

REPORT TO NORTHERN COMMUNITY JUSTICE AUTHORITY – 20th May 2016

REPORT ON THE PERFORMANCE AND MONITORING OF CRIMINAL JUSTICE SOCIAL WORK SERVICES Quarter 4, 2015/16

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, combined supervision and unpaid work orders and prison licences
3. Total number of new Community Payback Orders made during the period by authority and requirement type.
4. Number and proportion of offenders sentenced to Community Payback Orders (unpaid work) whose placement started within seven working days of the date of disposal.
5. Percentage of new Community Payback Orders (supervision) seen within 5 working days of the order being made.
6. Percentage of Community Payback Orders (supervision) where first scheduled review is carried out within 3 months of the date of disposal.

Six Monthly:

7. Percentage of offenders who felt supervision helped them to reduce their offending – due June and December each year.

- 8 Percentage of offenders identifying an issue and where there was an improvement in relation to that issue – due June and December each year.
- 9 Promoting and raising the profile of Community Payback Orders.

Annually:

- 10 Percentage of Criminal Justice Social Work Reports submitted to courts on time – due September each year.
- 11 New orders in the financial year, based on annual aggregate return to Scottish Government – due December each year.
- 12 Number and percentage of offenders completing a Community Payback Order with a supervision requirement where there is a reduction in the level of assessed needs at the end of the period as compared to the beginning – due June each year.
10. Number of offenders completing the Caledonian programme, Constructs and Joint Sex Offender Project (JSOP) – due June each year.
11. Number and proportion of offenders where unpaid work placement is greater than seven days - breakdown by reason - collated annually following submission of the Community Payback Order Unit return – due March each year.
12. Examples of unpaid work carried out by individual and work party placements in the local authority – due June each year.

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 2015-16 Actions
Reducing Reoffending	<ul style="list-style-type: none"> Reduce 1 year reconviction rate for 2014/15 cohort of offenders by 4% (08/09 baseline of 30.8%)
Early Intervention, Prevention and Young People Who Offend	<ul style="list-style-type: none"> Reduce 1 year reconviction rate for 2014/15 cohort of young offenders by 4% (08/09 baseline of 39.1%)
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	Promote use of Community Sentences as an effective, robust, punitive, rehabilitative, cost-effective alternative to custody
Throughcare/Community Re-integration	Ensure provision of appropriate evidence-based services/support for offenders in custody and on release to meet identified needs, reducing gaps in service provision, including via links to mainstream services in the community not traditionally accessed by offenders where appropriate
Workforce Development	Continue delivery of training in support of national priorities and local need

3 Developments

- 3.1 The Performance & Practice sub-group have agreed a draft 2016/17 Action Plan. This will include: (1) implementation of the quality assurance case file reading tool for unpaid work; (2) undertaking a quality assurance exercise using said tool, which will also provide invaluable information exploring the apparent inconsistent use of breach of community payback orders in the NCJA; (3) scoping a quality assurance exercise focussing on criminal justice social work reports submitted to the High Court; and (4) agreeing the future of the sub-group beyond April 2017, which will also consider the possibility of reviewing, revising and retaining the current local authority performance framework and aligning it with the national Outcomes, Performance and Improvement Framework (OPI).
- 3.2 The national OPI, currently in draft, will set out the outcomes required to achieve the vision presented in the National Strategy for Community Justice. The strategy will set out the priority improvement actions required over a 5 year period and will require community justice partnerships to develop a needs assessment of their local community in order to baseline their achievement against each of the common outcomes and identify priorities for action. There are 7 proposed common outcomes, 4 structural (1 – 4) and 3 person-centric (5 – 7):
1. Communities improve their understanding and participation in community justice
 2. Partners plan and deliver services in a more strategic and collaborative way
 3. People have better access to the services they require, including welfare, health and wellbeing, housing and employability
 4. Effective interventions are delivered to prevent and reduce the risk of further offending
 5. Life chances are improved through needs, including health, financial inclusion, housing and safety being addressed
 6. People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities
 7. Individual's resilience and capacity for change and self-management are enhanced
- 3.3 The OPI will contain a range of indicators, a mix of Quantitative, Change and impact and Contextual information. It is important to stress that the development and delivery of local OPIs evidencing the national common outcomes is the responsibility of all the agencies comprising community justice partnerships, not just the local authority. The Chief Officer has indicated that a fuller briefing will be prepared for members following sign-off of the national OPI by the Cabinet Secretary for Justice.

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

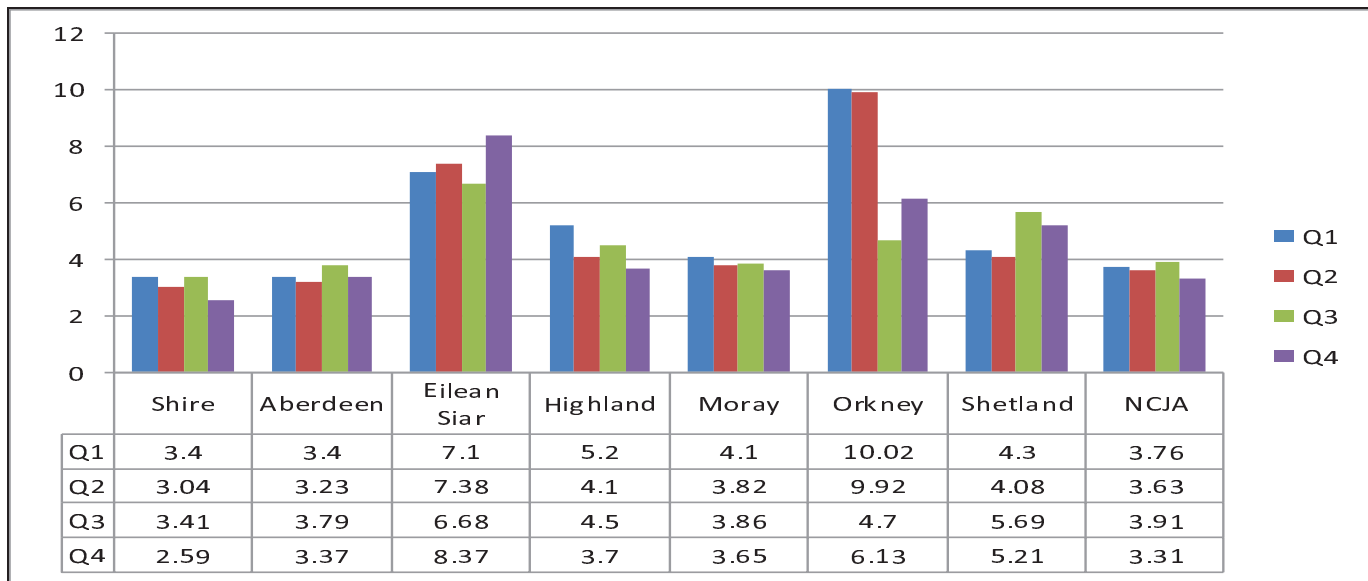
Report prepared by: James Maybee, Principal Officer (Highland) and Shirley MacDonald, Research, QA & Information Officer (Highland)

Date: 20th May 2016

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Section 1 – Performance Indicators

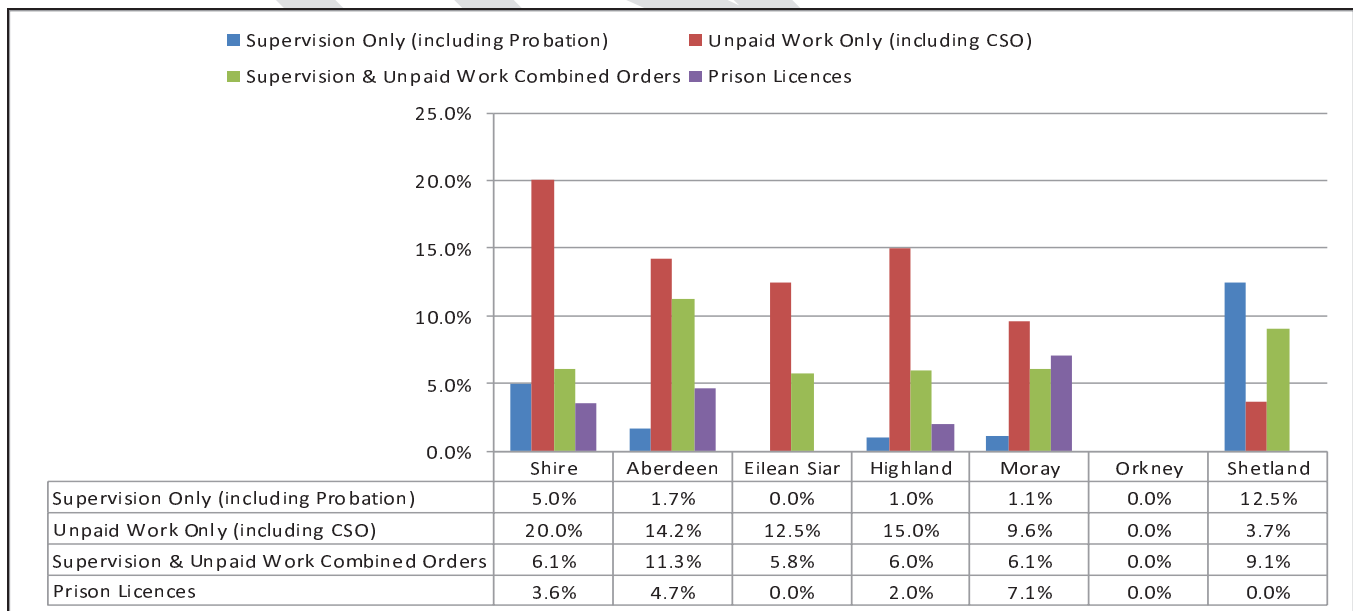
Quarterly PI: Average Number of hours per week taken to complete unpaid work/other activity



Comments/Trends/Management Action:

Marginal decreases are evident for Aberdeenshire, Aberdeen, Highland, Moray and Shetland with increases experienced in Eilean Siar and Orkney. The overall figure for NCJA is fairly consistent.

Quarterly PI: Breach Rates

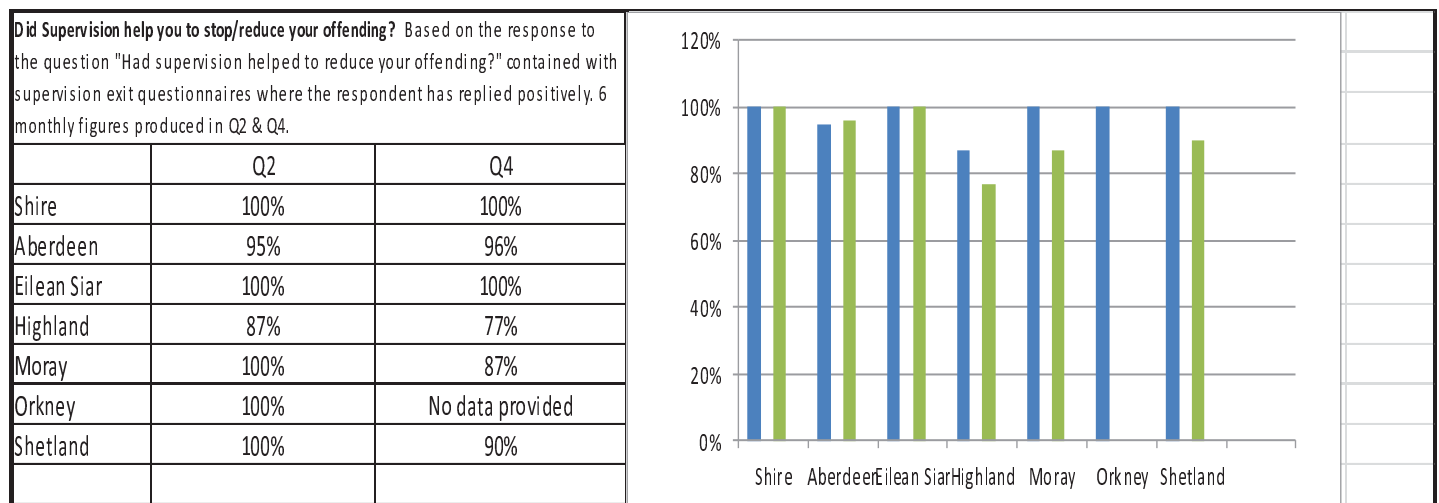


Comments/Trends/Management Action:

Since this measure was redefined, the results are beginning to show some consistency. The only measure where there appears to be significant variation between authorities is for Supervision only cases in respect of Shire and Shetland.

Section 2 – Performance Framework

Outcome 1 – Reducing Offending



Comments/Trends/Management Action:

No significant variations in trends with the exception of Highland and Moray who both experienced decreases. For Highland, this is a reflection of increased returns for feedback forms for offenders on supervision.

Outcome 2 – Community Safety and Public Protection

The number of eligible RSOs completing relapse prevention plan on completion of the programme

Local Authority	No completed during 2015/16
Shire	10
Aberdeen	7
Highland	12
Moray	3
Shetland	1

The Number and % of offenders completing a CPO with a supervision requirement where there is a reduction in the level of assessed needs & risks at the end compared to the beginning.

Local Authority	No of Clients Completing CPOs Supervision during the last financial year	No of clients who had assessment scores at the start and end	No of clients who had assessment at start and end and a reduction was found
Shire	200	0	0
Aberdeen	No data	No data	No data
Eilean Siar	26	12	11
Highland	No data	No data	No data
Moray	No data	No data	No data
Orkney	No data	No data	No data
Shetland	31	26	17

N.B. The majority of authorities continue to experience significant difficulty in obtaining the statistics in the table above.

The Number & % of eligible offenders showing an improvement in their psychometric assessment at the end of the Caledonian System (compared to the beginning).

- Aberdeenshire had 8 completions and 6 (75%) with an improvement.
- Aberdeen City has been unable to report on this measure.

The number of clients completing the Constructs Programme in the last financial year.

- Highland – 104 clients were referred via their CPO Community Payback Orders. 42 males attended an Offence Focused Programme delivered on a 1-1 basis due to the difficulties with setting up a Group, e.g. referrals coming in at the same time, linking in with other orders such as unpaid; 62 females attended the Women Offender's 12 week Programme delivered on a 1-1 basis – the evaluation showed that the females found it more difficult to work within a group setting due to negative relationships with some other group members, the emotions involved when discussing some of the issues within the programme.

Outcome 3 – Social Inclusion to Support Desistance from Offending

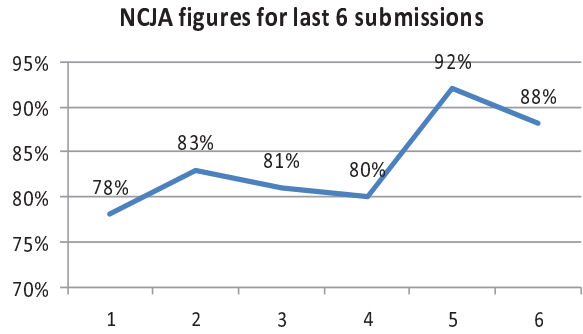
% of offenders completing an exit questionnaire for a CPO who identified that they had issues/problems at the start and felt this had improved by the end of supervision

Comments about Indicator: This indicator is collated by using the supervision exit questionnaire for those completing CPO with Supervision. Within this questionnaire there are two questions which provide self-report by offenders on a range of needs. The offender is asked if they had difficulty with any of the issues before or during supervision and if so, had the problem improved. There is also the opportunity for the offender to submit comments. This does not mean there is a direct correlation with support received during supervision.

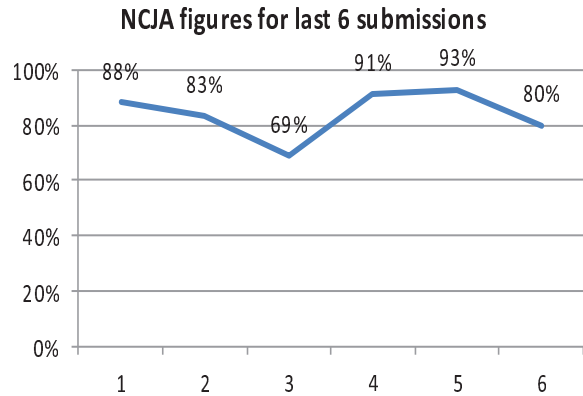
Housing	No identifying an issue at the start	No Indicating an Improvement	<p>NCJA figures for last 6 submissions</p> <table border="1"> <caption>NCJA figures for last 6 submissions (Housing)</caption> <tr><th>Submission</th><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr><th>Percentage</th><td>77%</td><td>82%</td><td>69%</td><td>75%</td><td>79%</td><td>70%</td></tr> </table>	Submission	1	2	3	4	5	6	Percentage	77%	82%	69%	75%	79%	70%
Submission	1	2		3	4	5	6										
Percentage	77%	82%		69%	75%	79%	70%										
Shire	7	7															
Aberdeen	10	5															
Eilean Siar	1	1															
Highland	5	3															
Moray	2	1															
Orkney	0	0															
Shetland	2	2															
NCJA	27	19															
Employ/Educ & Training	No identifying an issue at the start	No Indicating an Improvement	<p>NCJA figures for last 6 submissions</p> <table border="1"> <caption>NCJA figures for last 6 submissions (Employ/Educ & Training)</caption> <tr><th>Submission</th><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr><th>Percentage</th><td>70%</td><td>74%</td><td>57%</td><td>88%</td><td>78%</td><td>62%</td></tr> </table>	Submission	1	2	3	4	5	6	Percentage	70%	74%	57%	88%	78%	62%
Submission	1	2		3	4	5	6										
Percentage	70%	74%		57%	88%	78%	62%										
Shire	5	5															
Aberdeen	9	2															
Eilean Siar	1	1															
Highland	3	2															
Moray	1	1															
Orkney	0	0															
Shetland	2	2															
NCJA	21	13															
Drugs	No identifying an issue at the start	No Indicating an Improvement	<p>NCJA figures for last 6 submissions</p> <table border="1"> <caption>NCJA figures for last 6 submissions (Drugs)</caption> <tr><th>Submission</th><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td></tr> <tr><th>Percentage</th><td>77%</td><td>68%</td><td>70%</td><td>83%</td><td>89%</td><td>82%</td></tr> </table>	Submission	1	2	3	4	5	6	Percentage	77%	68%	70%	83%	89%	82%
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Shire	5	5															
Aberdeen	7	4															
Eilean Siar	0	0															
Highland	0	0															
Moray	3	3															
Orkney	0	0															
Shetland	2	2															
NCJA	17	14															

Outcome 3 – Social Inclusion to Support Desistance from Offending (cont)

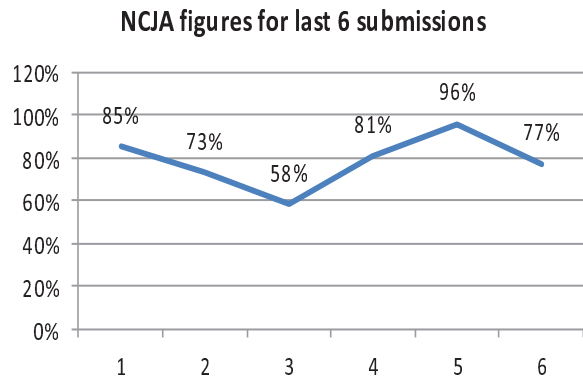
Alcohol	No identifying an issue at the start	No Indicating an Improvement
Shire	11	11
Aberdeen	16	13
Eilean Siar	2	2
Highland	5	4
Moray	4	4
Orkney	0	0
Shetland	4	3
NCJA	42	37



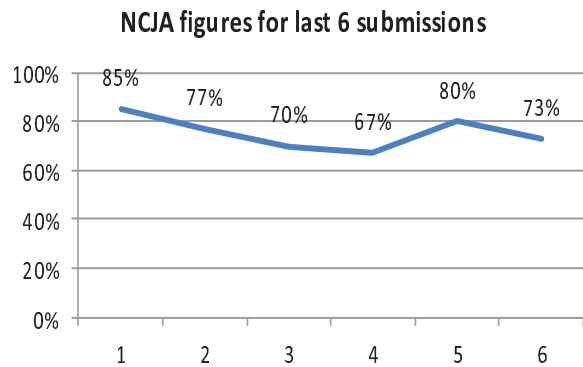
Personal Relationships	No identifying an issue at the start	No Indicating an Improvement
Shire	10	10
Aberdeen	12	7
Eilean Siar	0	0
Highland	5	3
Moray	4	4
Orkney	0	0
Shetland	4	4
NCJA	35	28



Self Esteem	No identifying an issue at the start	No Indicating an Improvement
Shire	7	7
Aberdeen	12	7
Eilean Siar	0	0
Highland	5	4
Moray	2	1
Orkney	0	0
Shetland	5	5
NCJA	31	24

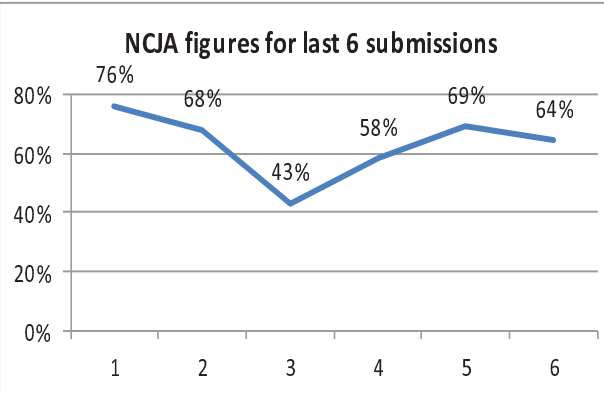


Mental Health	No identifying an issue at the start	No Indicating an Improvement
Shire	9	9
Aberdeen	10	6
Eilean Siar	0	0
Highland	5	4
Moray	5	2
Orkney	0	0
Shetland	4	3
NCJA	33	24

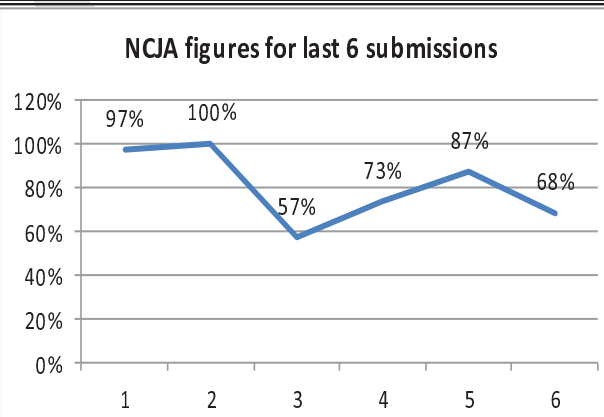


Outcome 3 – Social Inclusion to Support Desistance from Offending (cont)

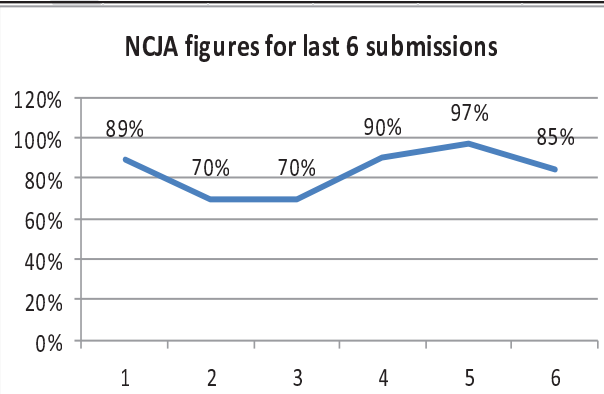
Physical Health	No identifying an issue at the start	No Indicating an Improvement
Shire	5	5
Aberdeen	7	2
Eilean Siar	0	0
Highland	1	1
Moray	1	1
Orkney	0	0
Shetland	0	0
NCJA	14	9



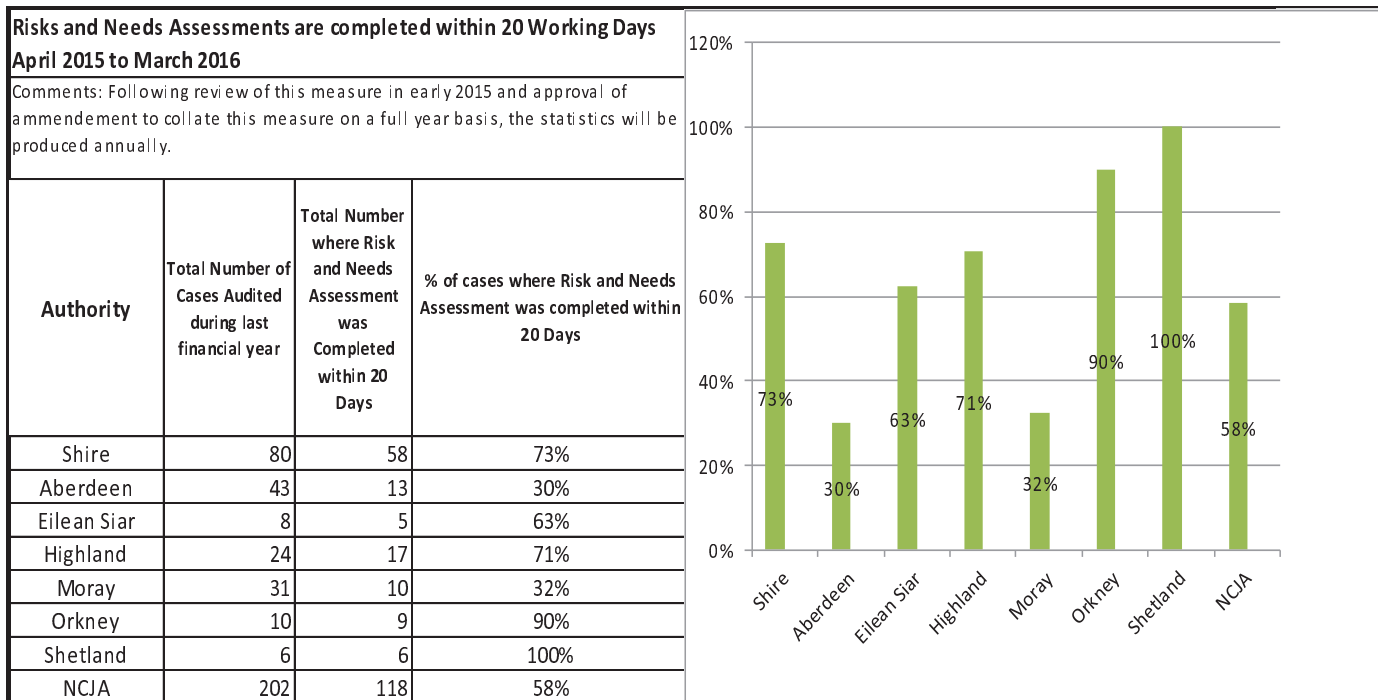
Money Issues	No identifying an issue at the start	No Indicating an Improvement
Shire	4	4
Aberdeen	12	6
Eilean Siar	0	0
Highland	5	4
Moray	2	1
Orkney	0	0
Shetland	2	2
NCJA	25	17



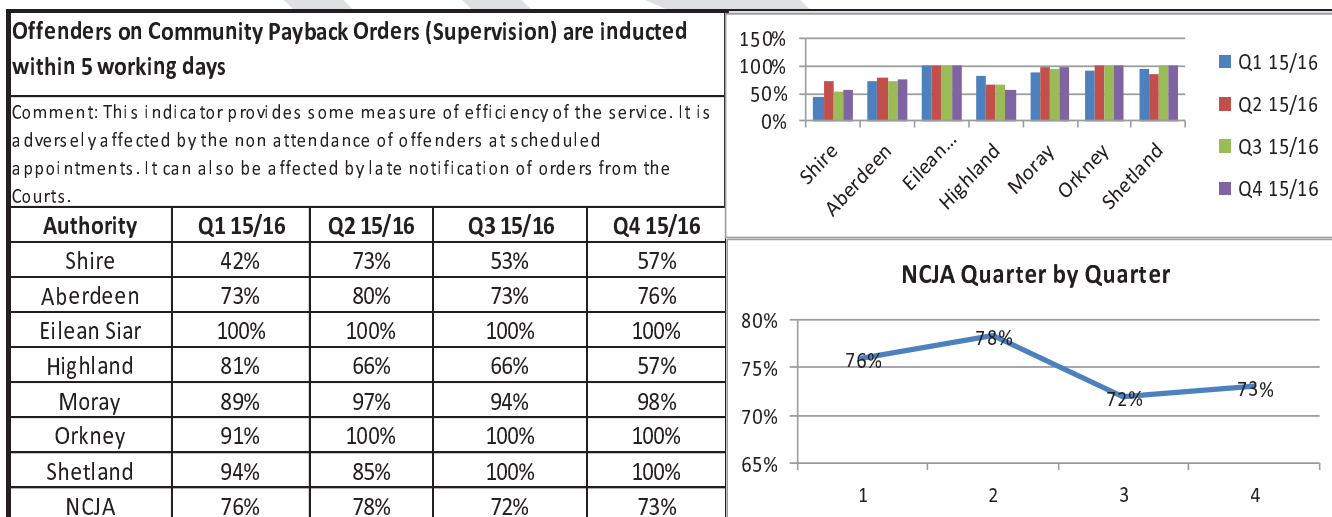
Coping Skills	No identifying an issue at the start	No Indicating an Improvement
Shire	9	9
Aberdeen	13	9
Eilean Siar	0	0
Highland	5	5
Moray	3	2
Orkney	0	0
Shetland	3	3
NCJA	33	28



Section 3 – CJS Performance Framework

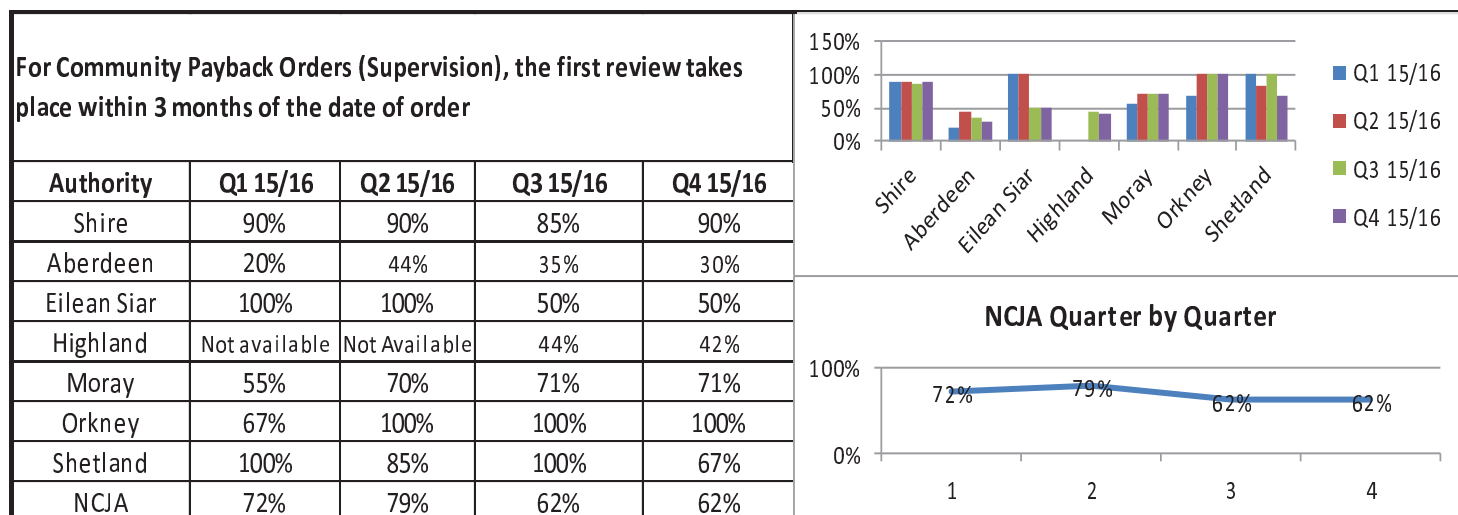


Comments/Trends/Management Action:
 Fairly wide variations in terms of results for this measure with Shetland, Shire and Highland achieving 70+ and Aberdeen, Eilean Siar and Moray achieving less than 70%.



Comments/Trends/Management Action
 Increases are evident within Shire, Aberdeen, Moray whilst Eilean Siar, Orkney and Shetland all achieved 100%. The only authority to experience a decrease is Highland.

Section 3 – Performance Framework (cont)



Comments/Trends/Management Action:

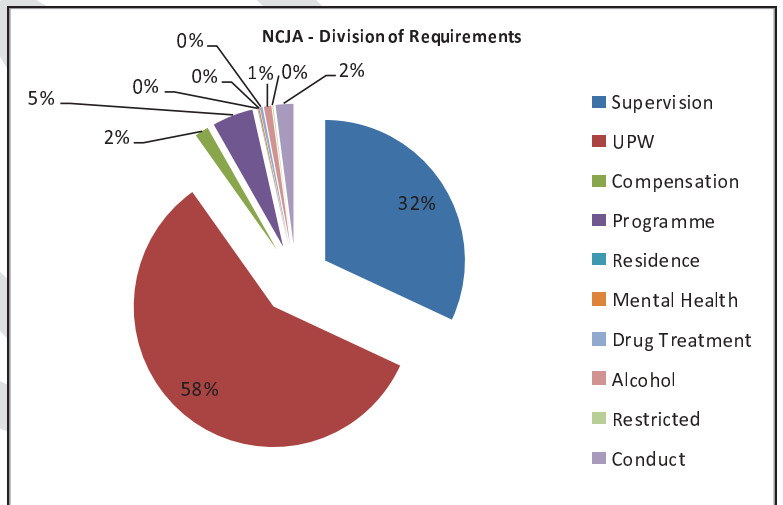
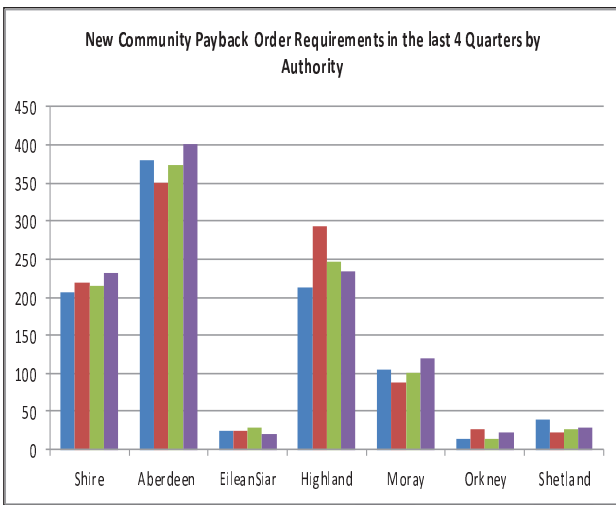
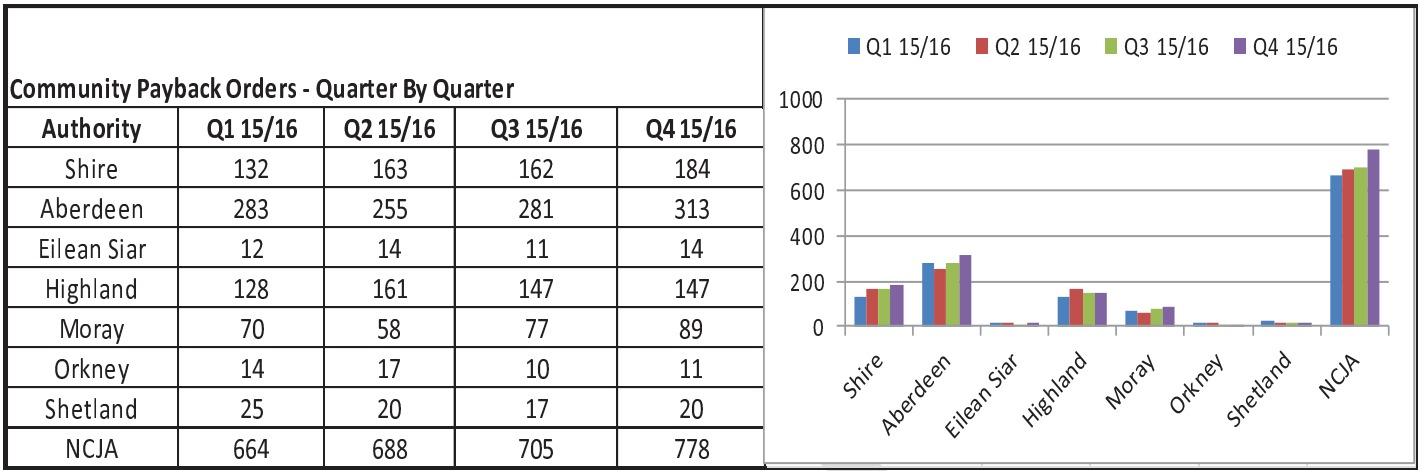
Increases evident within Shire whilst Eilean Siar, Moray and Orkney results remained the same as compared with Q3 15/16. Decreases are evident for Aberdeen, Highland and Shetland.

Section 4 – Community Payback Orders

Promoting and Raising the Profile of Community Payback/Unpaid Work

- **Shire** – The unpaid work team have worked on creating a short video which provides information regarding all aspects of unpaid work. This will be displayed on the internet. Unpaid work team involvement in flood recovery work in the early part of the year and this has been reported through the local and national media.
- **Aberdeen** – Working with Communities and Partnership managers who have already carried out consultation as to what environmental improvements would benefit their area. As a result we are undertaking projects across the city – Torry Backies, Seaton pocket parks and Tillydrone underpass to name but a few. We are also increasing the Shopping Project to five days per week due to popular demand.
- **Eilean Siar** – Works completed in local charity shop (building bespoke shelving etc) – this was published in newsletter by the charity and acknowledged as Unpaid Work success.
- **Highland** - Press coverage - ‘Offenders clean up as part of punishment’, an article in the John O’Groats Journal 9/12/15 & ‘Payback workers give railings a new lick of paint’ in the Inverness Courier 14/8/15. Other activities include: distribution of CPO leaflets to public places, letters to & attendance at community councils, attendance at ward forums, and attendance at local member business meetings. The unpaid work unit in Wick, Sheriff Berry from Wick Sheriff Court and the Apex Scotland unit in Inverness featured prominently as part of the NCA film, “Helping to Build Better Lives” released in May 2015.
- **Moray** – Offer and undertake presentations to community groups/community councils on a regular basis. We have articles in the local press of the work we do. We publish newsletters on a regular basis with photographs and narratives of the activities our clients undertake on unpaid work, this gets widely distributed.
- **Orkney** – As usual Community Payback Beneficiaries have been asked to consider passing on their thanks via letters to the local press. Examples of unpaid work carried out by individual and work party placements in the local authority in the last calendar year. In addition to the usual weeding, grass cutting, woodwork using recycled materials, painting and cleaning undertaken across a range of sites, particular thanks were received from a museum for the creation of a bespoke housing for air source heating equipment. – we recently provided “buddy benches” for a local secondary school, aimed at encouraging children to make friends, if they are seen to be sitting on their own, and allowing children with a heightened sense of social awareness to initiate contact with less outgoing pupils.
- **Shetland** – Mail drop and email to all Community Public Halls highlighting the work of the Community Payback Unpaid Work Team. Small article in local weekly newspaper detailing unpaid work undertaken in part of the community.

Section 4 – Community Payback Orders (cont) – Volumes and Trends



Comments/Trends/Management Action:

The total number of new Community Payback Orders made during the period has increased as compared with Quarter 3 15/16 in Shire, Aberdeen, Eilean Siar, Moray, Orkney and Shetland. The figure has remained the same for Highland Authority.

		Shire	Aberdeen	EileanSiar	Highland	Moray	Orkney	Shetland	NCJA
Total Number of Requirements	Q1	207	381	25	213	106	14	40	986
	Q2	220	351	24	293	89	27	23	1027
	Q3	214	373	29	247	101	15	26	1005
	Q4	233	401	20	234	120	22	29	1059
	Total	874	1506	98	987	416	78	118	4077
Supervision requirements	Q1	73	118	6	59	37	3	21	317
	Q2	69	121	7	91	34	10	6	338
	Q3	67	121	10	70	39	5	7	319
	Q4	58	127	8	62	51	8	13	327
	Total	267	487	31	282	161	26	47	1301
Level 1 unpaid work/other activity	Q1	66	148	4	71	32	1	11	333
	Q2	84	124	8	92	23	7	7	345
	Q3	83	148	3	64	21	5	10	334
	Q4	108	186	3	73	27	5	6	408
	Total	341	606	18	300	103	18	34	1420
Level 2 unpaid work/other activity	Q1	53	90	9	48	27	10	5	242
	Q2	56	79	5	59	28	7	8	242
	Q3	51	88	8	63	34	3	5	252
	Q4	57	70	7	46	27	4	7	218
	Total	217	327	29	216	116	24	25	954
Compensation requirements	Q1	4	2	1	4	3	0	3	17
	Q2	3	3	2	9	3	1	0	21
	Q3	1	3	1	2	3	0	2	12
	Q4	3	1	0	1	7	2	1	15
	Total	11	9	4	16	16	3	6	65
Programme requirements	Q1	8	20	0	19	2	0	0	49
	Q2	2	23	0	29	1	0	0	55
	Q3	9	12	0	20	1	0	1	43
	Q4	7	17	0	22	0	0	0	46
	Total	26	72	0	90	4	0	1	193
Residence requirement	Q1	0	0	0	0	0	0	0	0
	Q2	0	0	0	0	0	1	0	1
	Q3	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	1	0	1
	Total	0	0	0	0	0	2	0	2
Mental Health Treatment requirement	Q1	0	0	0	0	0	0	0	0
	Q2	0	0	0	1	0	0	0	1
	Q3	0	0	0	0	0	0	0	0
	Q4	0	0	0	5	0	0	0	5
	Total	0	0	0	6	0	0	0	6
Drug Treatment requirement	Q1	0	0	1	0	0	0	0	1
	Q2	0	0	0	0	0	0	0	0
	Q3	0	0	0	2	0	0	0	2
	Q4	0	0	0	8	2	0	0	10
	Total	0	0	1	10	2	0	0	13

		Shire	Aberdeen	EileanSiar	Highland	Moray	Orkney	Shetland	NCJA
Alcohol Treatment requirement	Q1	0	1	1	5	2	0	0	9
	Q2	1	0	1	4	0	0	0	6
	Q3	0	0	0	11	0	0	0	11
	Q4	0	0	0	8	1	0	0	9
	Total	1	1	2	28	3	0	0	35
Restricted movement requirements	Q1	0	0	0	2	0	0	0	2
	Q2	0	0	0	2	0	0	0	2
	Q3	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	0	0	0
	Total	0	0	0	4	0	0	0	4
Conduct requirement	Q1	3	2	3	5	3	0	0	16
	Q2	5	1	1	6	0	1	2	16
	Q3	3	1	7	15	3	2	1	32
	Q4	0	0	2	9	5	2	2	20
	Total	11	4	13	35	11	5	5	84