735)	17.5%(67/383)	11.5%(10/87)
Eilean Siar	2.9%(2/69)	0%(0/8)	0%(0/8)
Highland	8.06%(22/273)	10.3%(20/194)	0%(0/21)
Moray	8.82%(18/204)	9.76%(16/164)	16.67%(1/6)
Orkney	0%(0/24)	6.67%(1/15)	0%(0/4)
Shetland	10.34%(3/29)	0%(0/11)	0%(0/4)
NCJA	7.47%	14.06%	6.40%

Authority Figures Q2 14/15

Trend & Management Action (significant comments only)
None

Commentary: The main limitation of this data in respect of performance measurement is that offender compliance is somewhat out of local authority's control. Every effort is made, however, to appropriately engage with individuals, whilst meeting National Standards and ensuring a consistent application of standards.

Section 2 - CJSW Performance Framework

2.1 Outcome 1: Reducing Reoffending

% of offenders reaching the end of a CPO with supervision with no convictions for a further offence.

	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Authority figures for last 4 Quarters & NCJA total trend
Shire	77% (17/22)	90% (19/21)	95% (19/20)	80% (16/20)	
Aberdeen	80% (40/50)	55% (31/56)	70% (14/20)	0% (0/0)	
Eilean Siar	100% (2/2)	100% (2/2)	0% (0/0)	100% (2/2)	
Highland	80% (16/20)	60% (12/20)	0% (0/0)	0% (0/0)	
Moray	100% (2/2)	100% (14/14)	10% (2/20)	0% (0/20)	
Orkney	50% (2/4)	67% (2/3)	100% (2/2)	100% (6/6)	
Shetland	67% (4/6)	100% (2/2)	67% (2/3)	86% (6/7)	
NCJA	78% (83/106)	69% (82/118)	60% (39/65)	55% (30/55)	
Trend & Management Action (significant comments only)					

Commentary:

This is a complicated indicator to collect e.g. pseudo-convictions need to be considered and knowing whether the offence was committed during the CPO. Due to the complexity and time taken to collect this indicator, 20 will be randomly selected and assessed by the case manager (less for smaller authorities). Please be aware that this indicator does not include outstanding charges that are waiting to be brought to court

Did supervision help you to stop/reduce your offending?

	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Authority figures for last 4 Quarters & NCJA total trend
Shire	96% (26/27)	100% (26/26)	90% (9/10)	100% (20/20)	
Aberdeen	94% (15/16)	92% (11/12)	100% (11/11)	80% (8/10)	
Eilean Siar	67% (2/3)	100% (2/2)	100% (1/1)	100% (1/1)	
Highland	100% (5/5)	100% (1/1)	100% (2/2)	100% (4/4)	
Moray	50% (1/2)	100% (8/8)	100% (6/6)	100% (1/1)	
Orkney	0% (0/0)	0% (0/0)	100% (2/2)	100% (1/1)	
Shetland	67% (4/6)	100% (4/4)	100% (3/3)	100% (2/2)	
NCJA	90% (53/59)	98% (52/53)	97% (34/35)	95% (37/39)	
Trend & Management Action (significant comments only)					

General: Please note that questionnaire returns are still very low and further action to address this is still required.

Commentary:

This indicator is collected using information from the supervision exit questionnaire for those completing CPO's with supervision. Within this questionnaire a question asks 'Has supervision helped you to stop/reduce your offending?' (yes/no answer). This is a measure of the offenders perception at the end of their supervision (recent research suggests that after some years, offender are more willing to retrospectively attribute more influence to their experience of supervision (Farrall and Calverley, 2006).

Section 2 - CJSW Performance Framework (cont)

2.2 Outcome 3: Social Inclusion to Support Desistence from Offending

Percentage of Offenders completing a Exit Supervision Questionnaire for a CPO who identified that they had issues/problems at the start and felt this had improved by the end of supervision

Any Issue	Shire	Aberdeen	Eilean Siar	Highland	Moray	Orkney	Shetland	NCJA
No. identifying an issue	118	77	3	12	17	5	10	242
No. felt there was improvement	113	44	3	10	15	3	9	197
Total No. Questionnaires	118	77	3	12	17	5	10	242
% Improvement	95.8%	57.1%	100.0%	83.3%	88.2%	60.0%	90.0%	81.4%

April - Sept		% identifying an issue at start	% indicating improvement	NCJA - % of these who felt the problem had improved												
HOUSING	Shire	100% (14/14)	93% (13/14)	<table border="1"> <caption>NCJA - % of these who felt the problem had improved (Housing)</caption> <thead> <tr> <th>Year</th> <th>%</th> </tr> </thead> <tbody> <tr><td>1</td><td>85%</td></tr> <tr><td>2</td><td>80%</td></tr> <tr><td>3</td><td>75%</td></tr> <tr><td>4</td><td>80%</td></tr> <tr><td>5</td><td>70%</td></tr> </tbody> </table>	Year	%	1	85%	2	80%	3	75%	4	80%	5	70%
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Eilean Siar	No Returns	No Returns														
Highland	No Returns	No Returns														
Moray	100% (3/3)	100% (3/3)														
Orkney	No Returns	No Returns														
Shetland	No Returns	No Returns														
NCJA	100% (27/27)	81% (22/27)														
Sample of client comments as to how they feel the problem has improved:																
Shire: I got a house, its 3 bedroomed so I have my kids back. I now have stability so can work things out better than before when I was homeless.																
Aberdeen: I was facing eviction but got it sorted																
Moray: No debt for rent																
Trend & Management Action (significant comments only)																
Aberdeenshire: Issues which are external to the offender such as housing are reported more than those which are more personal to the offender although comments when they were made about improvement indicates that even with the support around the external issues, a level of self change had taken place.																

April - Sept		% identifying an issue at start	% indicating improvement	NCJA - % of these who felt the problem had improved												
Employment/Education/Training	Shire	100% (9/9)	100% (9/9)	<table border="1"> <caption>NCJA - % of these who felt the problem had improved (Employment/Education/Training)</caption> <thead> <tr> <th>Year</th> <th>%</th> </tr> </thead> <tbody> <tr><td>1</td><td>65%</td></tr> <tr><td>2</td><td>80%</td></tr> <tr><td>3</td><td>70%</td></tr> <tr><td>4</td><td>75%</td></tr> <tr><td>5</td><td>55%</td></tr> </tbody> </table>	Year	%	1	65%	2	80%	3	70%	4	75%	5	55%
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	Aberdeen	100% (5/5)	40% (2/5)													
Eilean Siar	NoReturns	No Returns														
Highland	No Returns	No Returns														
Moray	100% (2/2)	100% (2/2)														
Orkney	No Returns	No Returns														
Shetland	No Returns	No Returns														
NCJA	100% (16/16)	81% (13/16)														
Sample of client comments as to how they feel the problem has improved:																
Shire: I am going to start training for work. I have had help finding out about courses for training to get ready to work and have had other information about what I can do. I never thought I would be ready to even think about getting a job but I am now.																
Aberdeen: I am in a good job now feels better																
Moray: Gained employment																

Section 2 - CJSW Performance Framework (cont)

April - Sept		% identifying an issue at start	% indicating improvement	NCJA - % of these who felt the problem had improved												
Drugs	Shire	100% (10/10)	100% (10/10)	<table border="1"> <caption>NCJA - % of these who felt the problem had improved (Drugs)</caption> <thead> <tr> <th>Month</th> <th>Improvement %</th> </tr> </thead> <tbody> <tr><td>1</td><td>88%</td></tr> <tr><td>2</td><td>88%</td></tr> <tr><td>3</td><td>78%</td></tr> <tr><td>4</td><td>70%</td></tr> <tr><td>5</td><td>70%</td></tr> </tbody> </table>	Month	Improvement %	1	88%	2	88%	3	78%	4	70%	5	70%
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Moray	100% (1/1)	100% (1/1)														
Orkney	No Returns	No Returns														
Shetland	100% (2/2)	100% (2/2)														
NCJA	100% (21/21)	86% (18/21)														
Sample of client comments as to how they feel the problem has improved: Shire: I was using heroin before I got my Order but when I got my Order I went for treatment so am on a script now so don't have to use. I am not involved in my previous peer group and now realise the effects drugs have on you. This is why I am not offending. Highland: Stopped drugs completely Shetland: I have support, stopped taking legal highs																
Trend & Management Action (significant comments only)																
April - Sept		% identifying an issue at start	% indicating improvement	NCJA - % of these who felt the problem had improved												
Alcohol	Shire	100% (11/11)	91% (10/11)	<table border="1"> <caption>NCJA - % of these who felt the problem had improved (Alcohol)</caption> <thead> <tr> <th>Month</th> <th>Improvement %</th> </tr> </thead> <tbody> <tr><td>1</td><td>85%</td></tr> <tr><td>2</td><td>85%</td></tr> <tr><td>3</td><td>78%</td></tr> <tr><td>4</td><td>82%</td></tr> <tr><td>5</td><td>80%</td></tr> </tbody> </table>	Month	Improvement %	1	85%	2	85%	3	78%	4	82%	5	80%
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Shetland	100% (1/1)	100% (1/1)														
NCJA	100% (30/30)	83% (25/30)														
Sample of client comments as to how they feel the problem has improved: Shire: Being on an Order helped me stay sober for along time, even though I have had a relapse, I have come back from that and because I now know the difference between bad and good, I don't want to drink and get into trouble. I now see other services about my drinking so that will continue to help. Aberdeen: At the start I was a heavy drinker now tea total Highland: No longer an issue and no longer drinking Moray: Not drinking as much Orkney: Been through detox, still drinking but wants to try detox again. Shetland: Don't drink anymore																
Trend & Management Action (significant comments only)																

2. CJSW Performance Framework (continued)

April - Sept		% identifying an issue at start	% indicating improvement	NCJA - % of these who felt the problem had improved												
Personal Relationships	Shire	100% (15/15)	93% (14/15)	<table border="1"> <caption>NCJA - % of these who felt the problem had improved (Personal Relationships)</caption> <thead> <tr> <th>Month</th> <th>Improvement %</th> </tr> </thead> <tbody> <tr><td>1</td><td>85%</td></tr> <tr><td>2</td><td>78%</td></tr> <tr><td>3</td><td>88%</td></tr> <tr><td>4</td><td>82%</td></tr> <tr><td>5</td><td>70%</td></tr> </tbody> </table>	Month	Improvement %	1	85%	2	78%	3	88%	4	82%	5	70%
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Shetland	100% (1/1)	100% (1/1)														
NCJA	100% (29/29)	83% (24/29)														
Sample of client comments as to how they feel the problem has improved:																
Shire:		I communicate better now and have more understanding about my relationships. I now realise that my actions have an effect on my personal relationships. My supervisor made me look at myself from other people's points of view so I understand more about how I can affect others - thats good for my relationships.														
Aberdeen:		Problems with girlfriend but had courage to end														
Highland:		In a new relationship														
Moray:		Realised the problem and resolved.														
Orkney:		Slight improvement														
Shetland:		Learned how to make them work														
Trend & Management Action (significant comments only)																

April - Sept		% identifying an issue at start	% indicating improvement	NCJA - % of these who felt the problem had improved												
Self Esteem	Shire	100% (16/16)	94% (15/16)	<table border="1"> <caption>NCJA - % of these who felt the problem had improved (Self Esteem)</caption> <thead> <tr> <th>Month</th> <th>Improvement %</th> </tr> </thead> <tbody> <tr><td>1</td><td>70%</td></tr> <tr><td>2</td><td>80%</td></tr> <tr><td>3</td><td>85%</td></tr> <tr><td>4</td><td>70%</td></tr> <tr><td>5</td><td>60%</td></tr> </tbody> </table>	Month	Improvement %	1	70%	2	80%	3	85%	4	70%	5	60%
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Shetland	100% (2/2)	50% (1/2)														
NCJA	100% (30/30)	80% (24/30)														
Sample of client comments as to how they feel the problem has improved:																
Shire:		With everything else that's improved - I feel more confident and relaxed which makes me feel better about myself.														
Aberdeen:		Can now see some potential in myself														
Highland:		It helped to talk to someone.														
Moray:		As days went past my confidence grew														
Orkney:		Up and down depending on relationship with ex and children														
Shetland:		Boosted it														
Trend & Management Action (significant comments only)																

2. CJSW Performance Framework (continued)

April - Sept		% identifying an issue at start	% indicating improvement	NCJA - % of these who felt the problem had improved												
Mental Health	Shire	100% (11/11)	100% (11/11)	<table border="1"> <caption>NCJA - % of these who felt the problem had improved (Mental Health)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>55%</td> </tr> <tr> <td>2</td> <td>70%</td> </tr> <tr> <td>3</td> <td>85%</td> </tr> <tr> <td>4</td> <td>75%</td> </tr> <tr> <td>5</td> <td>70%</td> </tr> </tbody> </table>	Month	Percentage	1	55%	2	70%	3	85%	4	75%	5	70%
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Highland	100% (2/2)	100% (2/2)														
Moray	100% (1/1)	100% (1/1)														
Orkney	No Returns	No Returns														
Shetland	100% (1/1)	100% (1/1)														
NCJA	100% (23/23)	87% (20/23)														
Sample of client comments as to how they feel the problem has improved: Shire: I have less frequent lows and better able to cope as I am more confident and generally more able to tackle problems in an appropriate manner as opposed to not at all or "head on". Aberdeen: Much Better Highland: No longer an issue with support and medication Moray: Stabilised on anti depressants. Shetland: Helped to deal with issues																
Trend & Management Action (significant comments only)																

April - Sept		% identifying an issue at start	% indicating improvement	NCJA - % of these who felt the problem had improved												
Physical Health	Shire	100% (6/6)	100% (6/6)	<table border="1"> <caption>NCJA - % of these who felt the problem had improved (Physical Health)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>60%</td> </tr> <tr> <td>2</td> <td>50%</td> </tr> <tr> <td>3</td> <td>75%</td> </tr> <tr> <td>4</td> <td>65%</td> </tr> <tr> <td>5</td> <td>40%</td> </tr> </tbody> </table>	Month	Percentage	1	60%	2	50%	3	75%	4	65%	5	40%
	Month	Percentage														
	1	60%														
	2	50%														
	3	75%														
	4	65%														
	5	40%														
	Aberdeen	100% (4/4)	25% (1/4)													
	Eilean Siar	NoReturns	No Returns													
Highland	No Returns	No Returns														
Moray	100% (2/2)	50% (1/2)														
Orkney	No Returns	No Returns														
Shetland	100% (1/1)	100% (1/1)														
NCJA	100% (13/13)	69% (9/13)														
Sample of client comments as to how they feel the problem has improved: Shire: I am now registered with a doctor and get help to see him so health is better. Aberdeen: Very good Moray: No longer have TB but mobility problems. Shetland: Got motivated																
Trend & Management Action (significant comments only)																

2. CJSW Performance Framework (continued)

April - Sept		% identifying an issue at start	% indicating improvement	NCJA - % of these who felt the problem had improved														
Money Issues	Shire	100% (11/11)	100% (11/11)	<table border="1"> <caption>NCJA - % of these who felt the problem had improved (Money Issues)</caption> <thead> <tr><th>Period</th><th>Improvement %</th></tr> </thead> <tbody> <tr><td>1</td><td>100%</td></tr> <tr><td>2</td><td>100%</td></tr> <tr><td>3</td><td>95%</td></tr> <tr><td>4</td><td>100%</td></tr> <tr><td>5</td><td>55%</td></tr> <tr><td>6</td><td>0%</td></tr> </tbody> </table>	Period	Improvement %	1	100%	2	100%	3	95%	4	100%	5	55%	6	0%
	Period	Improvement %																
	1	100%																
	2	100%																
	3	95%																
	4	100%																
	5	55%																
	6	0%																
	Aberdeen	100% (10/10)	50% (5/10)															
Eilean Siar	NoReturns	No Returns																
Highland	100% (1/1)	0% (0/1)																
Moray	100% (1/1)	100% (1/1)																
Orkney	100% (2/2)	50% (1/2)																
Shetland	100% (1/1)	100% (1/1)																
NCJA	100% (26/26)	73% (19/26)																
Sample of client comments as to how they feel the problem has improved: Shire: I have learned budgeting skills so manage my money better. Aberdeen: Money was an issue at the time but now have a job Moray: Helped by Trading Standards. Orkney: Still got money issues but knows where to get help. Shetland: ESA has now been sorted																		
Trend & Management Action (significant comments only)																		

April - Sept		% identifying an issue at start	% indicating improvement	NCJA - % of these who felt the problem had improved														
Coping Skills	Shire	100% (15/15)	93% (14/15)	<table border="1"> <caption>NCJA - % of these who felt the problem had improved (Coping Skills)</caption> <thead> <tr><th>Period</th><th>Improvement %</th></tr> </thead> <tbody> <tr><td>1</td><td>75%</td></tr> <tr><td>2</td><td>80%</td></tr> <tr><td>3</td><td>90%</td></tr> <tr><td>4</td><td>70%</td></tr> <tr><td>5</td><td>70%</td></tr> <tr><td>6</td><td>0%</td></tr> </tbody> </table>	Period	Improvement %	1	75%	2	80%	3	90%	4	70%	5	70%	6	0%
	Period	Improvement %																
	1	75%																
	2	80%																
	3	90%																
	4	70%																
	5	70%																
	6	0%																
	Aberdeen	100% (9/9)	67% (6/9)															
Eilean Siar	NoReturns	No Returns																
Highland	100% (2/2)	100% (2/2)																
Moray	No Returns	No Returns																
Orkney	No Returns	No Returns																
Shetland	100% (1/1)	100% (1/1)																
NCJA	100% (27/27)	85% (23/27)																
Sample of client comments as to how they feel the problem has improved: Shire: I now feel better within myself and so cope better with things when they get difficult. Aberdeen: Being able to speak to someone more aware of positive ways of coping Highland: Spoken to Police regularly. Shetland: Learned different strategies																		
Trend & Management Action (significant comments for whole PI) Aberdeenshire: Coping skills feature as an issue for almost half of the service users who submitted the questionnaire over the last six months. This is an area which is covered in supervision but given the prevalence for people in their feedback, we are going to develop a short programme which pulls together material which we would deliver as part of other interventions and deliver this as an integral part of most Orders. With increased coping skills, other areas of difficulty can be addressed perhaps more readily - which has then a further knock-on positive impact on other factors which could contribute to reoffending. Eilean Siar: Despite work and encouragement by staff to complete and return forms we still have a low return rate. Orkney: Recent difficulties in contacting people for exit questionnaires. Highland: Although we have a very good response with unpaid work questionnaires, the supervision returns are very low and we still need to address this.																		

2. CJSW Performance Framework (continued)

Output A:

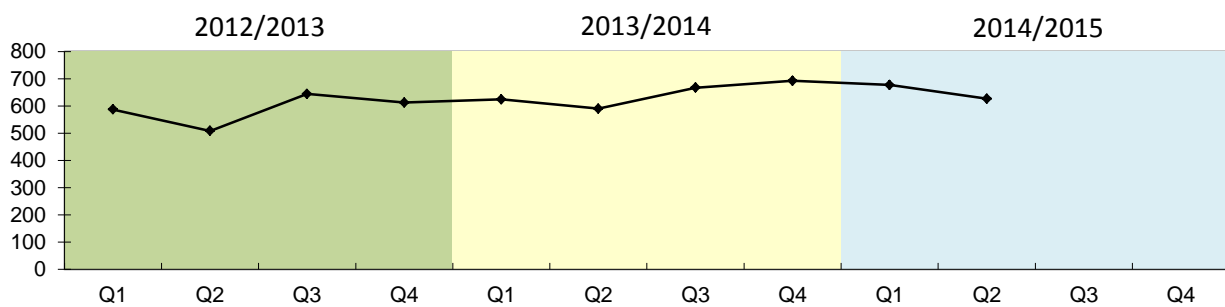
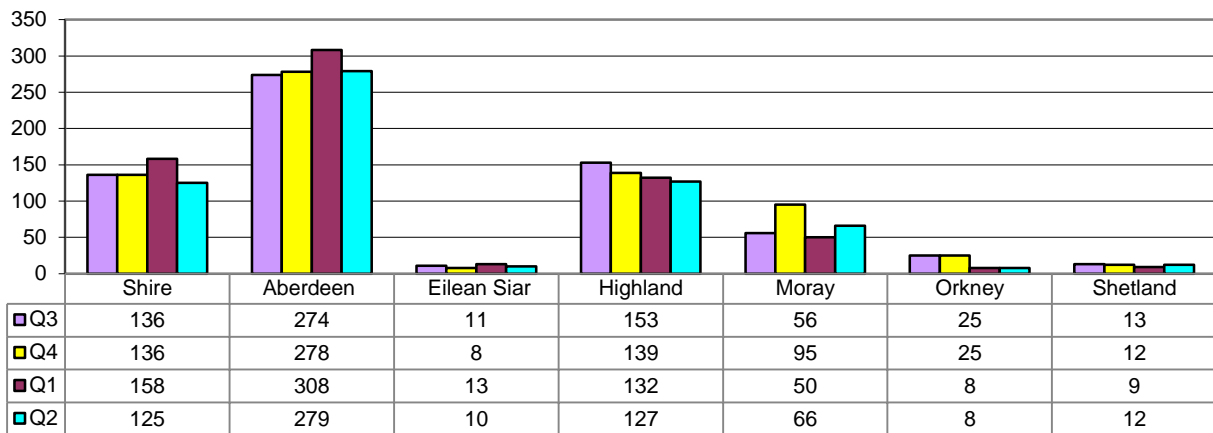
Risk & Needs Assessments are completed within 20 wk days					Authority figures for last 4 Quarters & NCJA total trend
	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	
Shire	80% (16/20)	90%(18/20)	45% (9/20)	70% (14/20)	
Aberdeen	45% (9/20)	35% (7/20)	35% (7/20)	65% (13/20)	
Eilean Siar	100% (4/4)	100% (2/2)	67% (2/3)	67% (2/3)	
Highland	60% (12/20)	55% (11/20)	70% (14/20)	53% (9/17)	
Moray	85% (17/20)	75% (15/20)	64% (7/11)	63% (10/16)	
Orkney	100% (6/6)	100% (8/8)	100% (5/5)	50% (1/2)	
Shetland	100% (3/3)	100% (9/9)	100% (7/7)	67% (4/6)	
NCJA	72%	71%	59%	63%	
Trend & Management Action (significant comments only)					
None					
<p>Commentary: This indicator refers to the percentage of CPO with supervision which became 20 working days old in the quarter and had a full risk & needs assessment (not the screening document completed at the CJSWR stage) and management plan completed in LS/CMI . Resources will not allow for every CPO with supervision to undergo quality assurance and a target of randomly selecting 20 case files for audit in a quarter has been set (all if less than 20 applicable for smaller authorities).</p>					
Output D - National Outcome & Standards (NOS) are implemented					
Percentage of offenders starting unpaid work within 7 working days (CPO only)					Authority figures for last 4 Quarters & NCJA total trend
	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	
Shire	28% (30/109)	60% (68/114)	43% (61/142)	40% (41/102)	
Aberdeen	35% (81/230)	68% (163/241)	60% (165/277)	60% (159/263)	
Eilean Siar	60% (6/10)	71% (5/7)	62% (8/13)	80% (8/10)	
Highland	62% (66/106)	68% (86/126)	74% (74/100)	63% (57/91)	
Moray	65% (20/31)	68% (34/50)	75% (33/44)	61% (22/36)	
Orkney	100% (12/12)	100% (6/6)	100% (10/10)	86% (6/7)	
Shetland	100% (10/10)	100% (5/5)	100% (8/8)	100% (11/11)	
NCJA	44%	67%	60%	58%	
Trend & Management Action (significant comments only)					
<p>Commentary: This indicator provides some measure of efficiency of the service. It is adversely affected by the non attendance of offenders at the scheduled appointments (the difference between a placement being available and the offender starting work). It can also be affected by late notification of orders from the Courts. With the future development of unit returns it is hoped to be able to analysis reasons why the offender did not start on time.</p>					

2. CJSW Performance Framework (continued)

Offenders on CPO supervision are inducted within 5 working days					
	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Authority figures for last 4 Quarters & NCJA total trend
Shire	37% (19/52)	38% (21/56)	69% (43/62)	85% (40/47)	
Aberdeen	83% (100/121)	94% (106/113)	71% (87/122)	72% (68/95)	
Eilean Siar	100% (7/7)	100% (4/4)	100% (9/9)	100% (7/7)	
Highland	80% (63/79)	65% (31/48)	59% (34/58)	91% (61/67)	
Moray	78% (28/36)	89% (34/38)	96% (22/23)	94% (29/31)	
Orkney	100% (6/6)	100% (8/8)	100% (5/5)	100% (4/4)	
Shetland	100% (6/6)	100% (8/8)	100% (7/7)	0% (/)	
NCJA	75%	77%	72%	83%	
Trend & Management Action (significant comments only) NB. No data provided for Shetland.					
Commentary: This indicator provides some measure of efficiency of the service. It is adversely affected by the non attendance of offenders at the scheduled appointments. It can also be affected by late notification of orders from the Courts. With the future development of unit returns it is hoped to be able to analysis reasons why the offender was not seen on time.					
The first scheduled supervision review is carried out by the case manager in accordance with the case management plan (CPO with supervision only)					
	Q3 13/14	Q4 13/14	Q1 14/15	Q2 14/15	Authority figures for last 4 Quarters & NCJA total trend
Shire	70% (14/20)	95% (19/20)	95% (19/20)	95% (19/20)	
Aberdeen	50% (10/20)	55% (11/20)	55% (11/20)	55% (11/20)	
Eilean Siar	50% (2/4)	50% (1/2)	33% (1/3)	100% (1/1)	
Highland	72% (13/18)	71% (10/14)	33% (2/6)	60% (3/5)	
Moray	70% (14/20)	50% (10/20)	55% (6/11)	69% (11/16)	
Orkney	100% (3/3)	83% (5/6)	100% (5/5)	100% (2/2)	
Shetland	67% (2/3)	60% (6/10)	86% (6/7)	67% (4/6)	
NCJA	66%	67%	69%	73%	
Trend & Management Action (significant comments only)					
Commentary: NOS states that the level of contact to support the achievement of outcomes, which is determined by the level of risk & needs, should be recorded in the case management plan and, therefore, the frequency of review will vary according to whether it is a very high, high, medium or low level of intensity required.					

3. CPO Statistics

New Community Payback Orders over the last 4 Quarters by Authority & NCJA total trend



New CPO Requirements		Shire	Aberdeen	Eilean Siar	Highland	Moray	Orkney	Shetland	NCJA
Total Number of Requirement	Q3	190	410	22	268	94	54	18	1056
	Q4	195	405	15	211	95	28	19	968
	Q1	229	431	24	217	75	15	14	1005
	Q2	169	391	20	206	90	12	15	903
	Σ	783	1637	81	902	354	109	66	3932
Supervision requirements	Q3	58	131	7	84	39	28	6	353
	Q4	65	131	4	50	38	9	12	309
	Q1	64	124	9	64	28	5	5	299
	Q2	51	97	7	63	37	4	4	263
	Σ	238 (30%)	483 (30%)	27 (33%)	261 (29%)	142 (40%)	46 (42%)	27 (41%)	1224 (31%)
Level 1 unpaid work/other activity	Q3	69	143	4	67	24	8	6	321
	Q4	58	150	3	69	52	7	1	340
	Q1	74	153	7	57	43	7	4	345
	Q2	65	169	6	63	22	4	8	337
	Σ	266 (34%)	615 (38%)	20 (25%)	256 (28%)	141 (40%)	26 (24%)	19 (29%)	1343 (34%)
Level 2 unpaid work/other activity	Q3	43	102	6	57	21	14	4	247
	Q4	52	100	4	59	0	5	4	224
	Q1	69	124	6	50	0	3	4	256
	Q2	39	91	4	42	26	2	3	207
	Σ	203 (26%)	417 (25%)	20 (25%)	208 (23%)	47 (13%)	24 (22%)	15 (23%)	934 (4%)

3.CPO Statistics (cont)

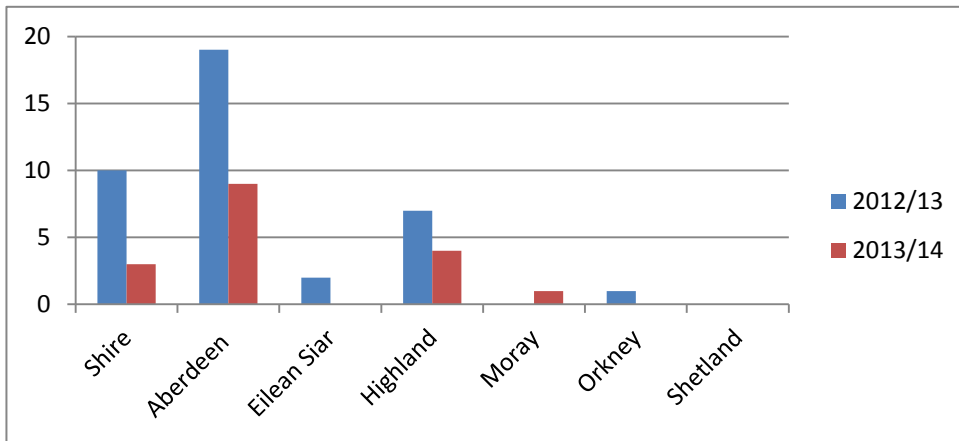
		Shire	Aberdeen	Eilean Siar	Highland	Moray	Orkney	Shetland	NCJA
Compensation requirements	Q3	4	7	1	5	0	0	0	17
	Q4	2	5	1	2	2	2	0	14
	Q1	10	11	2	2	1	0	0	26
	Q2	1	11	2	3	1	0	0	18
	Σ	17 (2%)	34 (2%)	6 (7%)	12 (1%)	4 (1%)	2 (2%)	0 (0%)	75 (2%)
Programme requirements	Q3	10	26	0	25	1	1	0	63
	Q4	7	17	0	12	0	1	0	37
	Q1	7	16	0	0	0	0	0	23
	Q2	7	23	0	17	0	0	0	47
	Σ	31 (4%)	82 (5%)	0 (0%)	54 (6%)	1 (0%)	2 (2%)	0 (0%)	170 (4%)
Residence requirement	Q3	0	0	0	1	0	0	0	1
	Q4	0	0	0	0	0	0	0	0
	Q1	0	0	0	0	0	0	0	0
	Q2	0	0	0	0	0	1	0	1
	Σ	0 (0%)	0 (0%)	0 (0%)	1 (0%)	0 (0%)	1 (1%)	0 (0%)	2 (0%)
Mental Health Treatment requirement	Q3	0	0	0	1	2	0	0	3
	Q4	0	0	0	1	0	0	0	1
	Q1	1	0	0	3	0	0	0	4
	Q2	0	0	0	0	0	0	0	0
	Σ	1 (0%)	0 (0%)	0 (0%)	5 (1%)	2 (1%)	0 (0%)	0 (0%)	8 (0%)
Drug Treatment requirement	Q3	1	0	0	18	0	0	0	19
	Q4	0	0	0	2	0	0	0	2
	Q1	0	0	0	2	0	0	0	2
	Q2	1	0	0	0	0	0	0	1
	Σ	2 (0%)	0 (0%)	0 (0%)	22 (2%)	0 (0%)	0 (0%)	0 (0%)	24 (1%)
Alcohol Treatment requirement	Q3	0	1	1	10	1	0	0	13
	Q4	4	0	1	10	0	0	0	15
	Q1	0	2	0	13	1	0	0	16
	Q2	1	0	0	12	1	0	0	14
	Σ	5 (1%)	3 (0%)	2 (2%)	45 (5%)	3 (1%)	0 (0%)	0 (0%)	58 (1%)
Restricted movement requirements	Q3	0	0	0	0	0	3	0	3
	Q4	0	0	0	0	0	0	0	0
	Q1	0	0	0	2	0	0	0	2
	Q2	0	0	0	0	0	1	0	1
	Σ	0 (0%)	0 (0%)	0 (0%)	2 (0%)	0 (0%)	4 (4%)	0 (0%)	6 (0%)
Conduct requirement	Q3	5	0	3	0	6	0	2	16
	Q4	7	2	2	6	3	4	2	26
	Q1	4	1	0	11	2	0	1	19
	Q2	4	0	1	6	3	0	0	14
	Σ	20 (3%)	3 (0%)	6 (7%)	23 (3%)	14 (4%)	4 (4%)	5 (8%)	75 (2%)

*

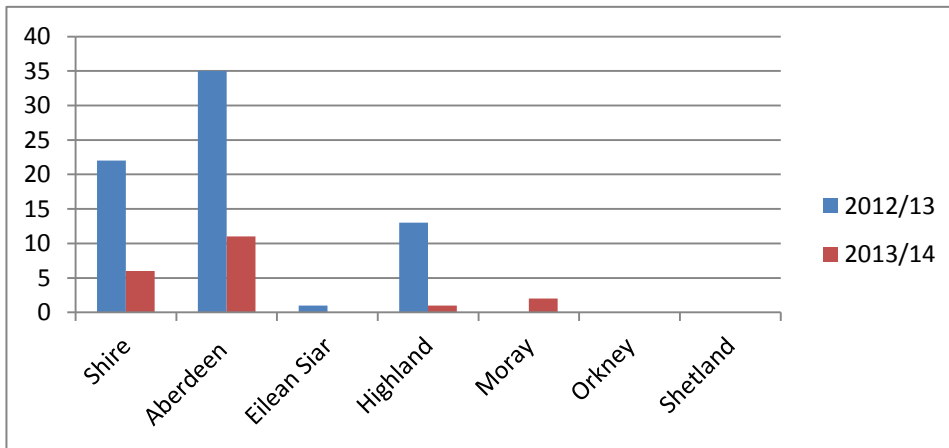
*Percentage in brackets is the total to date of that particular requirement as a proportion of total requirements. It is not the proportion of CPO's which had that requirement.

4. Performance Indicators – Annual Indicators

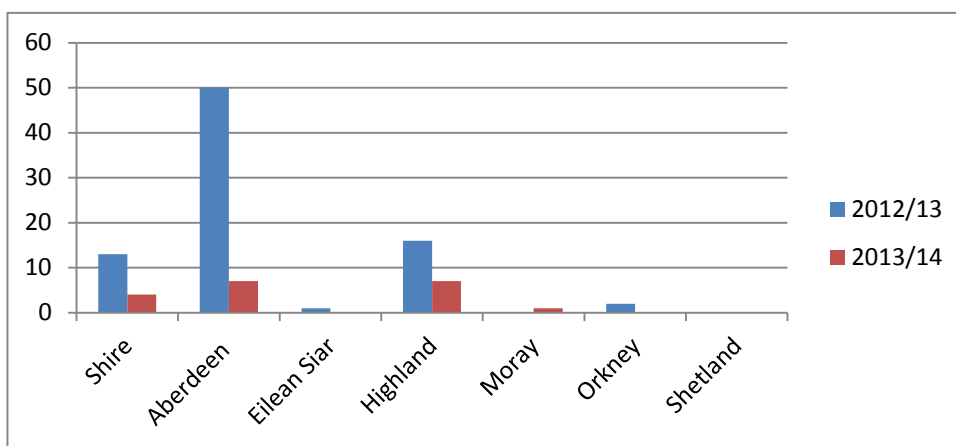
1.1 Number of New Probation Orders with a Condition of Unpaid Work (S229(4)) made by Courts



1.2 Number of new Probation Orders (including S229(4)) made by Courts

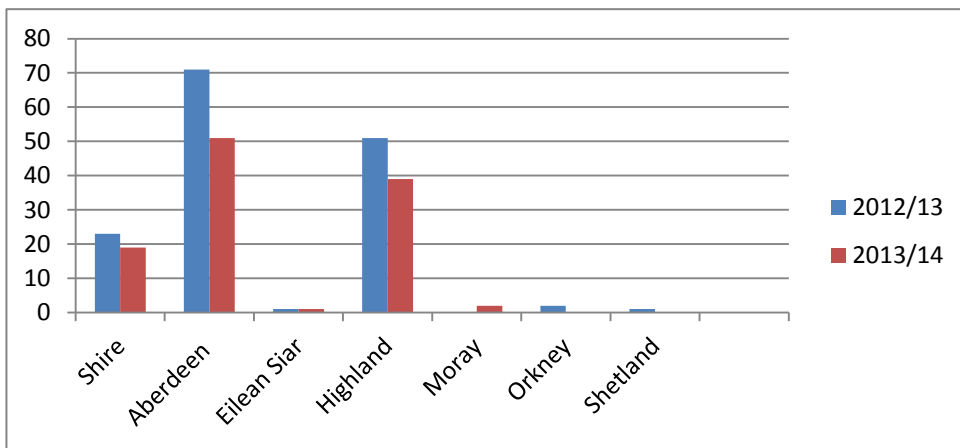


1.3 Number of New Community Service Orders made by Courts

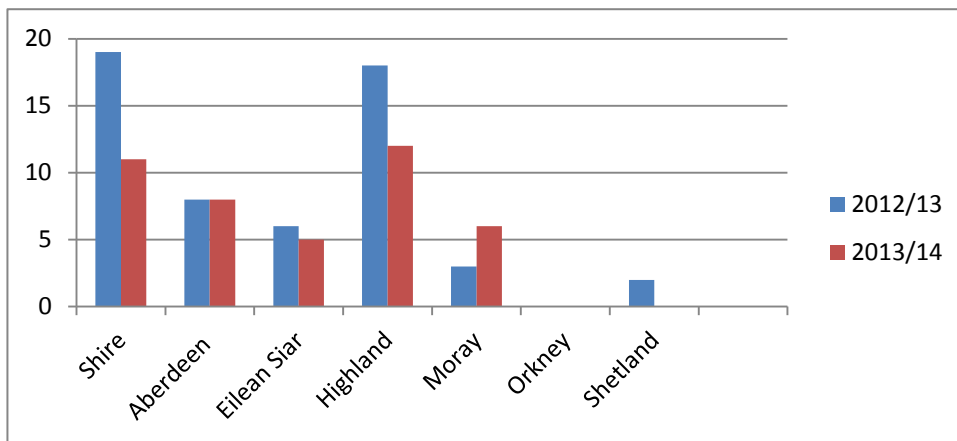


4. Performance Indicators – Annual (continued)

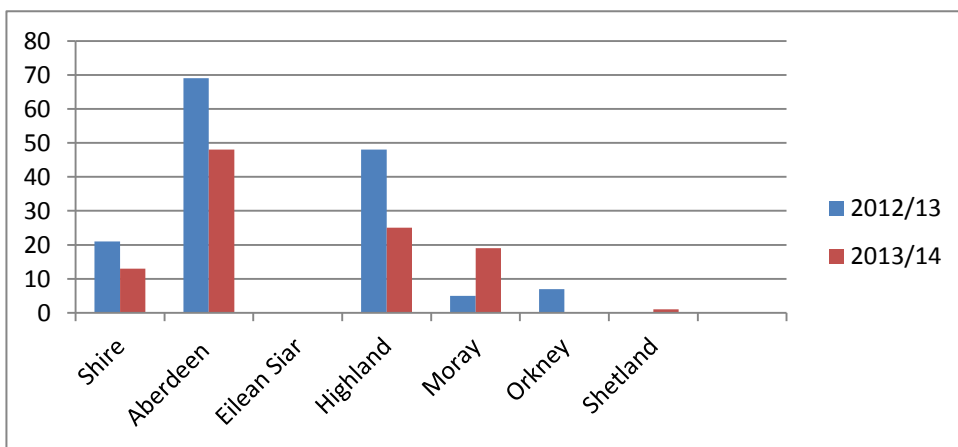
1.4 Number of new Supervised Attendance Orders made by Courts



1.5 Number of Drug Treatment and Testing Orders made



1.6 Number of new referrals to Throughcare Addictions Service



4. Performance Indicators – Annual (continued)

1.7 Number of new statutory Throughcare Orders/Licences supervised in the Community

