



REPORT TO NORTHERN COMMUNITY JUSTICE AUTHORITY – 03/03/2014

REPORT ON THE PERFORMANCE AND MONITORING OF CRIMINAL JUSTICE SOCIAL WORK SERVICES Quarter 3

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 - due September
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 completed 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. ● 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	<p>(Where relevant) offenders received appropriate services regarding training on interpersonal & vocational skills to enhance employability. This indicator is covered by Outcome 1.</p>
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

- 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.

- 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 2011-14 Objectives	Action Plan 2013-14 Actions
Effective Community Disposals	Increase the number of offenders sentenced to Unpaid Work/Other Activity whose work placement starts within 7 working days of disposal.
	Increase the effective use of CPOs with a mental health requirement.
Improve Information Sharing	Identify and promote good practice across the NCJA by providing examples to Northern CJA meetings.
Improve Community Integration	Promote public understanding and reassurance in respect of community sentences being a punitive, rehabilitative, cost-effective method of offenders paying back to communities and reducing reoffending.

3 Proposals

- 3.1 Local authorities are part-way through a self-evaluation exercise focusing on the implementation and use of the Level of Service & Case Management Inventory (LS/CMI) risk and needs assessment tool introduced across Scotland in 2011. This has been developed and agreed between the Scottish government, the Risk Management Authority and ADSW and is being overseen by the Care Inspectorate. It is important to note it is not an inspection but a means to establish the progress of local authorities in implementing the new tool and of assessing progress. Individual authorities will receive feedback from the inspectorate, which will be not published as public documents, but there will be an overall report pulling together the key themes emerging from the findings nationally.
- 3.2 To date, the self-evaluation exercise has involved:
- Completion of a self-evaluation questionnaire (SEQ)
 - A file reading exercise of 20 files (10 young offenders and 10 women)
 - A peer challenge event

Local authorities are now in the process of completing their improvement action plans and implementing these. It is suggested Members may wish to receive a report at the next meeting providing more detail as to the progress of the self-evaluation exercise, including common themes and issues.

- 3.3 Regarding the proposed longitudinal study of offenders being developed in conjunction with academics from the School of Applied Social Studies at Robert Gordon University (RGU), since the NCJA meeting in December the writer met further with RGU in January to discuss further the research proposal and funding.

3.4 RGU estimate the research will cost c. £28,000 and would need a commitment of c.£25,000 to be able to satisfy the University to be able to proceed. This money does not require to be paid in a single payment. The writer and Chief Officer explored two possible funding options without success. However, the NCJA has agreed to fund the cost of the research up to £27,000 over a 3-year period. RGU remain committed to the proposal and are currently seeking ethical approval from the University ethics committee to proceed, a clear indication of their interest. Both the final funding required and research proposal, based on what was presented to Members in December, will be finalised shortly by RGU. A formal agreement between RGU and the NCJA will be required regarding the funding one this has been finalised.

4 Consultations

4.1 Local Authority CJSWS, SPS Liaison Manager and the Chief Officer were consulted in the preparation of this report.

5 Legal/Financial/Equality Implications

5.1 There are no legal or equality implications arising from this report.

5.2 Regarding financial implications, please refer to section 3.4 above. The proposed funding from the NCJA will not impact upon other services as it has been identified from recurring and predictable underspend in the administrative budget. One issue to be resolved relates to VAT. The NCJA cannot claim back VAT (c. £5,500) and RGU are currently looking into whether this can be claimed back by the university. This may result in a funding gap, depending on what funding – if any – the university can identify – and is a potential problem.

6 Recommendations

It is recommended that:

- Members consider the proposals and management actions to improve performance.
- Members are asked to consider whether to request a report on the LS/CMI self-evaluation

Bill Alexander

Director of Health & Social Care - Highland Council

Report prepared by: James Maybee, Principal Officer (Highland) and Clare O'Brien, Research, Information and Quality Assurance Officer (Highland)

Date: 3rd March 2014

Quarterly PI: Average number of hours per week taken to complete the unpaid work / other activity

	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Authority figures for last 4 Quarters & NCJA total trend
Shire	2.41	2.97	2.83	3.00	<p>The bar chart displays quarterly data for seven authorities. Eilean Siar shows the highest values, peaking at 8.73 in Q4 12/13. Shire has the lowest values, around 2.4-3.0. The line chart shows the NCJA total trend, which fluctuates between 3.0 and 4.0 hours per week over the period.</p>
Aberdeen	2.96	2.95	2.54	3.02	
Eilean Siar	8.73	6.28	7.14	6.70	
Highland	4.08	3.80	4.24	3.49	
Moray	3.17	3.26	4.35	3.71	
Orkney	5.88	5.55	6.65	3.96	
Shetland	5.96	6.51	5.73	5.66	
NCJA	3.28	3.21	3.18	3.28	

Trend & Management Action (significant comments only)

None

Commentary: there is no recommendation as to the optimum average number of hours per week taken to complete unpaid work orders order, although research has indicated that the shorter the time taken to complete an order (i.e. the more hours worked per week), the more effective it is in reducing repeat offending. This should be balanced with the understanding that because of the needs and abilities of some clients, it may be inappropriate to work though the order too quickly.

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

Q3 13/14	Probation/CPO supervision	CSO/CPO with unpaid work only	Prison licences	Authority figures in Q3 13/14																																				
Shire	8% (31/379)	9% (17/200)	4% (2/50)	<table border="1"> <caption>Authority figures in Q3 13/14 (Bar Chart Data)</caption> <thead> <tr> <th>Authority</th> <th>Probation/CPO supervision (%)</th> <th>CSO/CPO with unpaid work only (%)</th> <th>Prison licences (%)</th> </tr> </thead> <tbody> <tr> <td>Shire</td> <td>8%</td> <td>9%</td> <td>4%</td> </tr> <tr> <td>Aberdeen</td> <td>5%</td> <td>11%</td> <td>8%</td> </tr> <tr> <td>Eilean Siar</td> <td>2%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>Highland</td> <td>2%</td> <td>3%</td> <td>4%</td> </tr> <tr> <td>Moray</td> <td>8%</td> <td>11%</td> <td>10%</td> </tr> <tr> <td>Orkney</td> <td>11%</td> <td>17%</td> <td>0%</td> </tr> <tr> <td>Shetland</td> <td>8%</td> <td>5%</td> <td>0%</td> </tr> <tr> <td>NCJA</td> <td>5.33%</td> <td>8.32%</td> <td>5.98%</td> </tr> </tbody> </table>	Authority	Probation/CPO supervision (%)	CSO/CPO with unpaid work only (%)	Prison licences (%)	Shire	8%	9%	4%	Aberdeen	5%	11%	8%	Eilean Siar	2%	0%	0%	Highland	2%	3%	4%	Moray	8%	11%	10%	Orkney	11%	17%	0%	Shetland	8%	5%	0%	NCJA	5.33%	8.32%	5.98%
Authority	Probation/CPO supervision (%)	CSO/CPO with unpaid work only (%)	Prison licences (%)																																					
Shire	8%	9%	4%																																					
Aberdeen	5%	11%	8%																																					
Eilean Siar	2%	0%	0%																																					
Highland	2%	3%	4%																																					
Moray	8%	11%	10%																																					
Orkney	11%	17%	0%																																					
Shetland	8%	5%	0%																																					
NCJA	5.33%	8.32%	5.98%																																					
Aberdeen	5% (34/675)	11% (40/371)	8% (7/85)																																					
Eilean Siar	2% (2/93)	0% (0/10)	0% (0/6)																																					
Highland	2% (6/321)	3% (8/247)	4% (1/27)																																					
Moray	8% (10/129)	11% (16/148)	10% (1/10)																																					
Orkney	11% (3/28)	17% (2/12)	0% (0/5)																																					
Shetland	8% (2/26)	5% (1/22)	0% (0/1)																																					
NCJA	5.33%	8.32%	5.98%																																					

Trend & Management Action (significant comments only)

Eilean Siar: The high figure for those subject to Probation / Supervision requirement within the Western Isles is significant and is best explained by the routine sentencing by local Sheriff's to CPO's with unpaid work combined with Supervision Requirements. It is rare for our Courts to impose a stand-alone Unpaid Work Order and our numbers of Level 1 CPO's (under 100 hours) are also minimal. Our Sheriff (particularly in Stornoway) routinely gives unpaid work close to 200 hours combined with lengthy social work supervision requirements of 18 months to 3 years. This is further evidenced within the performance report by the number of requirements imposed compared to similar authorities. The number and length of orders has contributed to a gradual yet significant increase in the numbers of offenders being supervised by qualified social work staff at any one time.

What is of note is that the performance report for the NCJA and also the aggregate return for Scottish Government records the number of CPO's imposed rather than looking at the details of those orders. When long supervision requirements and unpaid work orders are imposed together the resource implication for the service (of completing the Lscmi tool as whole; regular weekly social work contact; reviews with service manager etc) is considerably higher than it is to an Unpaid Work requirement alone. The Western Isles will commit to on-going monitoring of the numbers of those on supervision in comparison with similar Local Authorities and report on this to future NCJA meetings.

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.

Six monthly PI: Promoting and raising the profile of Community Payback**A brief outline of raising the profile of Community Service between July & December****Aberdeenshire:**

- Aberdeenshire Unpaid Work Team have continued to publish regular Unpaid Work Newsletters which are circulated internally and to external partners. The Newsletters give a summary of work undertaken and also the response from communities. In addition, through Aberdeenshire Communications service, regular press releases to local papers have been made, which updates the work undertaken and acknowledges the partnership work which has become a feature of unpaid work. The Team has increased their links with community planning partnerships via closer working relationships with the Community Planning Officers which improves visibility. In addition, formal presentations have taken place to Area Committees and local community councils to improve the awareness of what unpaid work achieves and how it contributes positively to communities. Regular feed back is obtained through Provider feedback questionnaires and comments received through the Aberdeenshire generic CPO email.

Aberdeen City:

- Attendance at Torry community council meeting was used to promote the work of CPO's and consult the community regarding potential projects.

Comhairle nan Eilean Siar:

- Plaques labelling CPO completed projects are routinely in place around the localities advertising that works are completed through unpaid work. The service manager for CJSW has continued to be involved in contributing towards local press stories when available as well as through newsletters both within and outwith the local authority in raising the profile of work completed.

Highland:

- Press articles: There was a substantial spread in the Lochaber News with respect to the official opening of the Fit Trail in Fort William. Not only outlining the work done by clients on CPO's but also ethicising that the funding came from the Payback Sports Facilities Fund which utilises money from the Proceeds of Crime Act. The John O'Groat Journal also ran a piece on the work done in the community by Caithness unpaid work.
- Community Payback leaflets delivered to Library in Brora and various Service Points.

Moray:

- We consulted with the public at an event in November 2013 whereby interested parties had an opportunity to view photographs and displays of the work we were doing in Moray. We also delivered a presentation to a Community Group in Elgin in December 2013, this was specifically in relation to unpaid work. Over the festive period we had significant press coverage about our involvement in the Christmas Toy Appeal an event we have been involved with for over 20 years, collecting and delivering toys and food to vulnerable groups. We continue to display posters in local venues such as Community Centres, Libraries, GP surgeries, etc.

Orkney:

- Before and after photos of graffiti removal in Kirkwall forwarded to the NCJA and Scottish Govt via CPO Annual Report.
- Letters of thanks published in the local paper from two organisations who had benefitted from work done.
- BBC Radio Orkney interview highlighting Community Payback input to major gardening/landscaping project undertaken with local branch of CLAN cancer charity. Exceptional performance of one worker who had carried on working as a volunteer drew significant praise.

Shetland:

- Community Payback 'flyer' emailed to all community council's highlighting unpaid work and ways in which communities can make referrals and what type of unpaid work can be undertaken with the community. Promotion of projects in local paper.
- Community Halls throughout Shetland made aware of unpaid work and the assistance unpaid work teams could offer in particular indoor projects throughout winter months.

Annual PI: Examples of unpaid work carried out by individual and work party placements**A brief outline of work carried out by work placements over the last calendar year****Aberdeenshire:**

- Workshop based projects include making benches for villages, community woodland areas and third sector organisations. Animal and bird boxes have also been made and donated to local animal sanctuary and community woodlands/country parks.

Aberdeen City:

- Ground clearance work & general gardening projects
- Environmental work
- Recycling projects
- Building maintenance and landscaping
- Improvements to park and community facilities
- Painting and decorating in community centres etc
- Making and repairing goods for sale in charity shops
- Craft workshop
- Individual placements e.g. charity shops
- Countryside Ranger, commissioned to provide: xxxx
- Litter picking
- Beach cleans
- Projects identified by local communities e.g. Torry playpark
- Snow clearing – in particular access to older people's care homes, sheltered housing etc
- Shopping support for tenants of sheltered housing

Comhairle nan Eilean Siar:

- The unpaid work has assisted with collections and deliveries of furniture for a local hospice charity; painting and maintenance of local play parks and other amenities; a community hut used for meetings, youth work etc. has also had extensive maintenance work carried out. Individual placements have included care home kitchen work and charity shops. Landscaping and maintenance work has been undertaken on community housing for learning disabled and impaired adults scheme.

Highland:

- Group work: Painting at Bower Busy Bees Play Group, Watten playgroup, Reiss Community Hall, Embo Hall, Glenurquhart Community Hall and Auckengill Community Hall; Cutting back vegetation at Rumster Outdoor Centre; Repairing benches for South School in Wick; Forestry management, including tree felling which is used for log and kindler deliveries to the elderly and charity shops ((Redcross and Homeaid); Riverside walk fencing at Carrbridge; Path refurbishment at Beauly Riverside walk; Maintaining gardens for those in need in the community and making picnic tables, park benches and bird tables for 3 old folks homes.
- Individual Placements at the British Red Cross and Home aid Charity Shops.

Moray:

- Squad work carried out in Moray included painting and decorating Community and School Halls, etc.; beach cleaning and general tidy up of environmental and community areas; litter collection; grass cutting and gardening; maintenance of footpaths in rural locations; furniture removal; snow and ice clearing during winter months; woodworking, craft work and bench making and craftwork which benefits Day Centres and Nurseries as well as gravestone memorial work. During the reporting period, considerable efforts have been made to secure an increased number of individual work placements suitable for service users and these have proved beneficial to both clients and voluntary organisations with which we work. These include environmental placements and placements within Charity Shops, computer recycling centres, and outdoor activity centres.

A brief outline of work carried out by work placements over the last calendar year (continued)

Orkney:

- Painting and decorating at Red Cross House and Enable in Kirkwall.
Delivering and collecting furniture for Restart Orkney (local charity)
Gardening, carrying out woodwork jobs for elderly or infirm residents at Care Homes in Kirkwall, Stromness
Moving sheds for Hoy Ranger
Painting and renovating play park equipment
Making and delivering bird tables, planters, benches (made at the workshop) to schools and charity shops
Painting at the Gable End Theatre, Hoy
Polishing brass and maintenance work at Longhope Lifeboat Museum, South Walls
Garden clearances for Home Care
“Bagged the Bruck” (beach cleaning) at Sandwick
Making ramp to allow disability access to gun emplacements, Ness Battery, Stromness
Cutting grass throughout the summer at Ness Battery, Stromness, at the Gospel Halls & Boy’s Brigade, Kirkwall, Play Park in Burray, Sea Cadets at Scapa
Snow clearing of paths and surrounding area at Eunson Kloss (sheltered housing), Kirkwall
Demolition, clearance and building work for the Sanday School Parents Association and the Sanday Heritage Centre
- Workshop jobs: Making and painting garden furniture; planters; bird tables etc.; Maintaining grass cutting equipment; Restoring tables and chairs for Ness Battery; Restoration of farming equipment for the Smiddy Museum, St Margaret’s Hope; Refurbishment of benches for Stromness Community Council.

Shetland:

- Work Party: Community tree planting, painting interior and exterior churches and community halls, beach cleaning and restoring path to community beach.
- Individual Placements: Assisting with food bank, cleaning of community occupational therapy equipment, assisting with gardening project at social enterprise for supporting adults with disabilities.

Note: PI 7&10 are due for the September meeting and PI 13 is as required. PI's 3,5,6,9,& 13 are not currently collated
--

Output D - National Outcome & Standards (NOS) are implemented

Percentage of offenders starting unpaid work within 7 working days (CPO only)

	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Authority figures for last 4 Quarters & NCJA total trend
Shire	35% (38/110)	18% (19/108)	32% (35/110)	28% (30/109)	
Aberdeen	32% (68/212)	20% (42/209)	25% (43/171)	35% (81/230)	
Eilean Siar	58% (11/19)	21% (3/14)	60% (3/5)	60% (6/10)	
Highland	47% (85/179)	51% (64/125)	41% (38/93)	62% (66/106)	
Moray	84% (26/31)	73% (38/52)	70% (28/40)	65% (20/31)	
Orkney	100% (14/14)	100% (9/9)	83% (5/6)	100% (12/12)	
Shetland	100% (5/5)	100% (9/9)	86% (6/7)	100% (10/10)	
NCJA	43%	35%	37%	44%	

Trend & Management Action (significant comments only)

Aberdeenshire: Service user and staffing issues impact on placement start

Highland: Please note that Q1 & Q2 figures have been amended due to incorrect recording of work commencement where Induction and work took place on the same day but all hours booked against the Induction instead of being recorded separately.

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.

Offenders on CPO supervision are inducted within 5 working days

	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Authority figures for last 4 Quarters & NCJA total trend
Shire	40% (23/58)	41% (25/61)	87% (55/63)	37% (19/52)	
Aberdeen	61% (70/115)	71% (78/110)	58% (67/116)	83% (100/121)	
Eilean Siar	100% (15/15)	93% (13/14)	100% (5/5)	100% (7/7)	
Highland	63% (29/46)	80% (47/59)	70% (39/56)	80% (63/79)	
Moray	95% (20/21)	100% (31/31)	100% (13/13)	78% (28/36)	
Orkney	100% (11/11)	100% (5/5)	100% (3/3)	100% (6/6)	
Shetland	100% (7/7)	100% (14/14)	100% (5/5)	100% (6/6)	
NCJA	64%	72%	72%	75%	

Trend & Management Action (significant comments only)

Aberdeenshire: Combination of service user compliance and external factors such as requirement for an interpreter affects this.

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.

Output D (continued) - National Outcome & Standards (NOS) are implemented

The first scheduled supervision review is carried out by the case manager in accordance with the case management plan (CPO with supervision only)

	Q4 12/13	Q1 13/14	Q2 13/14	Q3 13/14	Authority figures for last 4 Quarters & NCJA total trend
Shire	100% (20/20)	90% (45/50)	90% (18/20)	70% (14/20)	<p>The figure consists of two parts. The top part is a grouped bar chart showing quarterly performance percentages for seven authorities: Shire, Aberdeen, Eilean Siar, Highland, Moray, Orkney, and Shetland. The bars are color-coded by quarter: Q4 (purple), Q1 (yellow), Q2 (maroon), and Q3 (cyan). The bottom part is a line chart showing the NCJA total trend over the same period, with data points for each quarter and shaded background regions for each financial year (2012/2013, 2013/2014, and 2014/2015).</p>
Aberdeen	55% (11/20)	85% (17/20)	43% (13/30)	50% (10/20)	
Eilean Siar	50% (3/6)	33% (1/3)	50% (1/2)	50% (2/4)	
Highland	50% (10/20)	54% (7/13)	50% (8/16)	72% (13/18)	
Moray	91% (10/11)	30% (6/20)	32% (6/19)	70% (14/20)	
Orkney	100% (6/6)	100% (10/10)	100% (4/4)	100% (3/3)	
Shetland	100% (13/13)	100% (8/8)	90% (9/10)	67% (2/3)	
NCJA	76%	76%	58%	66%	

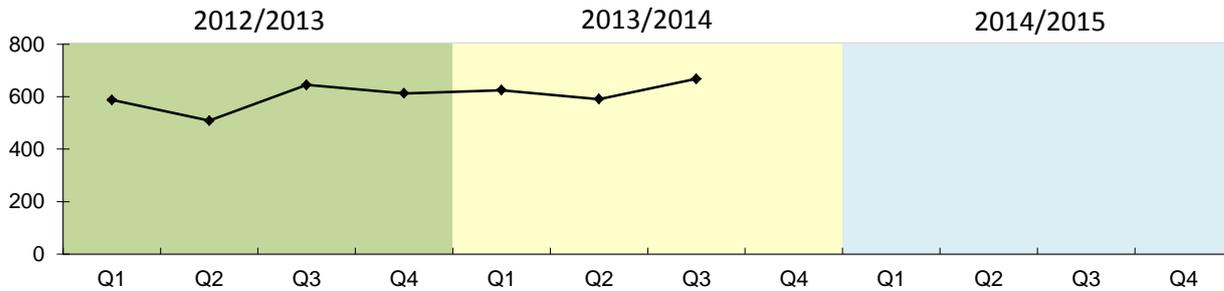
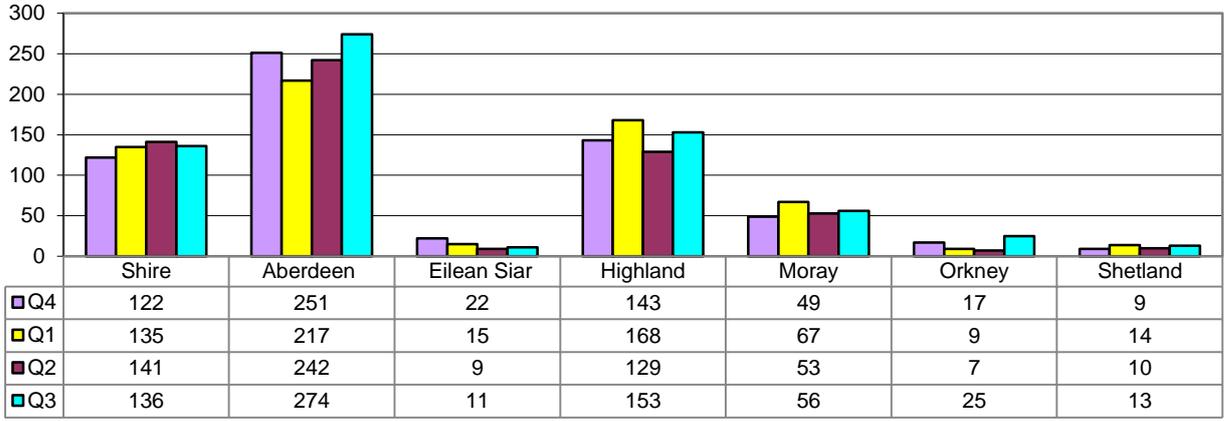
Trend & Management Action (significant comments only)

Shetland: First review in the third case not carried out due to client reasons.

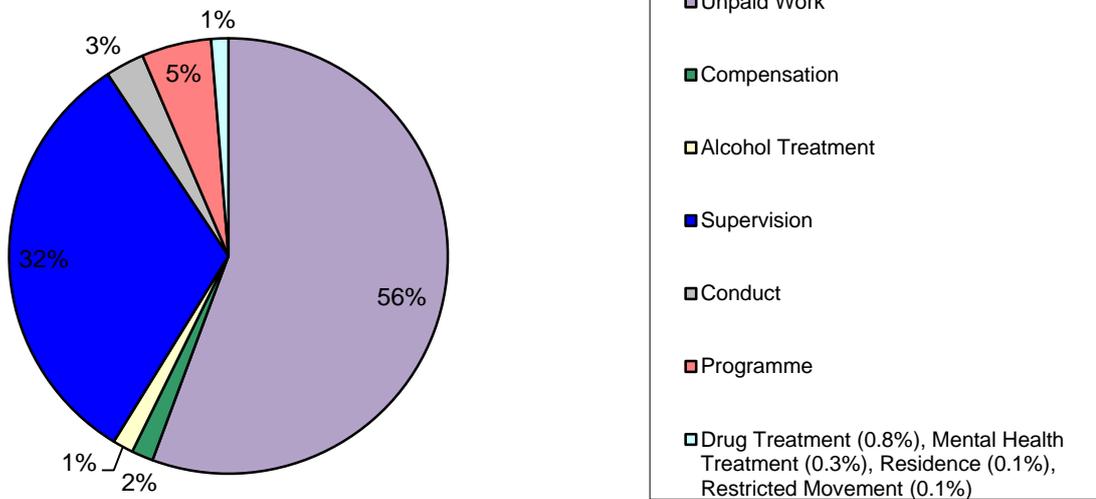
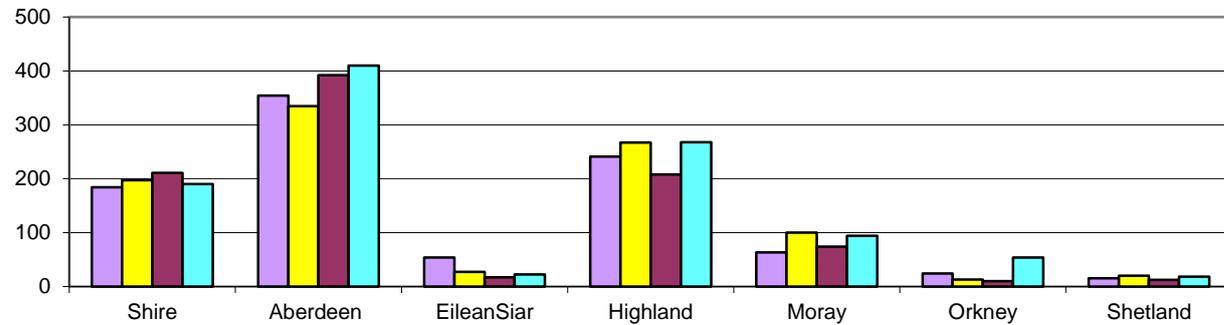
Commentary: NOS states that the level of contact to support the achievement of outcomes, which is determined by the level of risk & needs, should be recorded in the case management plan and, therefore, the frequency of review will vary according to whether it is a very high, high, medium or low level of intensity required.

Note: Outcome 1,2 & 3 and Output B are due in June.

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



New Community Payback Orders Requirements in the last 4 Quarters and a Pie chart showing the division by type



Trend & Management Action (significant comments only)

Aberdeenshire: Level 1 CPOs continue to be given where previously a fine may have been imposed - so "up tariffing" continues.

Comhairle nan Eilean Siar: Once more the Courts locally impose a high percentage of CPO's with a combined CPO UW requirement and a supervision requirement.

Table of CPO Requirements

New CPO Requirements		Shire	Aberdeen	Eilean Siar	Highland	Moray	Orkney	Shetland	NCJA
Total Number of Requirement	Q4	184	354	54	241	63	24	15	935
	Q1	197	335	27	267	100	13	20	959
	Q2	211	392	17	208	74	10	12	924
	Q3	190	410	22	268	94	54	18	1056
	Σ	782	1491	120	984	331	101	65	3874
Supervision requirements	Q4	58	112	15	65	24	10	7	291
	Q1	62	112	9	65	32	4	8	292
	Q2	68	137	5	62	22	4	5	303
	Q3	58	131	7	84	39	28	6	353
	Σ	246 (31%)	492 (33%)	36 (30%)	276 (28%)	117 (35%)	46 (46%)	26 (40%)	1239 (32%)
Level 1 unpaid work/other activity	Q4	55	145	8	70	24	10	4	316
	Q1	72	112	3	78	28	4	4	301
	Q2	66	103	2	59	27	3	4	264
	Q3	69	143	4	67	24	8	6	321
	Σ	262 (34%)	503 (34%)	17 (14%)	274 (28%)	103 (31%)	25 (25%)	18 (28%)	1202 (31%)
Level 2 unpaid work/other activity	Q4	55	75	11	61	14	4	1	221
	Q1	38	84	10	67	30	5	5	239
	Q2	51	112	6	52	19	3	3	246
	Q3	43	102	6	57	21	14	4	247
	Σ	187 (24%)	373 (25%)	33 (28%)	237 (24%)	84 (25%)	26 (26%)	13 (20%)	953 (25%)
Compensation requirements	Q4	1	1	3	5	0	0	0	10
	Q1	7	9	1	3	0	0	0	20
	Q2	4	7	0	4	0	0	0	15
	Q3	4	7	1	5	0	0	0	17
	Σ	16 (2%)	24 (2%)	5 (4%)	17 (2%)	0 (0%)	0 (0%)	0 (0%)	62 (2%)
Programme requirements	Q4	12	15	1	23	0	0	0	51
	Q1	8	9	0	18	1	0	0	36
	Q2	10	27	0	12	0	0	0	49
	Q3	10	26	0	25	1	1	0	63
	Σ	40 (5%)	77 (5%)	1 (1%)	78 (8%)	2 (1%)	1 (1%)	0 (0%)	199 (5%)
Residence requirement	Q4	0	0	0	0	0	0	0	0
	Q1	0	0	0	1	0	0	0	1
	Q2	0	1	0	0	0	0	0	1
	Q3	0	0	0	1	0	0	0	1
	Σ	0 (0%)	1 (0%)	0 (0%)	2 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (0%)
Mental Health Treatment requirement	Q4	1	0	1	1	0	0	0	3
	Q1	1	1	0	2	0	0	0	4
	Q2	1	0	0	2	0	0	0	3
	Q3	0	0	0	1	2	0	0	3
	Σ	3 (0%)	1 (0%)	1 (1%)	6 (1%)	2 (1%)	0 (0%)	0 (0%)	13 (0%)
Drug Treatment requirement	Q4	0	1	0	0	0	0	0	1
	Q1	4	1	0	4	0	0	0	9
	Q2	0	0	0	1	0	0	0	1
	Q3	1	0	0	18	0	0	0	19
	Σ	5 (1%)	2 (0%)	0 (0%)	23 (2%)	0 (0%)	0 (0%)	0 (0%)	30 (1%)
Alcohol Treatment requirement	Q4	0	1	4	7	0	0	0	12
	Q1	3	0	1	16	0	0	0	20
	Q2	1	3	1	8	1	0	0	14
	Q3	0	1	1	10	1	0	0	13
	Σ	4 (1%)	5 (0%)	7 (6%)	41 (4%)	2 (1%)	0 (0%)	0 (0%)	59 (2%)
Restricted movement requirements	Q4	0	0	0	0	0	0	0	0
	Q1	0	0	0	0	0	0	0	0
	Q2	0	0	0	0	0	0	0	0
	Q3	0	0	0	0	0	3	0	3
	Σ	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (3%)	0 (0%)	3 (0%)
Conduct requirement	Q4	2	4	11	9	1	0	3	30
	Q1	2	7	3	13	9	0	3	37
	Q2	10	2	3	8	5	0	0	28
	Q3	5	0	3	0	6	0	2	16
	Σ	19 (2%)	13 (1%)	20 (17%)	30 (3%)	21 (6%)	0 (0%)	8 (12%)	111 (3%)

* 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.