

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: 2012/13

LOCAL AUTHORITY: **The Highland Council**



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

The total number of unpaid work hours completed in 2012/13 was 62,480.

The types of unpaid work projects and activities include:

- Painting work on a children's play park in Golspie, a project arranged in consultation with The Highland Council (THC) Ward Manager.
- Working in the old school in Embo. This requires internally painting, sanding and cleaning walls and externally clearing the car park area by lopping trees and demolition removal. On completion it will be used as a village hall/tea room and will be of great benefit to the local community. This project will take a few years to complete due to the huge amount of work needed and has been developed in partnership with the local Community.
- Gardening, including grass and hedge cutting and maintenance, and harvesting, chopping and delivering kindler firewood is common project work throughout Highland benefitting many organisations, including care homes and older people living independently and those unable to carry out these tasks due to illness or infirmity. This is especially appreciated by people living alone and in remote areas of Highland who appreciate the social contact. Examples of places benefitting are Oakwood Children's Social Care in Dingwall, Ferintosh Community Hall, Redcastle Girl Guide Centre, North Kessock Picnic Areas, Alness Heritage Centre, Homestart Children's Play Centre and The Perrin's Heritage Centre in Alness.
- Decorating of Community Halls at Auckengill and Staxigoe in Caithness. This involved painting of the main hall, kitchens and toilets in both halls. This was the main winter activity and both the communities' benefited from freshly decorated buildings.
- Making wooden benches in the unpaid work workshops for various areas in Highland, e.g. providing outdoor seating for the general public and visitors to the area, water fountains, wishing wells, planters and bird tables.
- Winter maintenance (gritting) of footpaths, including schools, in various areas of Highland. This allowed for general public mobility and prevented accidents on icy footpaths and is carried out in consultation with THC services.
- Providing general assistance to one of the main public events in Wick, the Wick Diamond Jubilee Harbour Festival. This involved painting, erecting and dismantling barriers, making bunting, cleaning the streets around the harbour area and picking up litter. This was a major event in Caithness as part of the Queen's jubilee celebrations. This was attended by locals and many visitors to Caithness.
- Painting of a fence at the Family Centre in Wick.
- Putting on tree guards at Newton Hill Community Woodland benefitting the establishment of the trees.
- Beach clearance work in Lochaber.
- Assisting with the flowers for Caol in Bloom in For William and Alness in Bloom where offenders help with the flower planter's throughout the towns including removing all hanging baskets etc. at the end of the year, emptying them and recycling all compost removed. This is an annual project.

- Transforming a prominent but derelict area in Fort William into a place where residents can enjoy picnics.
- Developing an “ECO” garden for Ardross Primary School. This involved clearing a large disused garden adjacent to the school, building large raised bed planter boxes suitable for disabled access in the unpaid work workshop, constructing two children’s sized picnic benches and removing weeds, grass etc. before laying a weed suppressing membrane with gravel laid on top.
- Three offenders on an individual placement in Ullapool worked in the Village Hall carrying out various tasks from cleaning and painting inside to painting and refinishing the exterior wood to the front of the building. They also lifted and reset the slabs which form the path leading to the entrance. One of the offenders on completion of his hours at the Village Hall has stayed there as a volunteer maintenance person.
- Painting the inside of the offices of Ross-shire Voluntary Action in Dingwall. This involved instructing the offenders in correct use of paint brushes, rollers etc. They painted ceilings, walls and gloss painted all the woodwork.
- Considerable work was undertaken at the Horse Sanctuary near Cromarty where offenders laid concrete flooring to the inside of the stables and various other buildings. Maintenance and building work on stables and gates is on-going.
- Support to local charities where offenders on an individual placement they provide their time free of charge to the charity to carry out a range of tasks. For example, an offender who was placed in the Highland Hospice shop in Alness completed her unpaid work hours and has gone on to be a member of their volunteer staff.
- Housing Associations have been worked with – The Highland Council, Cairn and Albyn – developing communal garden projects and helping individual tenants.
- Community Council Projects, including Fort Augustus, Nairn, Dalwhinnie and Beaully, e.g. village squares, park landscaping, fence erection and painting – Benches and picnic tables.
- Highland Council requests from Countryside Rangers, e.g. Right of Way footpaths – paths cleared and gorse cut back
- A Grantown-on-Spey Forestry Project involving forestry management.
- A tree planting project with Scottish Waterways.

How communities benefit from these examples is self-evident.

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

Quotes from offenders, which are taken verbatim from the end of placement questionnaire given to all offenders completing orders, include:

- “Keeps me busy during the week.”
- “Get to contribute to something everyone can see and able to tell people ‘I helped with that’.”
- “Let’s me see how sometimes others have or in a more difficult situation than me.”
- “People say thank you to me and not just judge me as an offender.”
- “Wouldn’t leave the house but now will go to shops and out and about”

- “Worthwhile/team work.”
- “Everything I have done I have done in other capacities.”
- “Have done the best I can and hope that I have been of good use. Have kept a positive attitude & have completed my hours in a timely manner.”
- “Learning new ways to do things.”
- “Talked a lot with Dave, Community Supervisor about all aspects of work and he was excellent in helping me through my experience. A massive thank you to Dave & Erin.”
- “College provided new skills to enable future employment prospects.”
- “Got into better routine & got more active.”
- “Learnt new skills.”
- “Learned fencing and stuff.”
- “Learnt to paint and build benches.”
- “Cut down on alcohol intake.”
- “First Aid training.”
- “Good working in a team. Helping others with joinery.”
- “Learnt how to paint and decorate.”
- “Keeping fitter.”
- “Helping the community.”
- “Confidence.”
- “Learnt how to paint and a bit of woodwork.”
- “Completed it!”
- “Apex have helped and I built or helped build a toy box in the workshop.”
- “Open up to people a lot more.”
- “Been able to use my construction skills to benefit the community.”
- “Increase in confidence & social skills.”
- “Temper has calmed down noticeably.”
- “Temper is a lot better.”
- “Enjoyed working – good leadership.”
- “There is a limit to what you can do on unpaid work. If there was an evaluation on who could do what, work could go a lot better.”
- “I learnt to bite my tongue, thinking before I speak.”
- “Grateful for the effort supervisors have given.”
- “It was a very pleasurable experience as working with Dave & some of the guys showed me there was more (to) life than worrying about selling in a shop and what I did when Comet was closing down. A huge mistake and error of judgement. I would like to thank you.”
- “I was based in Wick Community Payback and I found that the supervisors were a great help in many ways. Helping to motivate me and realise my potential. Thanks Guys!”
- “The supervisor was brilliant.”
- “Yes I enjoyed my experience.”
- “I have enjoyed coming here and feel it has helped to adjust and to keep me on the straight & narrow.”
- “Alastair my supervisor was always fair and helpful.”
- “Cheers and thanks.”
- “Bob, Brenda and John are very good supervisors. I could not fault them in anyway brilliant to work with & very, very helpful.”
- “This has been a major inconvenience for me as I work full time.”
- “Jamie was really good and helped me a lot.”
- “Supervisors were excellent.”

- “Thank you for seeing me through CS. Will hopefully not be back anytime soon.”
- “Could be more productive. During the winter for substantial periods there was little work. Litter picking every week is soul destroying.”
- “Support while on my Order was simply the best! Cheers.”
- “Work is interesting and worthwhile”
- “I thought I would just be doing a litter pick around the town and was dreading it. I am half looking forward to next week now.”
- “It is good to meet others in the same situation as me as I live on my own. It is almost a bit of a social outing some days.”

187 forms were completed (approximately 30% of the total).

A questionnaire is also sent to beneficiaries on completion of a project and these quotes are taken from these returns:

- “They provide a very useful service for the community.”
- “Many thanks to Brian and his team. They worked well together, they have a great respect for Brian and the boys were very polite.”
- “I was delighted how quickly this work was done. I was also delighted with how tidy the site was left.”
- “The community payback have been of great benefit to a wide range of environmental & community project. Have made a lot of projects happen on the ground. Most pleased with the support from Community Payback.”
- “Thank you.”
- “Anytime I got anything done I found the supervisor & the boys were all pleasant, polite and worked hard & didn't leave the garden in a mess.”
- “Hard workers, very pleasant and helpful. Would use them again.”
- “Brian and his team did an excellent job and I am really happy with the work they did.”
- “Very happy with the team and how they conducted themselves.”
- “Great bunch of lads, very pleasant and did fab job. Definitely have them carry out work again and Brian is a gem.”
- “A great job.”
- “Brian and team were first class and very friendly. Great team first class job.”
- “I would have them back again if I need more work done. Brian and the boys and girls were very friendly. They did a very good job of the garden.”
- “All who attended my property were very respectful, helpful & courteous. Fantastic Scheme that enable those in my position to improve their living standard. Thank you.”
- “The lads that did the work were excellent.”
- “Very good service, very worthwhile scheme and a lot of people do benefit from it.”
- “They did an excellent job.”
- “Brian is a very good supervisor would welcome him back anytime.”
- “Lybster bowling club are very grateful to have had the work done, and thank Criminal Justice Service for taking on the work and doing a good job.”
- “They were the nicest boys I have ever known. There was no complaining. They were so polite. There is not enough paper to tell you how much those boys worked. You should come and see the work they have done and how they have transformed my garden.”
- “It was of great benefit as my garden was my joy and it's back to its old

standard again. I'm very happy with all the work."

- "Very grateful for all the work which was of an excellent quality."
- "I found the team very helpful and willing. The three teams worked very well and were very helpful and polite."
- "Very good job. Thank you."
- "The service was excellent and quick everyone was polite and respectful and tidied up afterwards too and made my garden safe for my kids. I found boys very mannerly and polite and hard working. They all contributed and did what was asked of them by their supervisors but mainly on their own initiatives. Excellent service and excellent job. Thank you very much."
- "Hope to use offenders again."
- "Great work, great team, really appreciate work done. Always a pleasure! Would recommend service to all. Have let all customers know of work done!"
- "Work was very thorough, team was quiet and polite, well supervised – very pleased with result."
- "As I explained in Question 3 I would be unable to do things myself anymore."
- "They did what I wanted and were pleased to help."
- "The crews of people & supervisor were really good & civil to me. I would like to thank all who were here they did a great job for me."
- "I have found the work supervisors to be extremely helpful in consulting me at each stage of the project - and I hope work skills required was useful for the trainees involved. As before I am most impressed with the way this scheme is run many thanks for your assistance."
- "I was extremely delighted with the work completed & with the co-operation & help from the supervisors. I feel the scheme is very beneficial to any community."
- "As a charity it is costly for us to employ tradesmen. This saved us a lot of money and was of great benefit."
- "Brian and his team were first class."
- "Everything was done without a mess & the workers were all working hard, polite & cheerful. Even the girl among them was doing her best at a hard job. I don't think qualified gardeners could do any better & maybe not so good. Thank you."
- "I would most definitely be willing to have the work carried out by community service again. They were all as a team organised, helpful and very skilled at what they were doing. Stuart managed the workers well and his communication regarding the hours & work to be done was second to none."
- "A great service, quickly provided. Worked out what was needed. A problem solved very well for no expense."
- "All I can say is the man that came with the supervisor was very polite & helpful. If I needed help again I would certainly ask for Bryan and his team of boys. I am so grateful for the work that was done for me and I hope if I need help again that would be possible."
- "Work carried out to a high standard. All team members were very polite and helpful and the team leader was very good at motivating and leading the team."
- "The supervisor was very good and had the boys working well."
- "I greatly appreciate all the work carried out which was well done. A great credit to Brian and the team for doing the work & so tidy. Thanks to all."
- "All boys and girls worked exceptionally well. Lovely to have them back again."
- "All work carried out to a high standard - very pleased."

- “I am very happy with the work they did. They did a good job.”
- “Job well done.”

Letters are also received, for example:

- From a Children’s Services Worker at Portree High School where offenders helped to prepare a Nurture room where the worker could work with children: “I would like to say a big thank you to Stuart and his community service workers for all their help. It was much appreciated by everyone using the nurture room.”
- A letter from the Chairman of the Caithness Heritage Trust to the John o’ Groat Journal in Caithness “...thank(ing) members of the Community Payback Service who have done stalwart repair and refurbishment works at Mary Ann’s Cottage in Dunnet...(the) team...saved us considerable expenditure as well as contributing to saving parts of our local heritage.”

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

- Placement at a rural complex, Greenfingers.
- Alness College.
- Apex recruitment and offender awareness.
- First Aid training and First Aid awareness.
- Help was given to offenders in the form of learning to read and write at the adult literacy centre in Wick.
- Assistance given to offenders in alcohol awareness by Action for Children.
- Referral to help address issues with debts, housing and benefits that contribute to offending behaviour.
- Anger management /Addictions with CPN(A).

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

- All Community Councils in Highland were written explaining what a CPO with an unpaid work & other activity requirement entails and enclosing a leaflet. Many of the Community Payback Officers have attended meetings with their local Community Councils to speak about CPOs and how the unpaid work works and also the types of work that can be undertaken for the good of the community. These meetings have produced some good projects.
- Similarly, all Ward Managers received the same information and attended as requested.
- Leaflets, posters and bookmarks have been distributed in THC Service Points, libraries and at Community Council and Ward Forum meetings.
- A number of newspapers have covered unpaid work activities, including:
 - John o’ Groat Journal 11 January 2013 – “Offenders work to repay community”

- Inverness Courier 24 July 2012 – “Offenders keep sanctuary running – Proof that community payback *does* work”
- Through funding provided by the Northern Community Justice Authority, LBV TV, an independent film production company, filmed and produced a short 1-minute advertisement to promote CPO with unpaid work. This advert featured footage of unpaid work projects in Highland and interviews with supervisors, offenders and beneficiaries. The advert was shown repeatedly (on loop) for a whole week in the Eastgate Shopping Centre in Inverness in July 2012 and information leaflets were given out to the public too.

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

The use of CPO in Highland is detailed in the table below.

Total Number of New CPO's in 2012/13 (transfers included but not fully concurrent orders)	581
Unpaid Work or Other Activity	518
Offender Supervision	294
Compensation	20
Conduct	66
Alcohol Treatment	50
Mental Health Treatment	9
Drug Treatment	4
Programme – Unaccredited	87
Programme – Constructs	23
Residence	0
Restricted Movement	0
Total:	1071

- Courts are giving programme requirements for alcohol but often the time to complete the unpaid work is too short and causes a problem. To allow the programme requirement and unpaid work to be completed more time would be productive for the client, i.e. normally the first three months of an Order is spent dealing with the addiction issue to get the client to a point where there is a reasonable chance of success with the unpaid work element. However, this normally means an extension is required to complete the Order.
- The Programme Requirement is being widely used by courts for Constructs: PSSO and the Joint Sex Offender Project programme.
- However, there are many examples where the Programme Requirement in an Order does not reflect the CPO guidance, e.g. setting out clearly what the programme is, who will deliver it etc. This is an issue for both Criminal Justice Social Work Report writers and sheriffs in developing a better grasp of what is required. Equally, there is perhaps some confusion between a ‘programme’ and ‘treatment’.

- Some Conduct Requirements are difficult to enforce. For example, requirement have been made for breath testing for alcohol use by the police and/or CJS – which CJS is not equipped to carry out – or not to enter large areas of Highland (e.g. Sutherland), which again is hard to enforce; and courts are occasionally imposing conduct requirements “not to drink alcohol” which can be difficult for offenders to maintain and almost impossible to manage.

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

See the next section below for a comment regarding drug & alcohol services.

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

For 2013/14, the Scottish Government signalled its intention to relax the strict core and non-core funding distinction. CJS took this opportunity to review all of its substance-related services during Spring 2012/13 with a view to using this opportunity to critically consider how best to deliver services in the most efficient and effective way to offenders given the prevalence of substance misuse amongst the offender population. The service entered into a PSIF review (Public Services Improvement Framework), The Highland Council’s adopted framework for improvement, and which, in part, has helped to determine and shape the outcome.

The outcome of the review was that from 1 April 2013 all substance-related services would be amalgamated into one team managed by the Team Manager (Substance Misuse). All workers who had previously undertaken limited and narrow service functions (i.e. TAS, Alcohol Service etc.) are now part of a wider team that offers a range of interventions for an increased number of service users and which has not required any additional resource. Team members, therefore, may hold a variety of cases in addition to those they previously would have had on their case loads, both increasing their own skill base and increasing the number of offenders accessing appropriate intervention.

The newly formed team are able to provide group and 1:1 interventions. In addition to this there will be a reading group that operates from Inverness library, in conjunction with The Highland Council’s Literacy Officer. All those attending for intervention are also offered access to alternative therapies (e.g. relaxation techniques using acupuncture) as research has highlighted the success of these therapies in assisting in recovery from substance misuse problems.

This team will be able to offer for the first time a service to offenders subject to a CPO with a drug and/or alcohol requirement. The introduction of CPOs meant a number of offenders were on Orders where there were limited services available. The conditions relied on the standard community treatment providers, i.e. NHS Highland’s Osprey House facility, and offered limited means for offenders to explore the non-medical side of their substance misuse, with the Social Worker case manager often feeling they lacked the specialist training to address this.

The team comprises:

- 2.5 FTE Social Workers – primarily responsible for assessment, case management of DTTOs, oversight of CPO intervention, attendance at court reviews, group work facilitation (staff are trained to deliver the SMART recovery programme to help people manage their recovery from any type of addictive behaviour).
- 1.8 FTE Criminal Justice Officers – delivering programmes of work, TAS, working with prisoners on release.
- 1.5 FTE NHS Highland Community Psychiatric Nurses – assessment for DTTO, DTTO court reviews, drug testing, prescribing oversight for DTTO, interventions, involvement in group work and 1-1 programmes for women offenders.
- As part of the DTTO team, a General Practitioner (part-time) is an integral part of service delivery in respect of assessment and prescribing (e.g. methadone). The GP will continue to prescribe only for DTTO cases. Where advice is required, and capacity permitting, the GP can be consulted regarding wider substance misuse issues as part of the new team.

On 17 April 2012 the Commission on Women Offenders published its report on the treatment of women in the Scottish criminal justice system. In line with the key recommendations, and as part of the above review, CJS will implement from April 2013 a revised model of delivering services to women offenders as part of the new substance misuse team in order to meet the key components of the Commission on Women Offenders. The key features of this are:

- Establishing a Social Worker to work exclusively with women offenders subject to statutory supervision. This includes the areas covered by the Inverness and Dingwall CJS teams, primarily the Inner Moray Firth area. This will allow for consistent service delivery built upon best practice and will include Criminal Justice Social Work Reports and a throughcare service to women during their prison sentence.
- Locating this post in the newly established substance misuse team. Importantly, this team includes NHS Highland Community Psychiatric Addictions Nurses thereby bringing together key component parts of the multi-disciplinary teams in the Community Justice Centres as outlined in the Commission's report.
- Case management and programmes of intervention for women can be developed and implemented consistently, e.g. Aberdeen City have recently published a programme for women, Connections, and agreed in 2012/13 to Highland accessing this, including advice on delivery.

Whilst the model of service provision for female offenders was yet to be completely finalised end-March 2013, CJS is looking towards an interagency approach to best meet what the research shows us is related to female offending. Apex Scotland will be a main partner, with women only SMART groups, and training days at Abriachan Outdoor Centre, alternative therapies and benefit advice and assistance. In addition, the Libertie Project Charity can offer pre-employability training around ceramics and other activities. Meetings are currently underway to complete the model.

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