

To: Directors of Social Work
Criminal Justice Social Work Managers
CJA Chief Officers
Margaret Anderson, ADSW
Anil Gupta, COSLA



Our ref: LJ/02/2013

23 September 2013

Dear Colleagues

COMMUNITY PAYBACK ORDERS: ANNUAL REPORTS **National Guidance provided by Scottish Ministers**

Introduction

1. This circular, LJ/02/2013 provides revised guidance to local authorities on the requirement to submit an annual report on the operation of the Community Payback Order (CPO). It replaces circular JD/5/2011 issued on 21 November 2011.
2. This revised guidance has been agreed with the Association of Directors of Social Work (ADSW).

Purpose

3. Section 227ZM of the Criminal (Procedure) Scotland Act 1995 imposes a duty on local authorities to submit annual reports on the operation of the CPO (see **Annex A**). This provision was commenced on 1 April 2011. This means that the "reporting year" specified in the Act coincides with the financial year.

Fulfilling the requirement

4. Circular JD/5/2011 explained that local authorities would be expected to fulfil the requirement in two ways:
 - (i) by continuing to submit statistics for each financial year to the Scottish Government on the operation of community sentences in their areas; and
 - (ii) in addition to these statistics, by providing a narrative account of the implementation and operation of the CPO in the financial year to which the statistics refer.
5. Local authorities are still to fulfil the requirement in these two ways.

Review

6. Local authorities provided narrative accounts for the first time last year, and the Scottish Government published the first CPO Annual Report, summarising these narrative reports, on 21 December 2012.

7. Following this, officials in Community Justice Division undertook a review of the process, looking in particular at the volume and range of information which had been provided by local authorities. This review concluded that the process could be made clearer, simpler and less onerous for local authorities by revising the information requested, and providing a template for completion.

Narrative accounts

8. Therefore from 2012/13 onwards, the narrative account should cover the following revised range of issues:

- a description of the types of unpaid work projects and activities which have been carried out;
- the total number of unpaid work hours completed during the year;
- information that helps to demonstrate how communities benefit from unpaid work, for example that could include:
 - examples of the total number of hours spent on specific projects/activities (e.g. in last year's report one local authority indicated that 2,522 hours of unpaid work upgrading community sports and leisure facilities);
 - numbers of facilities which have benefited during the year e.g. the number of church halls; care homes; schools; parks and beaches etc.
 - examples of work which has been done in partnership with local or national organisations and agencies e.g. Historic Scotland, Rotary Club, Sport Scotland etc.;
 - Examples of work with a direct immediate personal benefit, such as winter weather-related work.
- if available, quotes from offenders and beneficiaries about the impact of the unpaid work on them and the community;
- a description of the kinds of "other activity" carried out as part of unpaid work or other activity requirements;
- a description of what activities were carried out to consult prescribed persons and organisations, pursuant to Section 227ZL of the Criminal Procedure (Scotland) Act 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;
- a description of the 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;
- details of 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; and
- any other relevant information e.g. a description of other work being carried out with offenders on CPOs which does not fall into the category of a requirement but nevertheless contributes to addressing offending behaviour.

Template and Timings

9. The template to be completed is attached at **Annex B**. This should be submitted to the Community Justice Division of the Scottish Government by the Director of Social Work or Chief Social Work Officer of the local authority no later than 11 November following the end of the financial year to which the report refers.

Publication

10. The Scottish Government will arrange for a summary of the narrative reports to be laid in Parliament in accordance with section 227ZM (3) of the Criminal Procedure (Scotland) Act 1995.

11. Whilst there is no statutory requirement to do so, local authorities can make separate arrangements to publish their narrative accounts in full. However, there is a requirement that any report, or any reference to the contents of a report to be laid in Parliament, should not appear in the public domain in advance of that report being laid. Therefore, publication by local authorities should not take place in advance of the Scottish Government's summary of the narrative reports being laid in Parliament.

Enquiries and further information

12. For enquiries or further information on this circular please contact me on 0131-244-4259 or email CPO@Scotland.gsi.gov.uk

SUZANNE LYLE
Community Justice Division

*Annual reports on community payback orders***227ZM Annual reports on community payback orders**

- (1) Each local authority must, as soon as practicable after the end of each reporting year, prepare a report on the operation of community payback orders within their area during that reporting year, and send a copy of the report to the Scottish Ministers.
- (2) The Scottish Ministers may issue directions to local authorities about the content of their reports under subsection (1); and local authorities must comply with any such directions.
- (3) The Scottish Ministers must, as soon as practicable after the end of each reporting year, lay before the Scottish Parliament and publish a report that collates and summarises the data included in the various reports under subsection (1).
- (4) In this section, “reporting year” means—
 - (a) the period of 12 months beginning on the day this section comes into force, or
 - (b) any subsequent period of 12 months beginning on an anniversary of that day.

ANNUAL REPORT TEMPLATE

A template for local authorities to complete is attached overleaf.

Please populate with information as requested. Include the name of the local authority and the financial year which the report covers.

Please note that there is no limit to the amount of text that can be included in each box. These boxes can be expanded as necessary.

Please use the final box in the template to include any additional information not already covered by the previous sections.

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2014/15**

LOCAL AUTHORITY: **HIGHLAND**



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 during the year was 43,392.

Skye & Lochalsh:

- Refurbishment of footpaths within local authority burial grounds in association with the Community Services department of the council
- Installation of new seating area for clients attending a local resource centre in Portree
- Building and installing new planters for Portree Community Council
- Footpath refurbishment for Dunvegan Community Council
- Nominal winter gritting for a resource centre in Portree
- Providing labour assistance to the local handy person project within Skye & Lochalsh
- Internal painting to local village halls
- Providing kitchen assistants to help with duties within a local mental health charity
- Grass cutting and grounds maintenance for charities and community councils within the Skye & Lochalsh area
- The above works carried out provide a service to the communities as the tasks would not be able to be completed due to financial pressures with the various organisations and a lack of available manpower and expertise
- The footpath works within the burial grounds now allow the local authority to manage the paths as and when required and not allow them to deteriorate to the extent before CJS became involved

Sutherland:

- A significant list of residential and community halls in need of regular grass cutting/gardening over the summer period. The work carried 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
- Firewood/kindlers – delivering large bags of kindlers to elderly people in the local community that have solid fuel central heating in the winter months.
- Painting external benches – sanded and treated external benches with several coats of paint in Bonar Bridge for the local community, which had fallen into disrepair over a significant period of time.
- Path Clearing – winter project which took approximately 3 months to complete. Station & Pilgrim Walk in Dornoch and Embo were overgrown and in need of path widening. This is an on-going project which needs attention in the summer months when most of the growth occurs regarding trees, bushes, grass, etc. Dornoch and Embo communities have benefited greatly, which also helps with tourism as the path is now used regularly by tourists and locals alike who can enjoy better views of the golf course and the Firth also.

Caithness:

- Throughout last winter the scheme took into the workshop most of the picnic benches in Caithness and refurbished them. This involved replacing damaged legs and tops and repainting the benches (c. 30 benches in total).
- Refurbishment also of most of the memorial benches that have been donated over the years. Some of these benches were in a poor state and benefited immensely from the work that was done on them (c. 16 benches in total).
- Both sets of benches are a valuable community asset and are used by all in the Caithness area as well as 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 was asked to paint more of the inside of the cottage and outbuildings following on from the successful work that was done in the previous year. 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 in a variety of different areas is undertaken. This involves cutting areas of grass and cutting sides of paths. This is of benefit to all in the community.
- Furthermore grass cutting and cutting back bushes was undertaken in a number of gardens for needy individuals.
- About 25 days in the year was spent picking up litter all over Caithness and this is to the benefit of all.
- Painting railings for the Pipe Band Hall in Wick.
- The Painting fences for a nursery school in Thrumster and Wick. This activity took about 20 days to complete.

Ross-shire:

- Regular work in Alness consists of Grass Cutting, Hedge Cutting, Tree Pruning and a very popular service where Lawns are removed and replaced with a Weed Suppressing Membrane topped off with Gravel. This creates a “maintenance free” garden.
- Grass Cutting for Ross Memorial Hospital in Dingwall and the new GP Surgery at the Hospital. Shrub/Tree Pruning and maintenance of the Hospital’s Garden Furniture. The Hospital are very happy with the work and 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 NHS is saving money in Contractors fees and this must run into several thousand pounds of saving.
- ‘Free’ wood is sourced from a sectional building manufacturer locally. This allows us to build Picnic Benches, Park Benches and Raised Bed Boxes for plants etc. The Picnic Benches are supplied to a Local Charity shop and are then sold to the general public. These have proved so popular that the Charity Shop have put their prices up due to demand and are easily able to charge £175 per bench.
- The Wester Loch Ewe Trust near Poolewe is supported where a Museum has been set up in the disused Inverasdale School. This is a very popular venue for Tourists and locals alike and a Picnic Bench and half Whisky Barrels for the Museum Café have been supplied.
- The unit is closely involved with Evanton Community Wood Project. This wood is part of a Community Ownership Scheme set up in 2012. Our work has involved many hundreds of hours spent working in the woods clearing paths, building bridges and clearing dangerous wind-blown trees which were resting against other trees. These trees are brought back to the workshop for processing into Firewood which is then distributed throughout our area to Elderly and Disadvantaged people on a weekly basis. In conjunction with the Evanton Community we have been able to open up access to the wood for all to have better access and to enjoy the wood
- The installation of an “Eco Toilet” in the woods for the benefit of all who visit the Woodland. This involved digging large holes (many tons) to create the filtration system required before laying the concrete base on which to mount the Eco Toilet itself. This was purchased at a cost of approx. £8,000. The money was sourced from donations to the project from

Windfarms, local Businesses etc.

- Approximately 250 man hours have been spent clearing bushes and bracken from a footpath which runs beside the Avern River. This path not only provides access for fishermen and cyclists but is the main thoroughfare to access the College Building which is located on the other side of the extremely busy A9 route. The local Community Council whom we support whenever possible requested this.
- We continue to work closely with local Schools and are working at the moment to supply 6 Picnic Benches and a Raised Bed planter which will allow wheelchair bound children access to plant seeds and plants so they can learn about growing and caring for them. This work is for Ardross Primary school. Two days were spent in the Playground clearing debris, windblown soil from the fields etc. which was blocking drains and causing flooding of the playground and saved the school considerable money.
- Reacting to a cry for help from a disabled lady in Contin who had paid a “contractor” many hundreds of pounds to cut down and remove a very large tree from her back garden. As she had paid them first in cash they simply cut the tree down and left “to get more petrol” and she never saw them again. Unpaid work removed all the branches which were donated to the local upcoming bonfire. The tree was cut into sections and brought back to the unit for processing; the lady has been added to the list of beneficiaries of log deliveries.
- As a result of a meeting with Maryburgh Community Council, carrying out painting work to the exterior of the Community Hall and also a large storage container was completely re-painted. Also pruning and maintenance on the flower beds in Maryburgh. This project was much appreciated and completed in early March.
- Two garden benches were made which would be sited at Kilmuir Church Cemetery. These were made using donated wood which was machined to the required dimensions and painted with the requested colour of wood stain. Some new concrete slabs were re-laid to sit the benches on.
- Heavy involvement in Tree removal. This was due to high winds experienced and being able to react very quickly to requests from the general public, Community Council and Councillors. These trees were then processed’ and then delivered to Elderly and Disadvantaged people throughout the area.
- Following a meeting with members of Avoch Community Council it was agreed to help with the clearing of the “Sheltie Burn” walk which runs from above Avoch down through the Village to the sea. Sign posts were erected, which were concreted in place and cleared bracken/broken branches from the edge of the burn. This work was carried out when the burn was down to a trickle to satisfy H & S concerns. By carrying out this work this stops any chance of branches/bracken being carried downstream when the burn is high and blocking bridges and drains causing flooding.
- Building a shed for a woman in Invergordon who needed this for her Mobility Scooter. Drawings were done and the costing of the materials required to complete the shed. She was delighted with this as the total was £200 and she had been quoted £800! The clients enjoyed building this and learned a lot, including concrete work, joinery and felting the roof.

Inverness, Nairn, Badenoch & Strathspey:

- 120 projects individual projects were completed, including:
- Garden Landscaping – changing to low maintenance gardens, removal of lawns, trees, shrubs etc. and sheeting and chipping areas.
- Shed and Garden fence erection and fence painting.
- Ongoing gardening work done such as grass cutting and weeding.
- 3 projects working with The Highland Council, Cairn and Albyn Housing Associations. This involved communal garden projects and for individual tenants.
- 11 Projects were undertaken with Community Councils. These included maintenance of village squares, park landscaping, fence erection and painting and making benches and

picnic tables.

- Requests from the Highland Council Rangers Service. For example, the clearance and cutting back of gorse on Right of Way paths (c. 370 hours).
- In the workshop, a number of items are made. For example, 16 picnic tables, 10 tables, 25 benches for Community Councils, Care Homes and nurseries. On average it takes about 80 hours for a large picnic table to be produced. Other items include Water fountains, wishing wells, planters and bird tables.
- Work was done in a number of schools and nurseries, including Hilton, Central Nairn (Primary and Nursery) Foyers and Inshes.
- Following a request from InvernessTown councillors, the repair and repainting of the railings from the Ness Bank Bridge to the south end of the islands was completed. Materials were provided from the Common Good fund. This was a very visible and high profile project and 663 UPW hours were completed.
- At the Bruce Garden Mental Health Drop-in Centre in Inverness in partnership with NHS Highland and Jewsons (material suppliers) work was started on fencing, paving and establishing 2 garden sites, including making furniture (1376 UPW hrs).
- Significant monies were raised for charity (£1,670) through building garden furniture built from recycled wood donated by local builders. The Charities are the Archie Foundation, MFR Cash for Kids and the Highland Hospice.
- Logs and kindlers are supplied to older people and regular Community and Charity Grass cutting duties are completed.

Lochaber:

- Plantation project: this was an extensive project due to the size of the estate – the Plantation is the name of a housing estate in Fort William – undertaken through The Highland Council Housing and Maintenance service and involved:
 - Removal of fencing no longer required and ensuring a retainer is in place as and where needed to uphold banking.
 - Clearing of weeds and grass from paths and stairwells throughout the plantation estate.
 - Cleaning of aluminium safety rails of general grime.
 - Removal of prickly bushes deemed to be a danger to the public.
 - The main beneficiaries to this project were the Community of the Plantation who were involved in the discussions along with the Housing and Operations managers from the Highland Council.
 - The total number of hours spent on this project was 672.
- Japanese knotweed project: this was the 2nd year work has been undertaken with the Fisheries Trust for Lochaber. The project involves the stem injection of the knotweed ensuring the safe use of pesticides and this year another person on a Community Payback Order qualified in this area. The success of last year's work became apparent when the project started up again. All safety clothing, equipment and pesticides were supplied by the Fisheries Trust who had applied for a grant to help purchase all the equipment required for the safe application for stem injecting.
 - Beneficiaries of this project were the Fisheries Trust and the people who live along Achintore Road in Fort William who had no idea how to tackle such prolific weed.
 - The total number of hours this year was 210.
- Colonel John Cameron Monument: this was a project undertaken on behalf of the Historical Society who had been given a small amount of funds to help clean up the tall memorial in readiness for the 200 year celebration of the Battle of Waterloo. The Historical Society organised the monument to be cleaned by a specialist contractor whilst the manpower of the people on Community Payback Orders carried out extensive clearing of the area and the adjacent graveyard, of trees and bushes, also the laying down of several tonnes of gravel around the monument and small car parking area.

- Beneficiaries of this project were the Historical Society and the communities of Killmallie and Corpach.
- The total number of hours was 126.
- Craig's Cemetery Commonwealth War Memorials: this project was undertaken for The Highland Council Community Maintenance Team who had asked for help in making this cemetery more presentable in its appearance as it lies on the A82 main road going through Fort William. The project involved the cleaning of a wooden picket fence approx. 60metres long and then painting it with wood stain; this process had to be done twice to give it the desired look of presentation. Also, there were 3 x Iron Gate sets that had to be cleaned down then wire brushed as pre-treatment prior to being primed with anti-rust paint and returning to paint the gate sets black with silver points.
 - The beneficiaries to this project were the community maintenance teams of The Highland Council and the people and visitors to Fort William – this is in a part of Fort William that is highly visible and cannot be missed by anyone passing through the town.
 - The total number of hours was 273.

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

Below is an analysis in relation to Unpaid Work. The analysis is based on the following:

- Statistics from CareFirst System for 2014/15
- Unpaid Work Project Feedback Questionnaires 2014/15
- Unpaid Work Offender Exit Questionnaires 2014/15

Statistics

The following is a brief outline of the key statistics produced for the Unpaid Work Teams in Highland Criminal Justice Service for the period 2014/15.

Table 1: Unpaid Work – Quarter by Quarter Statistics for 2014/15

Statistics By Quarter 2014/15	Q1	Q2	Q3	Q4
Order Served within 1 working day	58%	58%	60%	58%
1st Interview within 1 working day	59%	63%	64%	63%
Induction within 5 working days	76%	66%	69%	71%
% Placements within 7 Working Days (UPW Only)	74%	63%	66%	63%
Average number of hours per week taken to complete UPW	3.9	4.4	4.6	4.6
Sum of hours of successfully completed unpaid work orders in the last quarter.	11307	8364	9056	7909
Breach Rate for CPOs (Unpaid Work Only)	9.52%	10.31%	4.30%	4.50%
Total Number Level 1 unpaid work/other activity requirements made during the	57	63	81	92

last quarter				
Total Number Level 2 unpaid work/other activity requirements made during the last quarter	50	42	56	59

Statistics – Key Points

- Unpaid Work orders served within one working day of date of disposal have remained fairly static throughout 2014/15 at approximately 58%. A slight increase of 2% was experienced in quarter 3.
- Unpaid work orders first interviews have improved by approximately 4% on average from quarter one 2014/15. However, it should be noted there is a 4% to 5% difference in first interview and order served results. One contributory factor may be delays in issuing the order from the Courts. Consideration should be given to including date order received within the forthcoming Unpaid Work quality assurance file reviews to determine the cause of this delay.
- Approximately 74% of inductions took place within five working days for Unpaid Work orders in quarter one 2014/15 as compared with 63%, 66% and 63% for quarters two, three and four respectively.
- Percentage placements within seven working days of date of disposal have declined by approximately 11% between Quarter 1 and Quarter 4 2014/15.
- In terms of volume of orders, total numbers of level 2 orders have remained fairly static whilst there has been an increase in level 1 orders.
- An increase in average hours per week to successfully complete orders is also evident.

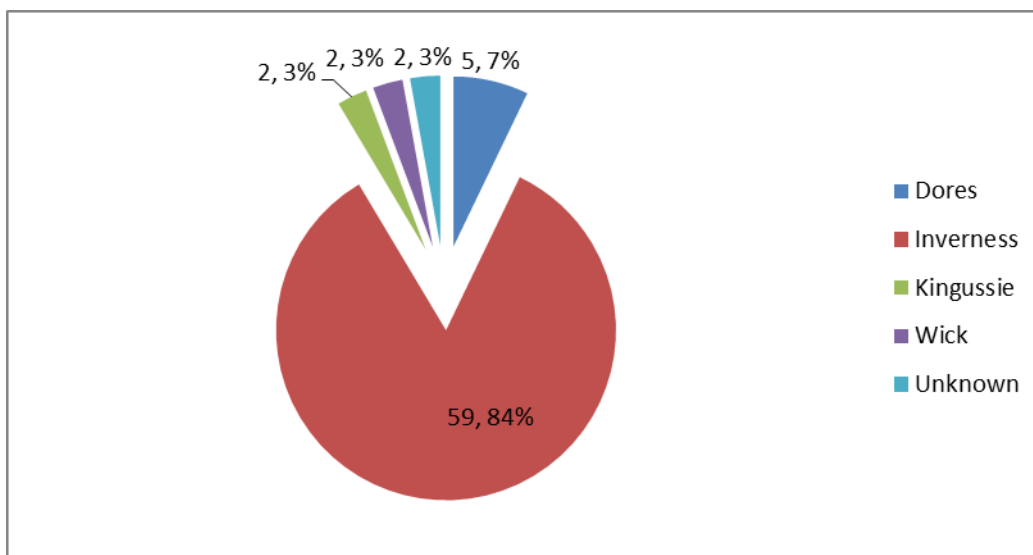
Unpaid Work Projects Analysis

- A total of 70 Project feedback forms were received during 2014/15.
- Some forms contained feedback relating to more than one project undertaken for the same individual and therefore the total number of projects does not correlate with the total number of forms received.
- Therefore, the analysis is based on a total of 104 projects as opposed to 70 feedback questionnaires.

Geographical Breakdown

The following pie chart demonstrates the geographical breakdown of Project questionnaires received during 2014/15.

Chart 1 – Project Questionnaires received 2014/15 – Breakdown by Area

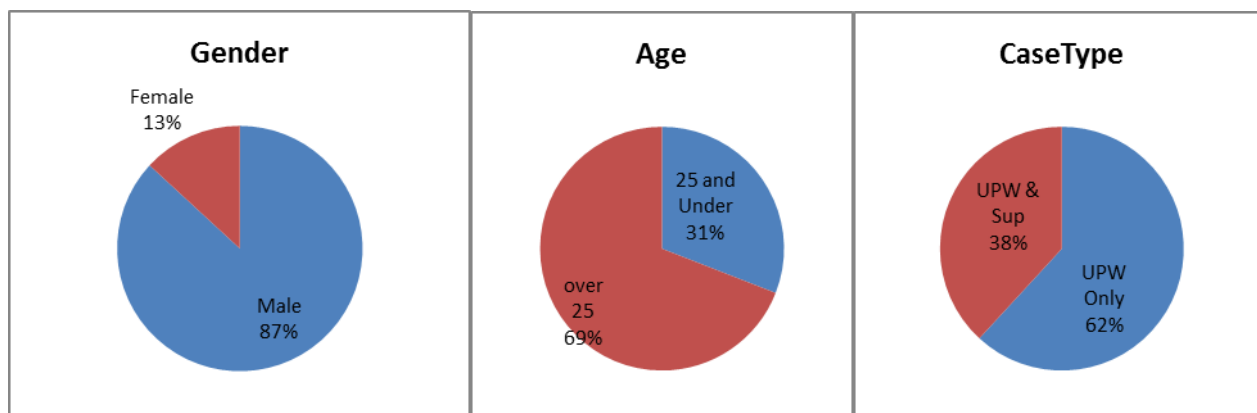


As can be seen from Chart 1 above:

- The overwhelming majority of Project questionnaires were received from the Inverness Unpaid Work Office with very few from offices out with Inverness. The low response rate from offices out with Inverness makes any kind of geographical analysis meaningless.
- The policy and procedures for consultation with offenders (e.g. exit & beneficiary questionnaires) have recently been reviewed and approved by the Criminal Justice Management Team. The Research Officer will work with Unpaid Work Teams throughout Highland to improve response rates particularly in those offices out with Inverness.

During 2014/15, a total of 152 forms (unpaid work exit questionnaires) were received and recorded for analysis.

Feedback Profile Information



Unfortunately, geographical breakdowns cannot be given due to a recording error which will be addressed for the 2015/16 analysis. However, patterns identified are reflective of all geographical areas and teams.

Key Findings

Information Provision & Support

- Approximately 97% of offenders felt that the information they were given at the start of the order told them what they needed to know.
- In terms of the quality of support from Unpaid Work Supervisors, 96% felt that they had received good support with only 1% stating they had not. The remaining 3% were unsure. This results in both points above are at the same levels as the 2013/14 results.

Skills & Achievements

- In terms of developing new skills, 46% felt they had acquired new skills – an increase of approximately 7% as compared with 2013/14 figures. A total of 46% felt they had not and the remaining 8% were unsure.
- When asked if there have been any personal achievements for the individual during unpaid work only 36% felt they had – a slight decrease as compared with 2013/14 of approximately 3%. The remaining 64% stating “no” or that they were “unsure”.
- When asked to consider if the unpaid work experience was an experience that may help give the individual something positive to talk about in an interview, 47% felt that yes it was which is in line with 2013/14 data. Approximately 13% stated “no”, 13% “unsure” and the balance of 27% stating the question was “not applicable”.

Behaviour & Attitude

The following table demonstrates the percentage responses to questions around attitude and behaviour specifically in relation to confidence, relating to other people, routine and being organised.

Table 6: Offender Feedback – Behaviour & Attitude

	Much Better At It	Little Better At It	No Change
More confidence around others	43%	18%	35%
Learned to get on better with people I don't really like	39%	25%	36%
Getting up in the morning and into a routine	38%	18%	44%
Being ready for work	39%	13%	48%

As can be seen from the table above there were significant improvements across all four attitude and behaviour areas with confidence being the one area that improved more than the others. It should be pointed out that **both** unpaid work and supervision may well be contributory factors in these improvements given that almost 40% of respondents were on conjoined orders.

Satisfaction

- When asked if they experienced job satisfaction from doing something well/hearing

praise for what they have done, approximately 88% felt they had – a slight decrease of 2% as compared with 2013/14 figures. Approximately 10% were “unsure” and 2% responded “no”.

- 93% were of the opinion that the work undertaken during an unpaid work order was worthwhile with 3% of the opinion that it was not worthwhile and 4% responded “don’t know”. This trend is similar to that for 2013/14.

Listed below are some Personal Achievement Comments from people on CPOs:

- “I benefitted from the work in the gardens as it gave me more experience in the work”
- “Tidy up church, took away litter”
- “I have learned to cut grass, help others and work as a team”
- “a good sense of workmanship”
- “Helped my anxieties, & realising helping the community is very rewarding, will be doing more even though my order is finished”
- “Happy to help the community”
- “Stop drinking”
- “Paying back the community”
- “Relaxed a lot more, better team work”
- “Happy with the work done”
- “How to use a lawnmower”
- “How to do gardening, sanding benches”
- “Working hard for nothing can be a personally rewarding experience”
- “I survived the on slaughter”
- “Going to work again, hopefully leads to full time employment”
- “help prove I could get on with things and back to work”
- “to work as part of a team & communication also”
- “job satisfaction, helping the community”
- “got more motivated”
- “pride in work & helping community”
- “Working with great people lol!”
- “Coming back to do dry stone dyming with APEX”
- “Confidence, friendships and my new skills”
- “First Aid Course”
- “I’ve learnt how to do a day’s work without going home, also learnt basic steps on how to build a wall”
- “Have still kept hours as a volunteer in a charity shop”
- “Work with different people”
- “Meeting new people and making new friends as I didn’t know anyone in Thurso/Wick”
- “Painting & Decorating”
- “Gardening and felt achievement when I helped an older lady”
- “learned some new skills”
- “done some nice things for the old folk”
- “team work”
- “I learned how to pain benches and did a good job at it”
- “Cutting grass for the elderly”
- “learned practical things that I would almost certainly never learned otherwise”
- “new skills didn’t know before”
- “good work experience”
- “better at painting”
- “First Aid Course”

- “I got more moral and get up and motivated”
- “meeting new people and seeing satisfied customers”
- “helping the elderly”
- “got to make things and do stuff for old folk”
- “good bunch of lads and supervisors learned to do all sorts etc.”
- “I learned how to work well in a group”
- “Gardening work”

A number of general comments were also received:

- “I would like to thank the supervisor’s for the help they would give me always there if help is needed. Also found it easy to speak to them, their advice helped”
- “Thank you very much. It was of great benefit. To my local community’s. Thanks also to my supervisors”
- “I have actually enjoyed my time here. Meeting lots of different people. D*** was a very tolerant, patient and great supervisor. M***** is a really nice person too.”
- “unpaid work was good and far much better than getting the jail”
- “When in garage when weather was wet there was not enough work, meaning we were standing about all day doing nothing. Need more work in workshop?”
- “It would be more suitable to have a clean area at the workshop for eating.”
- “As a painter I enjoyed helping with that jobs that involved painting.”
- “Rodney was a good help to me on this order”
- “aye won’t be back!!!!”
- “I did enjoy working around my workforce; I did find my supervisors excellent to work for. K**** especially was fair, friendly helpful manner to work for.”
- “Had a great time and the supervisors were really nice people, Enjoyed it but won’t be back”
- “Thank you for the experience it has been rewarding helping the community indeed.”
- “It’s been an experience that will help me with further life opportunity’s”
- “The supervisor are very good at motivating the worker, I was paired with D***** most shifts and he was fantastic”
- “My supervisor made me feel confident at the work I was doing and helped me feel part of a team.”
- “had lots of experience and fun “
- “very good experience”
- “I found unpaid work rewarding & very worthwhile I also found my supervisors very helpful, considerate and treated me as a human not a criminal, I would volunteer for some projects that they get involved in as I can see a real benefit.”
- “Work with the supervisors 110% better than previous times, a credit to your work force “
- “enjoyed grass cutting”
- “Thought 130 hours was too severe a sentence plus 2 years ban the fiscal should watch police interceptors, people get less for a lot worse”
- “Found that the supervision very good, very good at explaining jobs to be done organising tools to do job safely on the year I’ve been on community service the supervision was excellent.”
- “Really enjoyed learning new things, it’s a good laugh if you end up in a good team.”
- “I am not the only person that has done something wrong, the supervisors are great at telling the teams to work as a group. They do not hold what you have done against you & take each person as they find them. Good work guys!”
- “It was good working alongside D***, D*****, I enjoyed the work I was given and good to offer help to others, hope to move forward. PS thanks to staff for all help & support.”
- “a very worthwhile service to the community “

- “I think my time at community service has been worthwhile. Supervisors need to be more of a team. Confidentiality a bit of an issue, clients are aware that there is conflict between supervisors. “
- “Alness community service helps you out and its good ppl working.”
- “grass cutting, strimming, cleaning after”
- “Glad to have finished and will not be returning, it has benefitted me a lot.”
- “supervisors very helpful & social work team always happy to discuss any concerns”
- “Every one that I worked with was good”
- “During my time on Community Service, I got on well with all my supervisors and got a lot of support dealing with my past experiences and problems that happened to me - hence the reason I had my Community Service Order!”
- “It would be better if more boys gained qualifications on C.S.....”
- “Thank you to all supervisors for giving me an inspiration in life and letting me have that second chance I know I messed up at first, but I am glad I finished my order and I am truly thankful to all supervising officers for the emotional support as well thanks guys! Alness community service workers I’ll miss you – thanks”
- “Good supervision, staff were all friendly & treated everyone equally & fairly on the whole a good experience.”
- “I enjoyed working with D*****, I will miss working here.”
- “Thank you very much.”
- “I would like to thank all the supervisors for helping me with me completing my order and wish them well. Thanks”
- “Many thanks for helping me complete my sentence in a bearable manner. Thank you. “
- “The supervisors are really helpful”
- “thanks again for giving me another chance, 100% better than the jail”
- “Thought my time on unpaid work, apart from learning from my mistakes I have made a lot of good friends, Both with the other guys and supervisors specially B**, R**, and T** who made it a pleasant place to work in and were supportive all the way, Likewise with T**** and J***** S*****.”
- “I liked working with B** because he had the patience to show me how to do the job right and properly “
- “All supervisors were good to work with and always there to help and assist; that it has been good to help the elderly and less fortunate during this order. It is frustrating at times when others don’t work hard and pull their weight but I always worked hard as that is just the type of person I am.”
- “One supervisor I’d like to say thank you to for helping me with my community work is D***** M***** because he was an appropriate person to explain things and help me learn new skills and also helped me with future ideas to benefit me.”
- “I felt good at the end of each working day that I gave something back to the community and I have learned a lot from my time at cs.”
- “the supervisors were top class”
- “I enjoyed my community payback order, chopping logs & delivering them to the elderly. Supervisor was good too. Great feeling knowing I helped keep the elderly warm this winter”
- “been an experience (good one) “
- “I enjoyed CS and I have learnt new skills which I hope will benefit from later on in life”
- “enjoyed work experience and working with M***, very good guy M*** H*****”
- “It’s been a good journey, One I’ve fairly enjoyed myself if there was more supervisors like A**** and K** it would be a far better place to work in :) “
- “I feel I have been given a second chance to change my path in life it’s been a great gift I got to change”
- “enjoyed completing my 120 and giving something back to the community”

- “Would like to thank all the staff for help and support”
- “I had an awesome time at community service & enjoyed getting the banter with everyone”
- “the 'teachers' are really great”
- “Thank you so much”
- “The paths within the cemeteries are looking really good now considering the mess they were in before we started”

Quotes from Beneficiaries:

- “The work carried out in the hospital will be beneficial to patients and their relatives, the benches, tables etc. looks great, improves garden”
- “ We are very grateful for the help given by Community Service as many projects would struggle to get off the ground without this additional support”
- Unpaid Work Scheme Culduthel Team
- “The work was completed to a very high standard; they even made suggestions how to further improve my garden. The team were very polite & lovely to chat with. I was always kept informed of who would be here and when and also the progression of the tasks”
- “Work completed to a high standard, I must say all the men were very well mannered & worked so hard. More than welcome back”
- “The glenelg community council wish to express their deepest thanks for the help with the cemetery and the work carried out at the war memorial”
- “A sincere thank you to (the) team at Alness Comm service. A most helpful and friendly service. The benches will be of great benefit to many families who visit the Cemetery”
- “I appreciate the work done by (the) team at Alness Comm Service in cutting my hedges for me. Always a friendly and willing team”
- “ A very sincere thanks for all the help and support your team have given me over the last few difficult months”
- “Hi, a few lines to let you know the kids are delighted with the Picnic Benches your team made for the playpark and for the kind and generous way you dealt with us”
- “Thank you very much for making the two picnic benches for us” (Fortrose Pre-School)
- “A very big thank you to you and your team for the donation of the Picnic Bench. This made a very good price and helped us raise £1,036 on the day for McMillan Nurses”
- “Thank you very much to your team for cutting my grass and also in coming to my aid when my car broke down many miles from home. D***** and his team went for some water and filled my engine again and the followed me home some 4 miles to make sure I was ok”
- “Having the work carried out in the hospital will be beneficial to patients and their relatives, the benches, tables etc. looks great, improves garden”
- “We are very grateful for the help given by Community Service as many projects would struggle to get off the ground without this additional support”
- “I would like to thank yourselves B**** and his crew worked very hard to please, would certainly use them again”
- “The team were very exception workers a very nice hard working bunch of lads”
- “Very happy with the work they were great and friendly”
- “Job very well done - much appreciated! The lads were very friendly”
- “The work was completed to a very high standard; they even made suggestions how to further improve my garden. The team were very polite & lovely to chat with. I was always kept informed of who would be here and when and also the progression of the tasks.
- I was very impressed with how organised they were working as a team. They all seemed happy & it was a pleasure to have them round.”
- “B**** is a lovely man & supervised the men wonderfully. They all seemed obliging.”
- “Mr M***** seemed to get the best from the men working for him. He's a wonderful man and a pleasure to have in your home. I would be delighted to have work done again by the workers.”

- “I was very happy with the work carried out by D****’s team – thank you so much.”
- “I’m not able to accomplish certain jobs & financially not able to employ commercial workers – thank you”
- “I’d just like to say I never had any problems with them and any contact I had they were perfectly polite and well supervised”
- “Very nice crowd of workmen”
- “I’d like to take this opportunity to thank everyone for the work carried out – they made a fantastic job of my garden!”
- “They did a fantastic job – which I couldn’t have done due to my bad back”
- “They did a really great job & welcome back any time!”
- “Fantastic! I’m very happy, would really like to keep an eye out for my garden please - thank you”
- “Very helpful, their help gave me a head start on other commitments”
- “The crews & supervisor were very good, just saying thanks doesn’t seem enough but thank you, thank you”
- “I would be really happy to have more work done as they work really well & the standard is excellent. The boys were very polite & worked hard at all times, overall a good team.
- This help has been of great benefit to myself & my family, I’d be grateful for more help finishing my garden.”
- “A very happy & helpful bunch of lads”
- “I cannot speak highly enough of B**** & his boys. They work hard, they’re lovely & polite - a great bunch of lads. Thanking you for all your help!”
- “The standard of work done was excellent and no time was wasted – I was amazed at how quickly they carried out the work & so cheerfully! The supervisor has a good working relationship with them and they completed all tasks happily.”
- “(The) team of lads did a very good job & I have more needing done to make it easier for me to manage & keep tidy! All the lads who worked here were very pleasant & polite – I’m grateful to them.”
- “Very Happy”
- “The workforce was very good & helpful. They worked hard & to a high standard – I’m very happy.”
- “Boys very polite & helpful”
- “The boys worked very hard & I’d like to say thanks for removing the tree”
- “I found (the) team did an excellent job & worked very hard. I’d be more than happy to have work carried out again.”
- “The work carried out was to a very high standard which makes my garden a pleasure to look out on. B**** supervised his team in an excellent way & the boys were very polite & mannerly.”
- “They worked quickly, efficiently & to a very high standard.”
- “I’d be very happy to have more work done in the future as the men knew what they were doing & did it so quickly with no mess or fuss; they were very pleasant & helpful.”
- “Did a very good job”
- “I went out with teas & coffees & they were so polite. The work I had done looks very professional – (the supervisor) is very good to his team.
- “D**** was very helpful”
- “We would welcome back the group at any time to assist with community works”
- “Very grateful to (the supervisor) and his very hard working team for the beautiful job they made of my garden – thank you”
- “(The) team were very pleasant, polite & they worked hard. I was very impressed with their standard of work & the leadership – he’s quick to build rapport with the lads”
- “Work is well done; (the supervisor) deserves a medal!”

- “Good quality of work”
- “(The) team all worked very hard & were very polite – a great job done by all. They even cleared up afterward; I'm very pleased with the work.”
- “Delighted with the work done & very appreciative of the way it was carried out”
- “The men were pleasant & mannerly. I would have them back again - they insisted on cleaning up after themselves & couldn't do enough to help!”
- “I would be happy to have the boys back – they did a great job, are well mannered & were great. They got on with the work & did not bother me at all.”
- “We'd be very happy to have them back to help as our community is aging & struggles with these tasks. It's been much appreciated & has really helped to improve the village.”
- “Very happy with the work.”
- “Thank you again for all your hard work, I'm very pleased.”
- “A great job beyond what I had expected, excellent work done - thank you very much.”
- “Very hard working & polite/pleasant bunch!”
- “Very happy with the work – it's been a great benefit/ help to me – thank you”
- “B**** & his team do a great job – everything is explained in what they were going to do & they were really well supervised”
- “I am very grateful to your organisation & (the) team. They were so well mannered & a hard working team.”
- “Happy with the group of boys and the work done. I think this scheme is a great idea – thank you!”
- “Thank you for your help (D****'s Team) – Very, extremely grateful”
- “All work carried out was to a very high standard, also since we are always 'time poor' the extra hands were invaluable. A big thank you to D**** in the workshop & for delivering the barrels.”
- “It was a very professional job – we're very happy with the results. (The) workers were so pleasant while they were with us.”
- “Excellent work done – I'm chuffed to bits – a happy bunny!”
- “A great team worked well together – fantastic team leader – he got the best from the team with good nature & jokes. It was good fun – but they worked!”
- “The guys worked well and cleaned up after themselves”
- “Work completed to a high standard, I must say all the men were very well mannered & worked so hard. More than welcome back.”
- “Very happy with the work carried out by these people – they were very tidy!”

These quotes are just a sample received from the form sent to beneficiaries asking for feedback and from the thank you cards (quite often accompanied by biscuits, sweets or homemade tablet which many send in). What is often overlooked is the value the elderly and disadvantaged place on the contact with them. Very often they live on their own with no family support and they value our visit, be it to cut their grass or deliver logs as unpaid work may be the first person to speak to them since the last visit. The people on unpaid work display a complete change when confronted by an older lady who wants to give them a cup of tea on a cold day and have a chat and the change and respect they show, which is very often buried very deep.

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

- There is a community project in Caithness called Pulteneytown People's Project this organisation 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 has worked closely with Apex Scotland in Inverness in creating a “Drystone Dyking” training facility. This saw some 12 individuals undertake a “Certificated” course on Drystone Dyking. This facility is available as and when funding is available to anyone as Apex have other non-CJSW clients attending too.
- Apex Scotland have also been used for alternative therapies, for example relaxation and acupuncture; employability, for example CV preparation work; and attendance on a SMART programme.
- Courses which allow people on unpaid work to gain a C.S.C.S card by completing a course held in an unpaid workshop. This Qualification is a “must have” for employment in construction and building sites.
- On courses for the Unpaid Work Supervisors to gain their Chainsaw Ticket, which complies with the relevant regulations, if spaces cannot be filled people on unpaid work have been allowed to complete the course as well.
- First Aid courses people attend and achieve a First Aid Certificate Qualification, including use of Defibrillators.
- Venture Trust has been used and also the Women’s Group in Inverness.
- Substance misusers have attended local agencies, for example Osprey House, Beechwood House or Alcohol/Drug counselling (as long as where it is a CPO with supervision there is no alcohol or drug requirement).
- A local Heritage Centre in Alness.

Increasing the use of “other activity” remains at the forefront of discussions. The feasibility of providing group work for “other Activity” in Inverness, by far the biggest unit, and trialling a brief intervention group for alcohol are currently in the planning stage. In Caithness, a supervisor will shortly complete a 1st Aid training course with the express purpose of delivering this to people on unpaid work as part of “other Activity”.

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.

- Community Payback Officers (CPO) attend local Community Council meetings across Highland regularly and/or write explaining about unpaid work and seeking suggestions for projects and there is regular correspondence with by telephone and e-mail.
- CPOs attend Ward Forum meetings regularly across Highland. Local councillors often assist with projects by financing from their own discretionary fund. Local councillors make requests for assistance to the Community Payback officer directly for their respective districts.
- Referrals for assistance come from NHS Highland home care service, Police Scotland, The Highland Council, community councils, local councillors and ward managers.
- Community Payback Leaflets are distributed at various service points and libraries in Highland to promote the service, including Doctor’s Surgeries, Heritage Centres and Care Homes – in short, wherever there is potential, e.g. leaflets have been left at the Police Station in Strath at Gairloch as this “doubles” as the Council Service Point; the Village Hall and Harbour Office in Ullapool; and Inverewe Gardens in Poolewe.
- The Community Payback Officer (Unpaid Work) has met with local Councillors and has.

- An annual bulletin on activity is sent to all Community Councils and Councillors every December in Caithness and this information is also published in the local press.
- Local lunch clubs and church halls are visited periodically, anywhere that CPOs consider they might meet with potentially suitable beneficiaries. This might involve dropping off leaflets or giving a short talk on the type of work that can be undertaken and giving a brief description of the circumstances required for them to meet the criteria enabling unpaid work to undertake their task.
- The Northern Community Justice Authority (NCJA) published a film earlier this year, Helping to Build Better Lives. The NCJA and partners produced this 35 minute film which provides a fascinating insight into the world of 'community justice' in the area. The film includes contributions from a wide range of partners/partnerships, some of the people they have been working with, and beneficiaries of Community Payback Unpaid Work in the community. This included extensive footage of the unpaid work unit in Wick and featuring the CPO and a supervisor.
- A number of positive articles in the press have been printed, promoting and publicising the excellent work undertaken. This included:
 - A half-page spread in the Inverness Courier on 2/1/2015 'Is hard graft in community service an appropriate alternative to time spent behind bars? – Offenders face Rigours of payback'. One offender was quoted as saying "I am learning a bit about joinery...It is definitely a better alternative to jail but I wouldn't say it is an easy option. They do work us quite hard here." A pensioner said "I really do not know what I (would) have done without their help...The guys were really helpful, they were just normal guys. They also had a sense of pride in their work."
 - In the John O'Groats Journal on 5/12/2014, a story entitled 'Work scheme tackles jobs nobody else wants – Offenders payback as they help improve communities'. The CPO was quoted as saying "The feedback from organisations which have benefited...has been positive and they said the offenders have helped to make a difference in their communities. We invite any type of community group or charity...to get in touch with us."
 - In the Inverness Courier on 1/4/2014, 'Church halls get much-needed facelift – Offenders give back to community'. One offender was quoted as saying "I'm now looking for jobs and hoping for interviews. It has boosted my morale."
 - In the Inverness Courier on 3/10/2014, 'Offenders' woodwork skills swell Archie Funds – 4 benches were donated and in return Kiltarlity Community Council donated £140 to the Archie Foundation.

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 following is a brief outline of the key statistics produced for in relation to Community Payback Orders (supervision and combined orders) for Highland in 2014/15.

Table 1: Community Payback Orders (Supervision) – Quarter by Quarter Statistics for 2014/15

Measure	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15
Open Cases - CPO Supervision	298	273	278	242
Open Cases - CPO Unpaid Work & Supervision	n/a	n/a	n/a	159
% Contacts within 1 working day	n/a	n/a	79%	64%
% Supervision Orders seen within 5 working days	72%	60%	76%	81%
1st scheduled supervision review for CPOs (Supervision) is carried out within 3 months of the date of disposal	33%	60%	62%	50%
Breach Rate for CPOs (Supervision Only)	7.05%	8.06%	3.20%	1.70%
Breach Rate for CPOs (Supervision & Unpaid Work)	n/a	n/a	n/a	13.80%
Total Number of Supervision Requirements made during the last quarter	64	63	69	79
Total Number of new compensation requirements made during the last quarter	2	3	3	4
Total Number of new Residence Requirements made during the last quarter	0	0	1	0
Total Number of new Mental Health Requirements made during the last quarter	3	0	2	2
Total Number of new Drug Treatment Requirements made during the last quarter	2	0	2	3
Total Number of new Alcohol Treatment Requirements made during the last quarter	13	12	17	11
Total Number of new Restricted Movement Requirements made during the last quarter	2	0	1	0
Total Number of new Conduct Requirements made during the last quarter	11	6	12	12

(For unpaid work requirements by quarter, refer to the table on page 11)

Key Points

- The percentage of contacts made within one working day of date of disposal is a relatively new measure in terms of the regular production of statistics within Highland Criminal Justice and therefore data has only been produced for the last two quarters of 14/15.
- The percentage of supervision orders seen within 5 working days of date of disposal (induction) has fluctuated throughout the year from 60% in quarter 2 to 81% in quarter 4.
- The counting rules for the measure of breach rates for CPOs (supervision only) were reviewed and revised during 2014/15 which explains the significant changes in this figure between quarter one and quarter 4. The quarter 3 and 4 figures are now more reliable and in line with authorities within the Northern Community Justice Authority.
- With the exception of supervision and unpaid work, use of the other CPO requirements was very limited. It is difficult to offer a clear explanation of this but is likely to be a combination of a lack of use by the courts and by criminal justice social work report writers.
- The number of alcohol requirements is very significantly greater than partner authorities in the NCJA. However, there is scope for a greater role by the CJS substance misuse team in

providing interventions.

There is also a view that if a Level 1 unpaid work and other activity requirement is made and there is no criminal justice social work report (CJSWR) that there would be benefit in some form of assessment as in a number of cases there have been problems as a result, e.g. in relation to health and employment as issues relating to the individual's ability to complete unpaid work because of these has not properly been addressed or identified at the time of sentence. This can result in additional work which might be avoided. Also, related to the assessment in CJSWRs, in a minority of cases the report writer has made it clear unpaid work is unsuitable yet a requirement of unpaid work was made. This results in a lot of unnecessary work including reviews and breaches.

The continuing lack of information provided to CJS about the offence(s) at the CJSWR stage remains of grave concern. Report writers have to make an assessment of the individual's offending based on the very limited information contained in a complaint and the information provided by the offender. If report writers are to be able to provide courts with full assessments, including risk assessment and, importantly in the context of this annual report, the most appropriate options about community-based disposals, they require this information in the form of summaries of evidence. Unless and until this is resolved nationally and CJS routinely receive this information CJS cannot provide courts with a fully informed and comprehensive assessment based, crucially, on fact.

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 current difficulties with the CPN addictions service in North Skye provided by NHS Highland as staff shortages mean that people are now dependant on charities for assistance with addictions. Given the size of Highland and the remoteness of many communities, there are limited alternatives when main services are unavailable. NHS Highland will also discharge someone if they fail to attend for two appointments, which can have a negative impact – people with addictions often lead chaotic lifestyles and cannot attend as directed. Currently, NHS Highland is believed to be advertising the vacant post.

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

In Alness, the CPO is in contact with a local company who build high specification buildings for use as Hotels, Shooting Lodges and Fishing Bothy's. The price of these start at around £85,000 so you they are very high-end buildings. He has managed to secure employment for 5 clients whereby they are trained in woodwork, electrical, and plumbing skills. 2 of them were subsequently "let go" but the others are still employed by the company and earning a good wage. This company also provided offcuts of wood, which is of no use to them but is then used by us to make Picnic Benches etc.

COMPLETED BY: James Maybee

DATE: 28 October 2015

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