

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: 2013/14

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 2013/14 was 45,491.

The types of unpaid work projects and activities include:

- Decorating of Lybster Bowling Club Hall, Caithness. This involved painting of the main hall which is used for community functions throughout the year.
- Painting of the Community Hall in Reiss. This involved painting of the main hall and kitchen area and some small repairs to the plaster work. This was the main winter activity in Caithness and both the community's benefited from freshly decorated buildings.
- Making wooden benches for various areas in Caithness was also undertaken in the winter months, providing outdoor seating for the general public and visitors to the area.
- Due to the mild winter only very limited (gritting) of footpaths in various areas of Caithness was undertaken. This allowed for general public mobility and prevented accidents on icy footpaths.
- Painting of "Mary Ann's Cottage" which is a crofting museum run by a local charitable trust in Dunnett. This is a well-known Caithness landmark which receives thousands of visitors each year. The scheme painted inside and outside taking care not to damage any of the contents. The Trust could not afford to ask a private contractor to undertake this work due to cost restrictions. This facility is an important part of the heritage of Caithness and due in some part to the unpaid work scheme it will remain so for years to come.
- Throughout the summer months, grass cutting is undertaken in a variety of different areas across Highland, including for older and vulnerable individuals. This involves cutting areas of grass and the sides of paths and is of benefit to all. The work we carry out helps the residents significantly as they would not be able to pay a contractor to carry out this work and they are also physically unable to undertake it themselves. Other examples are grass cutting for Ross Memorial Hospital in Dingwall and the new GP Surgery at the Hospital.
- Refurbishment of the Crazy Golf facility in Wick. This is run by the local Youth Club and is a well-used facility to locals and visitors to Wick.
- 25 days in the year were spent picking up litter all over Caithness this is to the benefit of all.
- Christmas Decorations were made for the Assembly Rooms in Wick. They were displayed throughout the festive period. This helped enhance the look of the main hall and was enjoyed by persons using this facility.
- Painting of the walls of the main hall and library room, and general wall cleaning and disposing of unwanted items was undertaken for Embo Community Hall, Sutherland.
- Sanding and painting of metal framed hall chairs (c.130) were completed for Dornoch Social Club. The hall has recently screened various films and our work has saved the committee a large sum of money to replace chairs.
- Delivery of large bags of firewood and kindlers to older people in the local community that have solid fuel central heating is carried out across Highland.
- Embo Community Council is in the process of refurbishing the entire

Community Hall which has been in disrepair for roughly 15 years. The Community Council were very grateful for our hard work over the winter period and we could possibly return this winter for further projects.

- In Alness, Grass Cutting, Hedge Cutting and Tree Pruning are very popular, particularly the service where a lawn is removed and replaced with a Weed Suppressing Membrane topped off with Gravel. This creates a “maintenance free” garden.
- Shrub Pruning/Tree Pruning and maintenance of Invergordon Hospital’s Garden Furniture. The Community Payback Officer received an e-mail from the Hospital saying they were very happy with our work and hope we will carry on next year. People attending or visiting the Hospital often stop and speak to our workers commenting on the good job they are doing. This is a very “visible” project and is of benefit to the Community as a whole.
- The Ross-shire scheme, like the other units across Highland, support all the local Schools, be it garden work/pruning in the summer and path gritting/clearing in the winter.
- During the summer the Ross-shire scheme undertook a large project for a Community Council at the site of a World War 2 Naval fuel storage depot. This has had an access path built by the Local Authority running through the area but unfortunately it had become something of a dumping ground. The site was cleared removing some 20 – 25 loads of rubbish ranging from three piece suites, garden rubbish and bikes. Trees, shrubs and grass was then cut back to leave a “meadow” like area. We also removed almost 100 metres of 3 metre high steel fencing which had been there since World War 1.
- Across Highland, a lot of calls are received from disadvantaged and older people requesting our help and invariably these jobs are very small, often involving nothing more than a few minutes of time but are invaluable to a person living on their own with no relative or help close to hand. One example was a lady in her 80’s who had been waiting for 4 months for someone from the Council to put a new Clothes drier in her rear garden. Becoming frustrated she purchased a “whirly” from a local store but still found she had no one to dig the hole and concrete it in place. The Ross-shire scheme met her at a church lunch club where the community payback officer was handing out leaflets about unpaid work as information for the attendees. She explained her plight and the “whirly” was erected and ready for use before she got home from her lunch club.
- In the Ross-shire workshop, picnic benches are manufactured which are given to the Sue Ryder Foundation shop in Dingwall where they are sold for £125 each. These prove very popular and the shop Manager said that if it had not been for our support with these benches this year the shop may well have had to close.
- In the Inverness area, at Avoch Bowling Green 260 hours of work was done clearing scrub and hedges, preparing ground and laying 200 concrete slabs, plus levelling and renovating the green itself and clearing the pathway down to river.
- Extensive work at 3 churches in Inverness was undertaken (900 hours), including Trinity Church – this project featured in the Inverness Courier (1/4/2013) with work being done in the main hall, Vestry, Vestibule, Male/Female/disabled toilets, small hall, kitchen and corridors.
- In the Inverness area, work was done at 6 sheltered housing/care homes totalling 500 hours, at 4 schools/nurseries.
- At the Highland Folk Museum 675 hours of work was done clearing shrub and gorse from a walkway, road mending (filling in potholes and making good),

shed painting and general labouring for building old stone houses.

- In Skye, Skeabost Memorial Hall was painted and the floor varnished and repairs to the exterior perimeter fence to keep cattle out. The Handyperson Project in Portree is an individual placement where the offender assists in requests from community occupational therapy. This includes installing aids to allow those with mobility issues to remain in their own homes.
- Am Fasgach is a drop-in centre in Portree for those suffering from mental health and is another individual placement. Offenders assist with preparing lunch and tidying up.
- At the Emergency Services Helicopter Pad at the Sluggans, Portree work is undertaken grass cutting with weekly checks to ensure the area is clean and tidy in winter.
- There is an ongoing project in Skye to recycle old and damaged wheelie bins and making them into compost bins. Offenders have also been making garden furniture for Crossroads with the profits from each item sold given to the charity by way of donation. Organisations such as Skye & Lochalsh Carers, Torrin Outdoor Centre, Sleat Primary School, Sleat Community Allotments, Sleat Community Trust and Skye Games Committee have all used unpaid work services in 2013/14.

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.

The quotes from offenders, which are taken verbatim from the end of placement questionnaire given to all offenders completing orders (202 forms were completed; c. 50%), include:

Personal achievements:

New skills to enable future employment prospects • Doing old lady ramp in the garden • 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 • How to work in a team • Good working in a team. Helping others with joinery • Learnt how to paint and decorate • Painting & decorating • Keeping fitter • Helping the community • Confidence • Learnt how to paint and a bit of woodwork • Completed it! • open up to people a lot more • Apex have helped and I built or helped build a toy box in the workshop. • Been able to use my construction skills to benefit the community. • N/A • Feel motivated to find work • Learned to get along with others • Been able to see tasks through from start to finish • Attitude change as a coping strategy • Work as part of a team. New skill Painting. • built fitness • decent painter now • Building picnic table • get a good sense of achievement after doing a job • learned how to use petrol strimmer. • gardening • Helping people feels good • Helping a community and helping others with work that they can't achieve themselves • Trying out things I've never done before • Helping the community • Satisfaction with all that I did • Personal achievement off finishing the job • Gave me confidence • The satisfaction of helping people who are really in need of it • Have been able to show supervisors that I was prepared to undertake jobs when asked and to best of my ability • Improved my painting skills and learnt how to use a strimmer efficiently • Cutting grass • Gardening knowledge, basic labouring knowledge • It took a while but eventually once I did "get me head" into doing CS. It's helped confidence and made me realise that I want to be working •

Paint & Decorating • Gathered some more skills • Seeing work getting finished • I got an excellent • I learnt how to cut grass • Self Esteem & Satisfaction • Helping elderly • Slab laying, carpentry, shed building, communication with others • Learnt to communicate better with people • Working with a team • Seeing the car park finished was a bonus • Learned new skills .Focused and reflected on why I was doing it. Felt more positive about myself. Enjoyed working with others • Learning new skills, helping to clean beach & green areas • Working as a team • Learnt a few things • learnt how to slab • Painting • learnt how to slab • My grass cutting skills got better and enjoyed working as part of a team • I enjoy woodwork & I suppose enjoy being part of a team. Been able to work and knowing that the elderly are getting help helped me do my CPO • It helped me build up my skills in painting etc. • Working with new people & helping others • Seeing the swing park finished • Getting the hours done, helping old folk • Learn how to hammer a nail • Learning to build fences, paint, slabs and groundwork • Communicating with others, teamwork building and gained more responsibility. Working by myself also • Finished. • Mixing as a team, keeping physically fit, learnt new labouring skills, learnt why I was here in the first place. A reason to be involved with something through the week • Painting, gardening & team work • Built a park • Satisfaction on completing good workmanship • Getting out and into a routine, also helping me to be motivated to work again & working in a group of people i.e. teamwork • Learned a few tips on painting and decorating and on other jobs as well • I learned how to work with tools and a working environment • Painting, Decorating / wood work. Learn new skills • Painting, decorating • I have learnt new skills which are painting • Learning by observing and doing certain tasks/ skills • Woodwork, gardening • Woodwork! Benches • Getting up and into a routine for work • Helping community, meeting new people, learning new skills • Getting up for job • It got me out of bed in the morning • Painting • Some of the tools ok • Confidence • Stewart (a supervisor) was helpful, speaking to me about personal issues • I learnt skills I did not have • Learning/ being taught by Kenin in regards to using power tools etc. • Learning how to build decking • Enjoyed work where you could see what we did would benefit the community or individuals • Got me into a work routine and mixing with other workers • More practical skills using wood • Working with a team/supervisors on the various projects around the local area • Feel better • Self satisfaction

Comments on new skills skills developed:

• Painting & grass cutting • I learnt new skill's every week • Learning to paint and sand • Learnt to paint outside of house and work as a team • Gardening, never done it before • Fencing • Painting and decorating • Learnt to paint and build benches • Grass cutting and log chopping • I am a bit better at Joinery • Painting & decorating • How to cut grass • Gardening • Learn to paint • grass cutting • Above • Working in a team environment • Just more confidence • Working as a team Working with building joinery tools building Patios and woodwork • I can paint and sand and cut grass • No because the skills I used were skills already known to me • Can cut grass now • Most of the work was covered I had done before but it was great to improve my skills • Woodwork, painting, groundwork • Landscaping and logging • Painting • Painting • I learnt how to mix cement • Painting & decorating • decent painter now • Using tools/machines for working with wood • slabbing and few other things • Better at gardening • Gardening • Lots!! • Learning skills that will help me in the future i.e. putting up a fence also communication skills • Learned how to see a job through to the end • Some of the work I did here has given me the ability to do it other places. I'll cut my own grass now! • improved cooking skills • Strim, Pave, Turf • Strimming, improved painting • Gardening & painting • Strimming, gardens • Path building • Painting, repairing fences, woodwork •

Fences, trimming • Grinding • I learnt woodwork • Painting & Decorating, paving & fencing • grass cutting, slabbing • Working with wood • Learned to use power tools etc. • painting, woodwork & tolerance • Working with wood, shelving, construction. Safe ways to strim grass Effective ways to carry out manual work • Strimming, painting • Learnt to use tools • Working with cement, painting and basic woodwork • Learnt how to use strummer and built projects in workshop • Painting • woodworking skills very useful • I now know how to slab • Working within a team • Learned how to use an axe cutting kindlers • How to carry logs using two ropes • joinery work, painting & gardening • Better communication • Being social in society • Communication • Woodwork • Groundwork & painting • painting / grass cutting • Can work as a team or on my own much better I'd say • As above: teamwork, heavy labouring with work materials, conservation skills • Painting, gardening & team work • Painting, plastering walls, working as part of a team, working in a group • Learned a lot more tips for painting and decorating • I learned how to do gardening work • Ground work skills I would otherwise not have gotten • Painting / woodwork • Painting & decorating • Painting • Painting • Chopping wood • Cutting wood for kindling. Foundation for paving stones • Carpentry, joinery • Woodwork • Roleter • Learning to use new tools, equipment and how to do jobs the correct way • Painting • I learnt how to paint & decorate. Bob (a supervisor) taught me how to use a roller correctly and how to gloss and cut in • Learning to communicate with others and doing activity work for experience. • Working with wood & tools. • To learn about woodworking. • Nothing I didn't know already. • Gardening • Power tools etc, I learnt how to stop my bad habits with tools etc. Thanks to Kevin (a supervisor) and his teaching. • Painting • Painting • Learned to use various tools • Carpentry • Ground work gardens • General workshop skills i.e. DIY • Renew my skill

Did Unpaid work helped you feel differently:

• Increase in confidence & social skills • Temper has calmed down noticeably • Temper is a lot better • increased confidence • Drunken behaviour • learn to get on with strangers • Not to be judgemental of people & respect everyone • More frame of mind to look for a job • personal & recreational goals I achieved • Art of conversation • Worker well • Helps me feel more motivated to go out to work • Don't be bad • Don't judge people

Any other comments:

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 • Alistair my supervisor was always fair and helpful • Cheers and thanks • Bob Miller, Brenda MacPherson and John Howie are very good supervisors. I could not fault them in anyway brilliant to work with & very, very helpful • Sack ***** he never marks off our hours • 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 • Should provide tea, coffee, milk & sugar • I really enjoyed working my 25 hours, I feel much more motivated to get a job. Davie gave me some great advice that will help me in the future • A big thank you for all the support of the supervisors at Inverness. They do a fantastic job. I will miss it, but never again • Thanks to all the staff • I feel that CPO is under-resourced and the management structure is not fit for purpose. I have noted that the supervisors are not given enough support and that they and the service gain work by word of mouth. More people and organisations who qualify would use the service if they knew about it, if even Highland Council organisations

are ignorant of it's existence then what hope have NGO's? An overall co-ordinator should be given responsibility for promoting the service, increasing and organising the through put of work. This would make it more self sustaining and would be of greater benefit to the community and would have to develop the skill base of those given the order who then would be less likely to re-offend if they have transferable skills useful to an employer • Get decent equipment • I have been really impressed with the supervisors and staff involved with the Community Payback considering the complete lack of tools and especially their dedication of supplying their own tools so that works can be completed. To me personally I have felt the supervisors are a totally dedicated team, and it has made my work very enjoyable • I will stay out of trouble and use my new skills that I have learnt • Enjoyed working with the CS crew and putting something into the community • Didn't like been given used ppe. Didn't like having eating area beside toilet in workshop • Worked well as a team, supervisors were great, glad I am finished • Hopefully wont be back • I genuinely enjoyed my time doing unpaid work in my opinion it is better alternative to a custodial sentence, and while initially I was sceptical as to how much it would benefit the community I know believe it truly does • I find it very annoying that certain people don't pull their weight enough due to "not being fit". This puts strain on the work force. Other than that I enjoyed meeting different people at community service • Thank God I'm finished • Supervisors are good to work with and very helpful couldn't ask for nicer people • Thank you to Kevin and Jimmy • I think Dean needs a pay rise!! • I think the work that gets done is a vital part in the community and the praise from the people you help makes you proud to put in the effort. All the supervisors are happy to listen and give advice on any situation that may be presented to you. In reflection I am happy I was given community service and the change to give back. I would be happy to come back and the community voluntarily this time • Have a great sense of achievement in being part of this construction and am looking forward to seeing it completed • I thoroughly enjoyed my unpaid work, as part of the team and meting up with the members/users of the facility • Thanks • I still enjoyed the work I did although I rarely showed up. See you again Jimmy boy! • I met some lovely people here and I hope to see them again in the passing of my life • Bye • I realise the difficult job the supervisors have dealing with and overseeing offenders, if the offender's attitude to Community Service. Some are prepared to work hours and turn up every week, while others are quite complacent and feel they can come and go when they want and not put in any effort • I have enjoyed meeting lots of new people and experiencing new aspects of work related skills. My supervisors were great to talk o and helpful if I was ever stuck • Once I got into my routine of coming to CS it gave me a purpose to getting up. Plus helping others less fortunate (the elderly) do jobs they no longer can. Overall I enjoyed my time at CS and feel better for it • I was in two placements, *****, Wick being the first. I was told that everything was in strict confidence and that I would be treated the same as any other volunteer (it would only be the manager who would know I was on a CPO). What a load of rubbish! The Second was the P.P.P which was much better except everyone knew I was on a CPO. I was however, offered a job at the end which I did not take. The staff at the P.P.P were brilliant. I felt victimised and threatened by the manageress in *****. Not a good place for that reason only, enjoyed the work there • The one day that I was doing was giving me a reason to get up once a week • All the supervisors were brilliant to get on with but I'll try hard not to come back • Nope!! • I enjoyed time at Community Service, Learned new skills, met other people • Great bunch of guys • Supervisors & co workers all want to go change there ways which is a good sign for future • I am very grateful the way I was treated and heard a lot. Thanks to all the team • The Supervisors here are excellent and very helpful to me and my CSO. Thanks to them all • Supervisors were friendly and helpful • I have

learnt my lesson and hopefully wont see me ever again • Craft works • Was better than I expected but glad it's over • I enjoyed it and I think it was worthwhile and it helped some of the elderly in the area • I wish I did not have to do I but I used the experience to great benefit to myself I also appreciated the advice and effort from the Unpaid Works officer- Excellent • My experience with working on my Order helped the community I think • The staff especially "Kev" were brilliant, helpful & courteous at all times • I have enjoyed working with community service helping others who needed my help • I felt the work that I had done helped the elderly and was worth while • Mr Brass was a great help to me • Overall I enjoyed working with other people in the community • Glad its over • Everyone was very helpful at the service. Thank you all • Enjoyed giving back to the Community & working as part of a team • Most people that have a CPO or that I have meet here have all got sum kind of skill, and most of my time here has been enjoyed. Will miss it, and would like to work with people who have people on CPO, doing work for them to find out what they think. • The supervision were great to work with • Community Service should help old folk with fires more i.e. collect wood for logs to help old or disabled people through the winter. Cheers Goodbye • Everyone was spot on, learned a lot • Staff at CS are good to work with which makes for people finishing their Orders on time • Thank God I'm finished this has been the worst experience of my life • I enjoyed my community service order in Wick because of the high standard of supervision • The service helped me with working as a team. The supervisors were always ready to help with advice on tasks • Thank you very much • Would like to thank everyone for the support/ experience gained while doing my time in unpaid work. I shall take my new experience towards the future of 2014, thank you all once again. Take care • I have enjoyed every day since I started and found it a great reason to turn up every day without excuse or illness. It shall be sadly missed - as will the other people I have worked with and the customers we got to know around the area. I will definitely miss my team & boss who I worked with • Got on with supervisors better than I thought I would have. Most of them had the right attitude where as others thought they were treating prisoners • My community service worker in Inverness & one I did work with were really nice. Nice group of people & defiantly felt I gave more back to the Community. All of them were superb! • Since starting CPO have made an impressive push forward, mixing with people and help a lot with my depression which is mostly down to the supervisors and Rodney Brass. By given me a break and a bit more confidence to work alone or as part of a team. Well chuffed • Andy and Kevin is sound • Goodbye, you will not see me again • All the supervisors were good to work with and they really made you feel like part of the team • Thank you • It's been an experience! • I wont be back!!! • Happy to have helped the community and feel I have improved and gained skills that will help with jobs in the future • Was very happy with helping the community. Thank you. • Was very happy helping the community. Thank you • I quite enjoyed it • Thanks for everything • I have enjoyed some of the work. I've been worried many times about the weather. There's no toilet facilities, no water tap. Anthropocentricity is destroying us • Enjoyed seeing good work for deserving people. Helping out • Was very happy to learn the skills I did. David was great mentor. Will try and find myself painting work now. • Not enough genuine work that benefits the community. Too much "job creation". Instead of genuine help for the community. More work needs to be found that benefits the local community • I worked with two supervisors. Rob & Brenda. Both excellent • Unpaid work made me realise I should be up in the morning, in a routing & getting a job is important • Lack of work • I've had this Order for 3 years. I've had my Order transferred to a few locations but Wick has been far the most boring due to the lack of work and the lack of tools. Litter picking is not the answer just to pass a day • Glad I am finished! I was very happy with my Supervisor Ros. She is really good at

what she does • Doing CS helps, rather than being put in jail. Jail doesn't do you any good at all. Cheers Stuart I'll give you a phone and a chat later • I just want to say a big thank you to Kevin for all his help in the past 7 months • Enjoyed being part of a work squad and the banter • Supervisors ****and ***** were very helpful, ***** I found to be sarcastic, dismissive and bullying at times and never helped with work. Other Supervisors always mucked in and helped • Would like to thank my C.S.O and CSS for my time with community service. It was worth while • Great support from supervisors when doing any work that was unfamiliar. Spent time to teach me new skills when working in the workshop using machinery/ doing tasks I have never done before. Much praise & feedback to the supervisors. Thank you • Thanks to the supervisors mostly Donald • My supervisor Brian was good for me very fair and helpful and a great person to work under and to other people in the team and public.

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

Why you would have been unable to carry out the work yourself:

We are a small voluntary group with a large path network to maintain. The assistance given by the offenders scheme is much appreciated • Because of my age and I have a heart condition • Time required. Volunteers in the community will be undertaking the painting works • The scale of the project was too big & we did not have the trimmers to cut the grass • Not fit • I am pensioner and disabled • Age not fit to do my garden now • Health Reasons • Age • I am a pensioner and have had a stroke, heart bypass and am not able to do any heavy work • Due to medical condition • Single parent and couldn't afford it • Unable • I had an operation and was left with a damaged nerve, so I can't bend down for long or lift anything heavy • I am a single mother who would have found it very expensive on my tight budget • Unfit due to disabilities • I am a carer for my autistic grandson and was not able to saw them down as I don't have the strength • Just had an operation on my leg so couldn't do it • The work was for Lylster bowling club who struggle financially and could not afford to pay for the work to be done • I have peripheral vascular disease. I have back pain from the removal of ribs taken out after cancer in my lung. I am 77 years old and have fallen 3 times in the back garden • Not fit • Not able • My age (80) and 2 hips replacements • Disabled • I have a son & daughter whom are autistic and require a lot of my attention and I needed to make the garden safe and secure for both of them • This is a community project with no resources and few able bodies volunteers • We are a charity We are volunteers. We do not have the experience or ability to do • Chronic Fibromyalgia • I have Rheunatois Arthritis in my hands, knees and feet • I am disabled and in a wheelchair • I am an elderly gentleman and not fit enough myself o do this • I have austroarthrits trapped nerves in neck & left arm & just over Cancer operation • Laying slabs would be too heavy for unit handyman on his own. Your scheme has provided valuable assistance with landscape in the past • Age 83 years • Being a small village we rely heavily on volunteers & at present we don't have too many therefore not able to get work done. • The area was too large • Daughter in wheelchair • Age & Health • Did not have the manual skills required. • Vulnerable adult, on benefits, single female • At this time I am receiving income support and disability allowance. Problem with arms legs & back • I am a widow and cannot manage heavy gardening • The fence they painted is on a very steep bank. I have back trouble and at moment recovering from broken thigh and hip replacement • No time • I am an old age pensioner (86 years old). Not able to do heavy work anymore and I have no family to help • Can hardly walk waiting to go into hospital for two operations • Unfit • Not fit • Unable pensioner • Pensioner - Unfit • Age 80 years • Reason I could not do this job is

because I am disabled and I live on my own • Senior citizen • My husband and I are in our 70's and husband suffers with High Blood pressure and backache • Because of ill health • I am in a wheelchair and cannot stand or walk. I have nerve damage in my shoulder but my main problem is spinal damage. I can't life, bend & in constant pain • Not enough volunteers available • Not good at painting. Also, no time • No reason • Lack of personnel • Lack of equipment • Lots of work was required at my local nursery and with only a handful of available or willing parents all of the work would not have been done on time • As we are a nursery school we are not allowed to cut our grass and we are not insured or the equipment to do so • We do not have the equipment and expertise or time to do the work • I am a pensioner can't do things like used to • It was a big job & the nursery didn't have enough volunteers or time to complete the job • Voluntary run charitable group by committee

General comments:

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 • 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 • I would have them back again if I need more work done • All who attended my property were very respectful, helpful & courteous • The lads that did the work were excellent • Very good service, very worth while scheme and a lot of people do benefit from it • They did an excellent job • They were the nicest boys I have ever known. There was no complaining. They were so polite • It was of great benefit as my garden was my joy and it's back to it's old standard again • I found the team very helpful and willing • The service was excellent and quick everyone was polite and respectful and tidied up afterwards too and made my garden safe for my kids • Hope to use offenders again • Great work, great team, really appreciate work done. Always a pleasure! • They did what I wanted and were pleased to help • The crews of people & supervisor were really good & civil to 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 a charity it is costly for us to employ tradesmen. This saved us a lot of money and was of great benefit • Everything was done without a mess & the workers were all working hard, polite & cheerful. Even the girl amount them as doing her best doing her best at a hard job • 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 • 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. • Work carried out to a high standard • The supervisor was very good and had the boys working well • Well I really need it done every year • All work carried out to a high standard - very pleased • Job well done • We appreciate what was done and carried out so well and also the politeness of the men and would gladly have them again • Huge help to our school grounds. Great to get things done • The work was done with no hassle at a time when we couldn't do it ourselves • The work was done to a high standard • The paving job was carried out to a high standard. Could you explain why you would or would not be willing to have work carried out again • 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 • 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 • Brian and the boys and girls were very friendly. They did a very good job of the garden • Fantastic Scheme that enable those in my position to improve their living standard. Thank you • Brian is a very good supervisor would welcome him back anytime • Lylster 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 • There is not enough paper to tell you how much those boys worked. You should come and see the work they have done to know how they have transformed my garden • I'm very happy with all the work. • Very grateful for all the work which was of an excellent quality • The three teams worked very well and were very helpful and polite • Very good job. Thank you • 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 • 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 • I would like to thank all who were here they did a great job for me • 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 • Brian and his team were first class • I don't think qualified gardeners could do any better maybe not so good. Thank you • Stuart managed the workers well and his communication regarding the hours & work to be done was second to none • I am so grateful for the work that was done for me and I hope if I need help again that would be possible • All team members were very polite and helpful and the team leader was very good at motivating and leading the team • 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 • Could Brian come in a couple of weeks to see if anymore has to be done • All boys and girls worked exceptionally well. Lovely to have them back again • I am very happy with the work they did. They did a good job • Great bunch of boys • Great work • We think this scheme is so good and to have it carried out with men and then supervision so mannerly and professionally. Thank you • The men were very good, polite and hard working • The work that was carried out was such a big job & both workers and supervisors never stopped. The end result has gone way beyond my expectations. It is amazing the transformation. I know it will change my life as I have always enjoyed gardening • Thank you very much the garden looks lovely & the children are very grateful • Davie could not be more helpful and all those with him have been very polite and friendly. They have done a fantastic job. We can't thank you enough • David and his team were extremely polite, helpful and kind. Can not believe the amount and quality of work done by team. Fantastic service • A big thank you to all involved as the work has been of great benefit to the nursery children and we would have struggled to get the job done ourselves • Service has been of great benefit to our Group. We always have lots of work for delegation.

Letters and e-mails are also received, for example:

- The Wick Sea Cadet Corps Management Committee wrote on 20.9.13 thanking the scheme for repainting a steel storage container: "Without doubt, the service you offer...is invaluable, as it does ensure that we can maximise the assets we have with a minimum expenditure of our limited resources."

- The chairman of the Caithness Heritage Trust wrote on 16.6.13 regarding the refurbishment work at Mary Ann's Cottage: "...we have few resources and the works carried out...saved us considerable expenditure as well as saving part of our local heritage."
- The Mid Ross District Business Support Manager for the Ross Memorial Hospital in Dingwall said in an e-mail: "I think your team has done a great job and the site has been looking well maintained."
- The chairman of Skye & Lochalsh Community Care Forum SCIO wrote on 2.10.13 regarding the Young Carers Service at Victoria Cottage: "It is good to know the grass is cut regualry and we are delighted with the picnic tables."
- The secretary to the Skye Highland Games wrote on 14.8.13 on behalf of the Games Committee: "...to thank you for organising the tidy-up at the Lump prior to this year's Games."
- An e-mail 21.2.14 from the Charity Manager at Moray Firth radio said: "many thanks for your generous donation to MFR Cash for Kids. I really appreciate your support. We will auction the item (a bench)..."

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

- Employability skills were given to offenders, including assistance in applying for work. This was delivered by Apex Scotland and Action for Children. This consisted on average of 2 – 4, two hour meetings depending on the level of input required.
- There is a community project in Caithness called Pulteneytown People's Project which has delivered cooking courses to clients and also made them more aware of factors like healthy eating. Furthermore, this project has delivered lifestyle skills training which consists of budgeting, how to keep and look after a tenancy, debt awareness and the need to stay healthy and active. This normally involves 1 or 2 two hour sessions once a week.
- Alness College
- First Aid training & awareness
- Anger management, including work delivered by a forensic nurse
- Venture Trust
- Voluntary work, e.g. at an animal sanctuary, Horses for Clover, on the Black Isle
- New Start Highland
- Alcohol Awareness & Ceramics
- Aspire2B
- Substance misuse, e.g. help from CPN(A) for drug abuse and depression, especially where there was no supervision or other specific requirement
- Welfare rights, housing and budgeting issues
- Literacy work
- Attendance at the women's group – see below

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 continue to be distributed in THC Service Points, libraries, Community Council and Ward Forum meetings, Doctors Surgeries, Care Homes and Heritage Centres.
- A number of newspapers have covered unpaid work activities, including the following articles:
 - John O’Groat Journal 11.9.13 – ‘Offenders give playpark a new lease fo life’
 - John O’Groat Journal 11.12.13 – ‘Offenders complete 5,027 hours of unpaid work’
 - Lochaber News – ‘Sheriff opens fit trail built with crooks’ confiscated cash’
 - Lochaber News 11.7.13 – ‘Crime cash helps build Fort (William) fit trail’ – the Cabinet Secretary for Justice visited the project.
 - Highland News 11.7.13 – ‘cash from crooks paves way for leisure trail’ – again, this relates to the ministerial visit.
 - The Press & Journal 4.7.13 – ‘Crime pays – and children reap rewards’ – also relating to the ministerial visit.
 - An article featured in the spring 2014 edition of The Black Isle Chatterbox magazine regarding the Avoch Bowling Club project referred to above.
- The NCJA repeated its involvement in week-long community roadshows in shopping centres in Inverness and Aberdeen. Short films about CPOs/Unpaid Work, which were made in the two areas for the 2012 roadshows, were re-shown, and passing shoppers were asked questions about their knowledge and views about CPOs. Answers given by 63 shoppers were recorded in Inverness, with some interesting views being expressed about the extent to which communities can support offenders not to reoffend, and a range of ideas put forward for unpaid work projects. When asked “What do you think of the idea of community sentencing based on the principle that prisons should be reserved for the highest risk offenders who pose a danger to the public?”, 55 (87%) in Inverness were in favour of community sentences and agreed that custody should be only for the highest risk offenders. The two short films, and a detailed summary of the questionnaire responses from both the 2014 and 2012 roadshows, can be found on the NCJA website at: www.northerncja.gov.uk/Community-Sentences
- Community Payback Officers (Unpaid Work) have met with local elected members and had correspondence by telephone and e-mail.
- An annual bulletin on the activity of the scheme in the Caithness area is sent to all Community Councils and elected members and this year the information

was also published in the local press.

- Local lunch clubs are periodically visited, church halls etc. – anywhere where schemes can meet with potentially “suitable” beneficiaries. This would involve dropping off leaflets or giving a short talk on the type of work that can be done and give a brief description of the circumstances required for them to meet the criteria enabling us to undertake their task.
- All attempts are made to support remoter rural communities, e.g. in Ross-shire extensive work was carried out at the Village Hall in Ullapool and the scheme waited until there was sufficient scope of work to make it viable to send a team over to Ullapool (c. 60 miles) for the day.

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.

In 2013/14, 581 CPO’s were made in Highland. With the exception of supervision and unpaid work, with better use of the alcohol requirement, courts continue to make less use of the other 7 requirements.

- All too often conduct requirements instructing offenders not to consume alcohol for a period of time (usually at least 1 year) are being used alongside alcohol treatment requirements. It is proposed that if an alcohol problem can be addressed with a conduct requirement, an alcohol treatment requirement is not required. This shows little understanding of the theory behind addiction and relapse.
- Some Conduct Requirements are difficult to enforce. For example, requirements are still being 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, 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 – see above.
- 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 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 continues to be 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’.

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.

There are issues with access to services in some of the more remote parts of Highland. For example, the CPN (Addictions) service in the north of Skye where intervention for offenders assessed as having serious alcohol issues is limited to one session. However, there is an ongoing dialogue with NHS Highland to address this.

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.

Social workers comment that a lot of the supervision requirement work is focused around building resilience, self-esteem, confidence, managing loss and transition, liaising between other agencies, internally and externally, and generally working on self-awareness and insight, relationships, emotional regulation etc.

During 2013/14, and following the outcome of an internal review and PSIF exercise, the new substance-related service, amalgamating all funding-related services into one team managed by the Team Manager (Substance Misuse), has become well established. The newly formed team provide group and 1:1 interventions and offer for the first time a service to offenders subject to a CPO with a drug and/or alcohol requirement.

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.

In line with the key recommendations of the Commission on Women Offenders, CJS implemented 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.

- A Social Worker works 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 allows for consistent

service delivery built upon best practice and includes Criminal Justice Social Work Reports and a throughcare service to women during their prison sentence.

- Located in the newly established substance misuse team, there is ready access to 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 are developed and implemented consistently.
- A weekly forensic mental health drop-in session has been established.
- Following a successful bid to the Scottish government, an integral part of the programme is a day spent each week with the Forestry Trust at Abriachan.

COMPLETED BY: James Maybee

DATE: 28 October 2014

CONTACT FOR QUERIES ABOUT THE REPORT

Name: James Maybee

E-mail: james.maybee@highland.gov.uk

Telephone: 01463 703475