

REPORT TO NORTHERN COMMUNITY JUSTICE AUTHORITY – 2nd December 2016

**REPORT ON THE PERFORMANCE AND MONITORING OF CRIMINAL JUSTICE SOCIAL
WORK SERVICES Quarter 2, 2016/17**

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 group met on 21 September, along with research and information officers and community justice project leads, to consider and review the current local authority performance framework in the context of the draft national Outcome and Performance Improvement Framework (OPI). It was unanimously agreed to continue to produce a local authority performance report beyond March 2017 as a means of benchmarking criminal justice social work performance, but to realign the current framework with the OPI by identifying the indicators and measures that CJSW will require to contribute to it. This will ensure also that there is consistent reporting within community justice across the north of Scotland. Work is currently ongoing to draft the framework for further consultation and refinement.

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

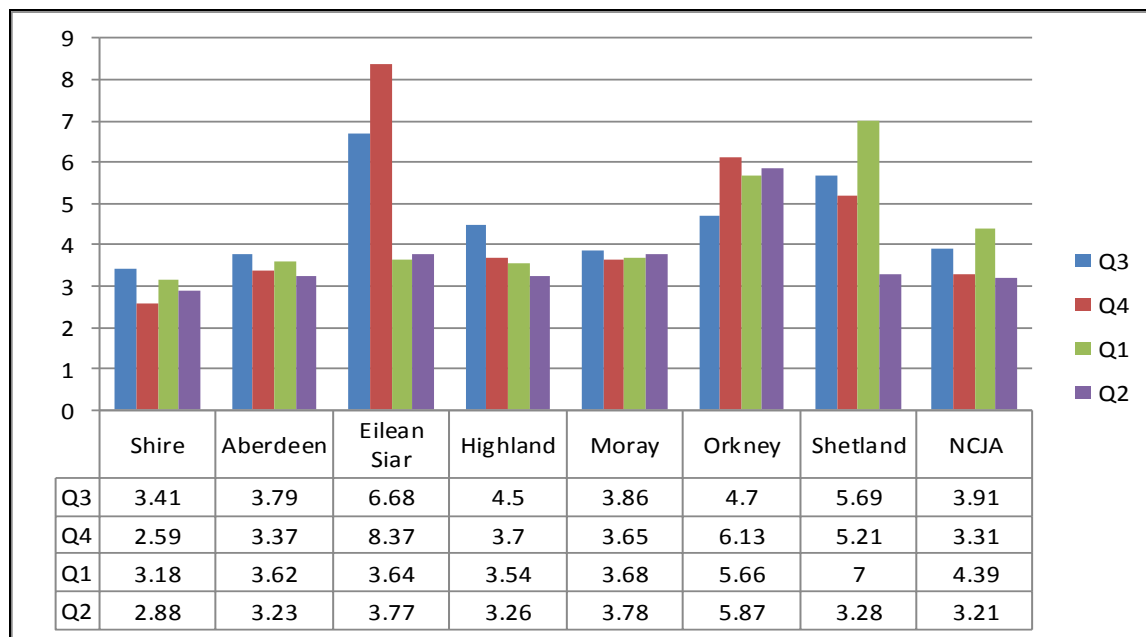
Director of Care & Learning - Highland Council

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

Date: 4th November 2016

Section 1 – Performance Indicators

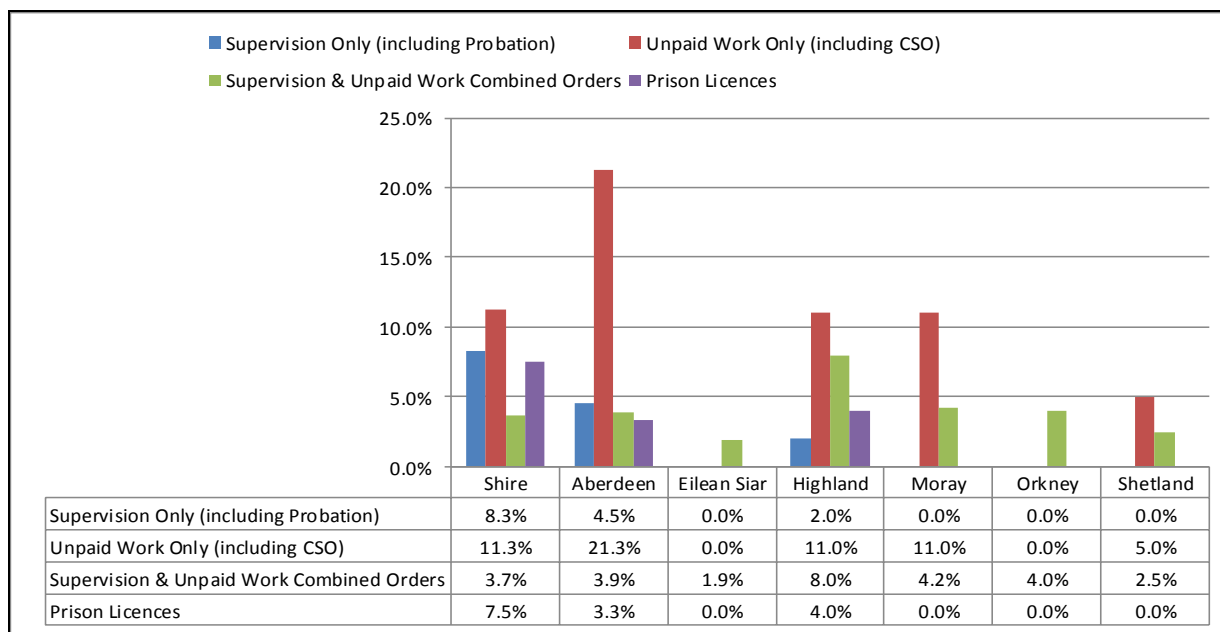
Quarterly PI: Average Number of hours per week taken to complete unpaid work/other activity



Comments/Trends/Management Action:

A marginal decrease is evident for the majority of authorities with the exception of Eilean Siar, Orkney and Moray during quarter 2 which is most likely to be seasonal and due to relative increase in annual leave.

Quarterly PI: Breach Rates



Comments/Trends/Management Action:

As can be seen from the graph above, for Supervision only cases, the breach rate is generally under 5%, this trend has been fairly consistent over the past four quarters with the exception of Aberdeenshire at 8.3% for Quarter 2. Unpaid work only breaches generally range between 10% to 15%. Smaller authorities will vary quarter to quarter but likely achieve this level over a twelve month period. The breach rate in Aberdeen is notable at 21.3% for quarter 2. Combined order breaches vary but are generally below 10% with breaches of prison licences below 5%, again Aberdeenshire being the exception.

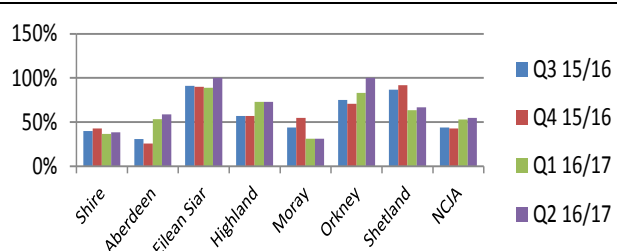
Section 2 – Performance Framework

Output D – National Outcomes and Standards are implemented

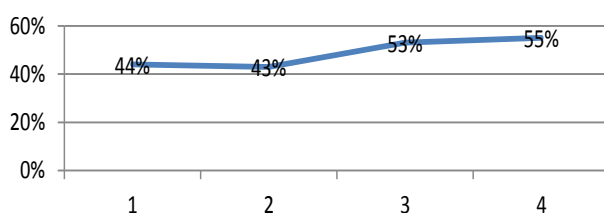
% of offenders on Community Payback Orders (Unpaid Work) starting unpaid work within 7 working days

Comment: This indicator provides some measure of efficiency of the service. It is adversely affected by the non attendance of offenders at scheduled appointments or where the offender is in custody. It can also be affected by late notification of orders from the Courts.

Authority	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17
Shire	40%	43%	37%	39%
Aberdeen	31%	26%	53%	59%
Eilean Siar	91%	90%	89%	100%
Highland	57%	57%	73%	73%
Moray	44%	55%	31%	31%
Orkney	75%	71%	83%	100%
Shetland	87%	92%	64%	67%
NCJA	44%	43%	53%	55%



NCJA - Quarter by Quarter



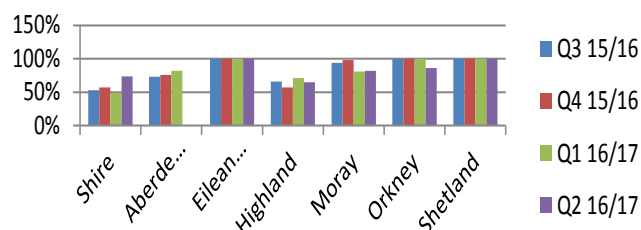
Comments/Trends/Management Action:

Wide variations in results for quarter 2 ranging from 39% for Aberdeenshire to 100% for Eilean Siar and Orkney. Improvement between quarter 1 and quarter 2 is evident within Aberdeenshire, Aberdeen, Eilean Siar, Orkney and remaining authorities sustained results achieved in quarter 1. Over the past four quarters NCJA as a whole has seen an improvement of 9%.

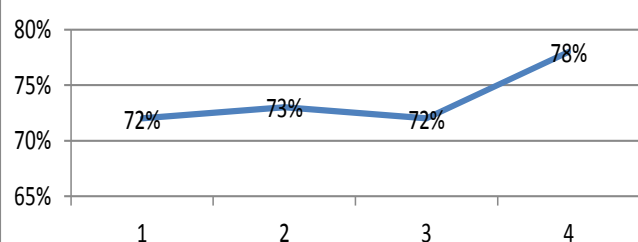
Offenders on Community Payback Orders (Supervision) are inducted within 5 working days

Comment: This indicator provides some measure of efficiency of the service. It is adversely affected by the non attendance of offenders at scheduled appointments. It can also be affected by late notification of orders from the Courts.

Authority	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17
Shire	53%	57%	49%	74%
Aberdeen	73%	76%	82%	No data
Eilean Siar	100%	100%	100%	100%
Highland	66%	57%	71%	65%
Moray	94%	98%	81%	82%
Orkney	100%	100%	100%	86%
Shetland	100%	100%	100%	100%
NCJA	72%	73%	72%	78%



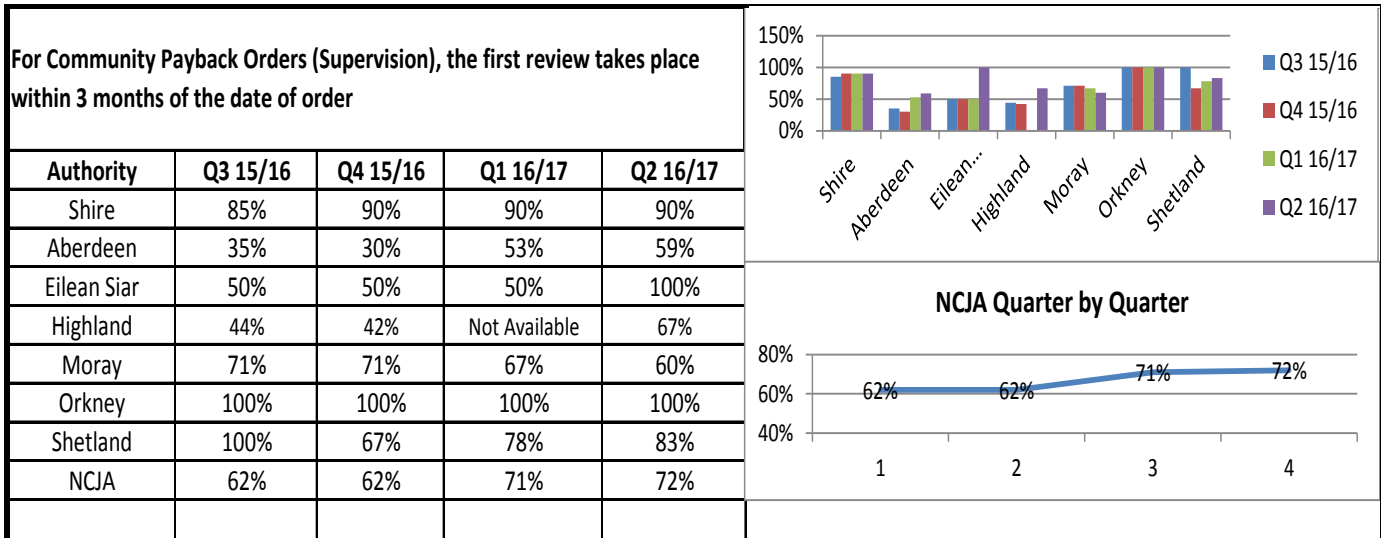
NCJA Quarter by Quarter



Comments/Trends/Management Action

A 6% increase for NCJA overall. Significant increase for Aberdeenshire at 25% and marginal increase for Moray at 1%. Decreases evident for Highland and Orkney authorities. Worthy of note that both Eilean Siar and Shetland achieved 100%.

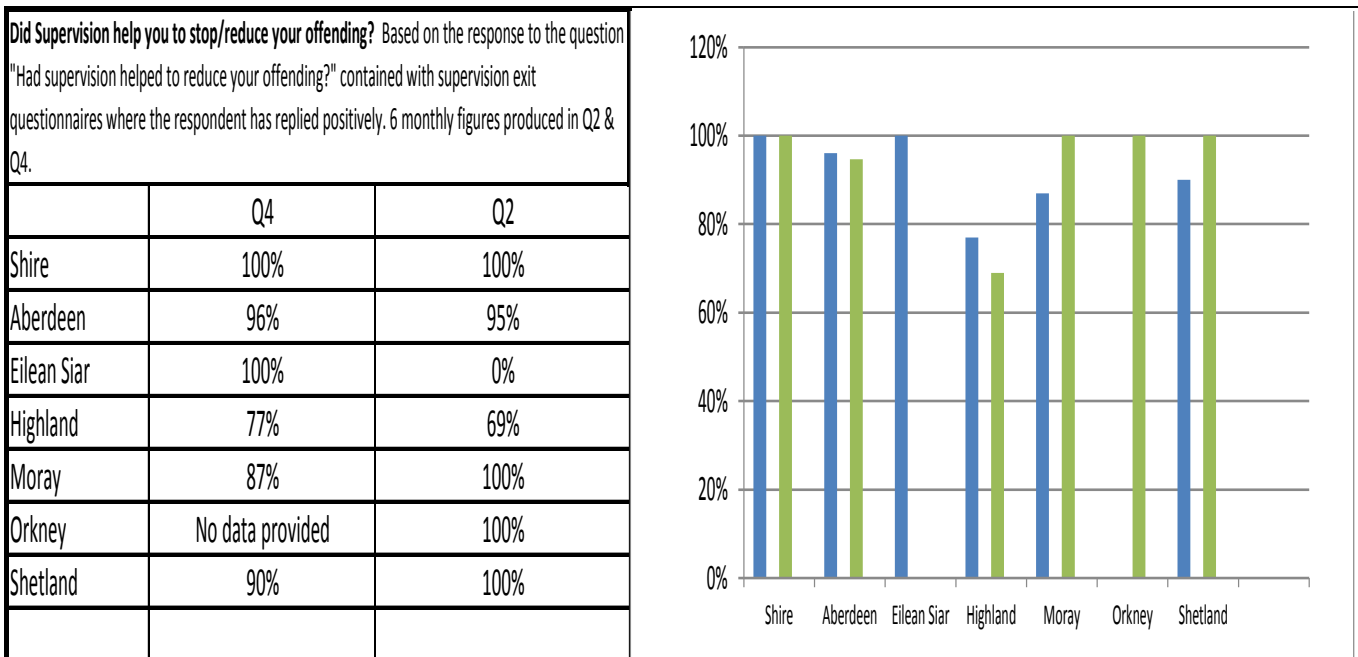
Section 2 – Performance Framework (cont)



Comments/Trends/Management Action:

This indicator is based on quality assurance audits of Supervision cases during the quarter. Significant improvements in Aberdeen, Eilean Siar, Highland and Shetland resulting in a 1% improvement overall for NCJA since quarter 1 and 10% increase since quarter 4.

Reducing Offending

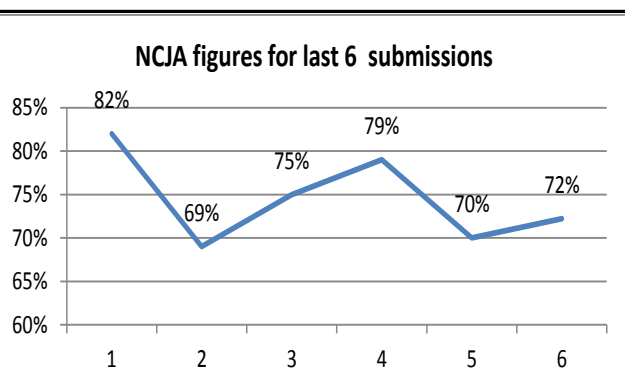


Section 2 – Performance Framework (cont)

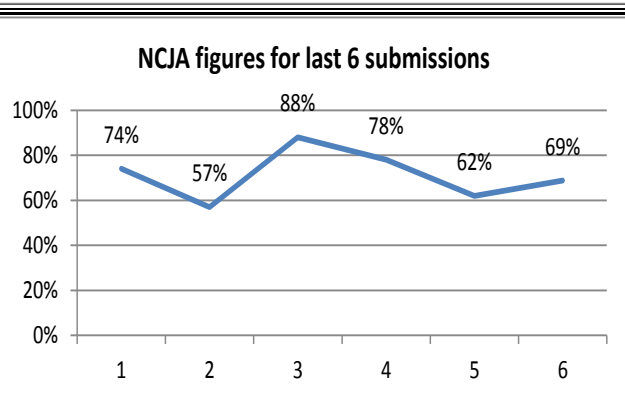
% of offenders completing an exit questionnaire for a CPO who identified that they had issues/problems at the start and felt this had improved by the end of supervision

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. This does not mean there is a direct correlation with support received during supervision.

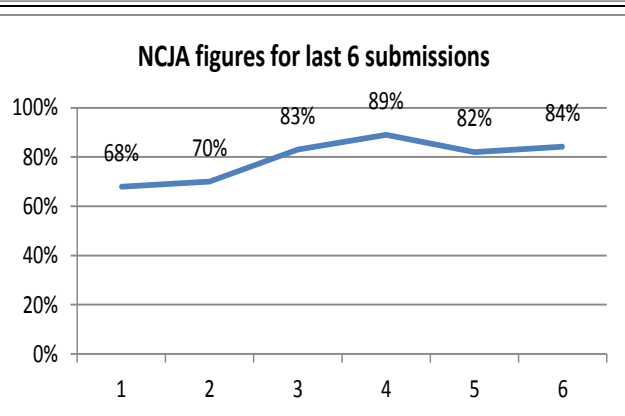
Housing	No identifying an issue at the start	No Indicating an Improvement
Shire	5	5
Aberdeen	6	3
Eilean Siar	0	0
Highland	4	2
Moray	1	1
Orkney	0	0
Shetland	2	2
NCA	18	13



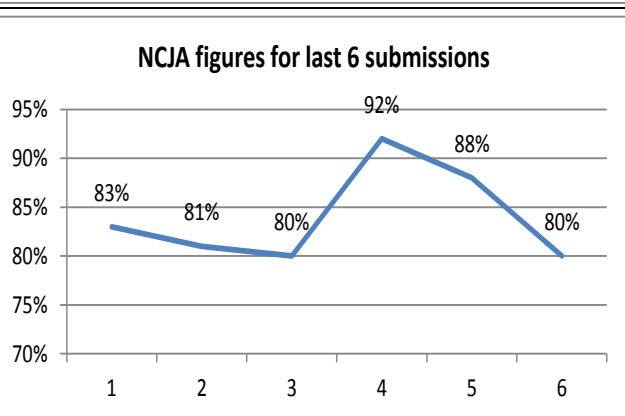
Employ/Educ & Training	No identifying an issue at the start	No Indicating an Improvement
Shire	6	5
Aberdeen	3	1
Eilean Siar	0	0
Highland	5	3
Moray	0	0
Orkney	1	1
Shetland	1	1
NCA	16	11



Drugs	No identifying an issue at the start	No Indicating an Improvement
Shire	6	6
Aberdeen	6	3
Eilean Siar	0	0
Highland	4	4
Moray	2	2
Orkney	1	1
Shetland	0	0
NCA	19	16

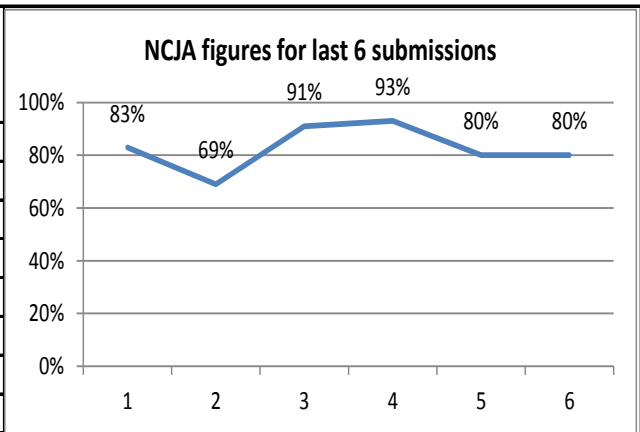


Alcohol	No identifying an issue at the start	No Indicating an Improvement
Shire	7	6
Aberdeen	7	5
Eilean Siar	0	0
Highland	0	0
Moray	5	5
Orkney	0	0
Shetland	1	0
NCA	20	16

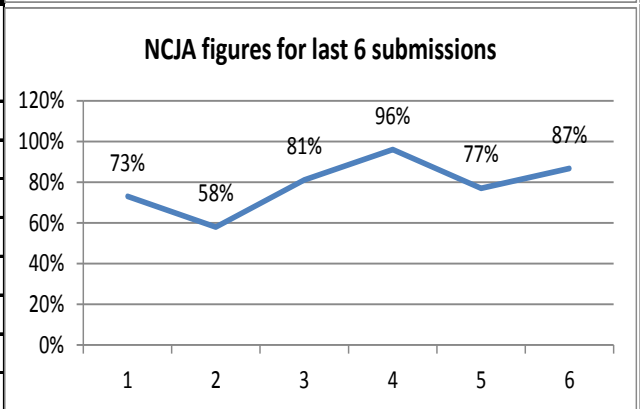


Section 2 – Performance Framework (cont)

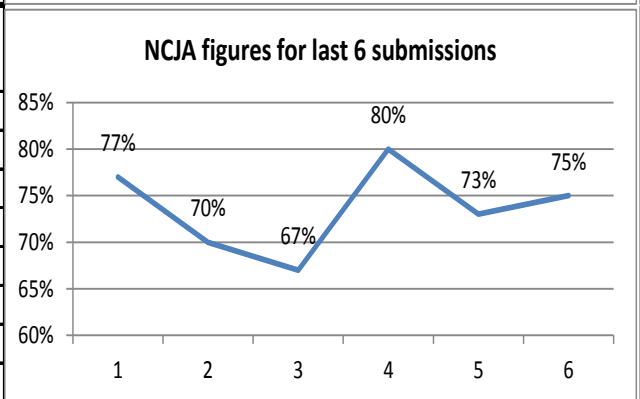
Personal Relationships	No identifying an issue at the start	No Indicating an Improvement
Shire	3	3
Aberdeen	7	5
Eilean Siar	0	0
Highland	2	2
Moray	1	1
Orkney	0	0
Shetland	2	1
NCJA	15	12



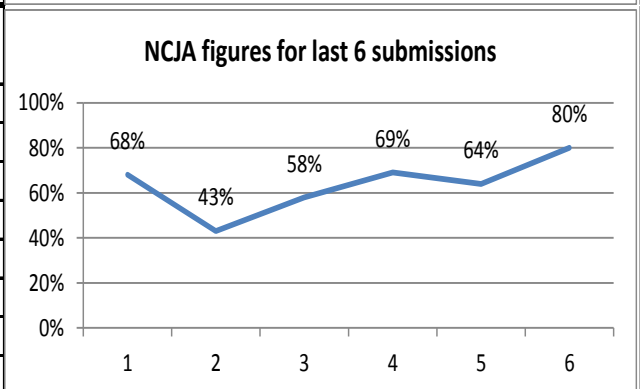
Self Esteem	No identifying an issue at the start	No Indicating an Improvement
Shire	4	4
Aberdeen	4	2
Eilean Siar	0	0
Highland	3	3
Moray	2	2
Orkney	2	2
Shetland	0	0
NCJA	15	13



Mental Health	No identifying an issue at the start	No Indicating an Improvement
Shire	2	2
Aberdeen	6	4
Eilean Siar	0	0
Highland	7	5
Moray	3	2
Orkney	1	1
Shetland	1	1
NCJA	20	15

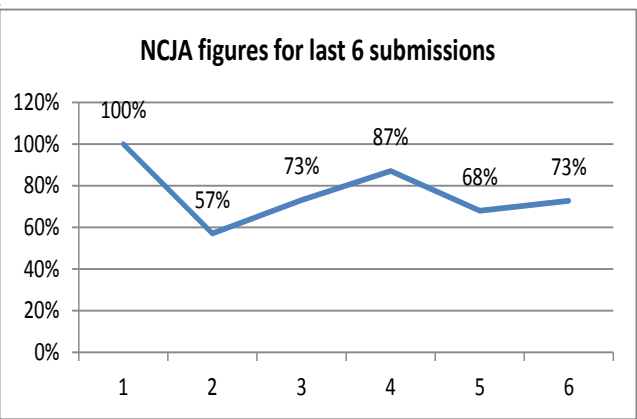


Physical Health	No identifying an issue at the start	No Indicating an Improvement
Shire	4	4
Aberdeen	5	3
Eilean Siar	0	0
Highland	0	0
Moray	1	1
Orkney	0	0
Shetland	0	0
NCJA	10	8

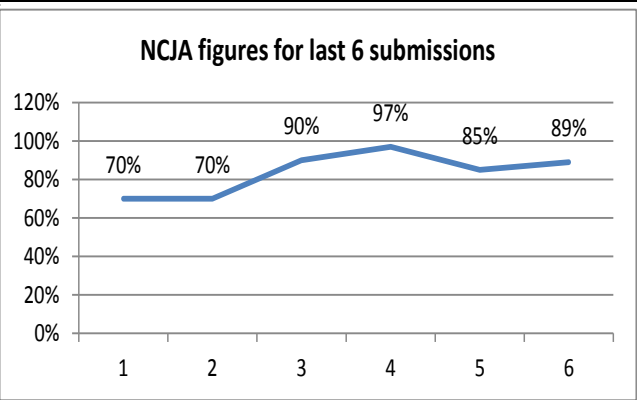


Section 2 – Performance Framework (cont)

Money Issues	No identifying an issue at the start	No Indicating an Improvement
Shire	3	3
Aberdeen	4	1
Eilean Siar	0	0
Highland	0	0
Moray	2	2
Orkney	1	1
Shetland	1	1
NCJA	11	8

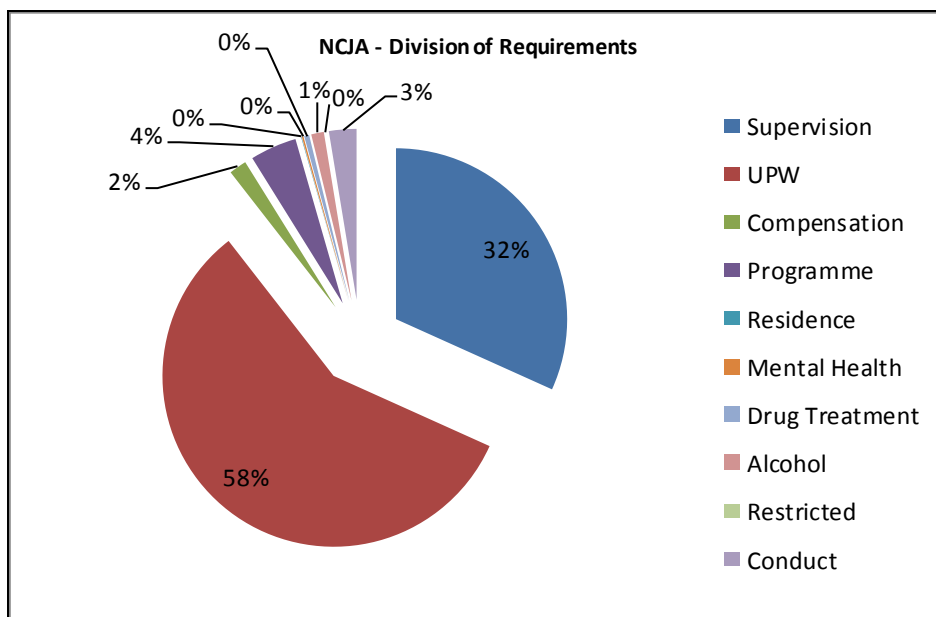
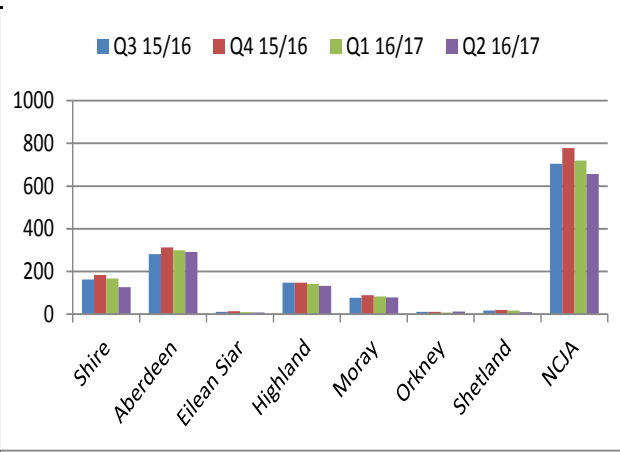


Coping Skills	No identifying an issue at the start	No Indicating an Improvement
Shire	7	7
Aberdeen	6	4
Eilean Siar	0	0
Highland	2	2
Moray	2	2
Orkney	1	1
Shetland	0	0
NCJA	18	16



Section 3 – Community Payback Orders – Volume and Trends

Community Payback Orders - Quarter By Quarter				
Authority	Q3 15/16	Q4 15/16	Q1 16/17	Q2 16/17
Shire	162	184	166	126
Aberdeen	281	313	299	292
Eilean Siar	11	14	9	7
Highland	147	147	141	132
Moray	77	89	82	78
Orkney	10	11	7	12
Shetland	17	20	16	9
NCJA	705	778	720	656



Comments/Trends/Management Action:

Most authorities, with the exception of Orkney experienced seasonal decreases in terms of the volume of new community payback orders made during quarter 2 resulting in an overall decrease for NCJA from 720 in quarter 1 to 656 in quarter 2. The trend of requirements is fairly static and can be seen in the pie chart above.

		Shire	Aberdeen	EileanSiar	Highland	Moray	Orkney	Shetland	NCJA
Total Number of Requirements	Q3	214	373	29	247	101	15	26	1005
	Q4	233	401	20	234	120	22	29	1059
	Q1	227	393	21	232	117	10	18	1018
	Q2	191	388	12	224	112	20	10	957
	Total	865	1555	82	937	450	67	83	4039
Supervision requirements	Q3	67	121	10	70	39	5	7	319
	Q4	58	127	8	62	51	8	13	327
	Q1	60	127	8	61	37	1	7	301
	Q2	66	140	6	72	39	7	6	336
	Total	251	515	32	265	166	21	33	1283
Level 1 unpaid work/other activity	Q3	83	148	3	64	21	5	10	334
	Q4	108	186	3	73	27	5	6	408
	Q1	92	183	2	71	28	4	9	389
	Q2	68	160	0	54	28	6	1	317
	Total	351	677	8	262	104	20	26	1448
Level 2 unpaid work/other activity	Q3	51	88	8	63	34	3	5	252
	Q4	57	70	7	46	27	4	7	218
	Q1	56	53	7	57	39	3	2	217
	Q2	38	58	4	58	33	5	3	199
	Total	202	269	26	224	133	15	17	886
Compensation requirements	Q3	1	3	1	2	3	0	2	12
	Q4	3	1	0	1	7	2	1	15
	Q1	3	7	0	4	8	0	0	22
	Q2	6	6	0	4	2	0	0	18
	Total	13	17	1	11	20	2	3	67
Programme requirements	Q3	9	12	0	20	1	0	1	43
	Q4	7	17	0	22	0	0	0	46
	Q1	7	20	0	20	0	0	0	47
	Q2	7	20	0	14	1	0	0	42
	Total	30	69	0	76	2	0	1	178
Residence requirement	Q3	0	0	0	0	0	0	0	0
	Q4	0	0	0	0	0	1	0	1
	Q1	0	0	0	0	0	1	0	1
	Q2	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	2	0	2
Mental Health Treatment requirement	Q3	0	0	0	0	0	0	0	0
	Q4	0	0	0	5	0	0	0	5
	Q1	0	0	0	0	0	0	0	0
	Q2	0	0	0	1	0	0	0	1
	Total	0	0	0	6	0	0	0	6
Drug Treatment requirement	Q3	0	0	0	2	0	0	0	2
	Q4	0	0	0	8	2	0	0	10
	Q1	2	0	0	1	2	0	0	5
	Q2	1	0	0	1	0	0	0	2
	Total	3	0	0	12	4	0	0	19

		Shire	Aberdeen	EileanSiar	Highland	Moray	Orkney	Shetland	NCJA
Alcohol Treatment requirement	Q3	0	0	0	11	0	0	0	11
	Q4	0	0	0	8	1	0	0	9
	Q1	2	0	0	12	1	0	0	15
	Q2	2	0	0	8	2	1	0	13
	Total	4	0	0	39	4	1	0	48
Restricted movement requirements	Q3	0	0	0	0	0	0	0	0
	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
	Total	0	0	0	0	0	0	0	0
Conduct requirement	Q3	3	1	7	15	3	2	1	32
	Q4	0	0	2	9	5	2	2	20
	Q1	5	3	4	9	2	1	0	24
	Q2	3	4	2	12	7	1	0	29
	Total	11	8	15	45	17	6	3	105