

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2015/16**

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 40,490 (43,392 in 2014/15).

Skye & Lochalsh:

- Community Council Halls – internal painting of halls, toilets, kitchens, windows; external painting of stone walls, repairs to railings, clearing grounds of overgrowth, re-laying pathways. Improvements to these halls allows the various community organisations to make the most of the hall as often the only place in the village where all ages can attend functions from dances to meals for the elderly.
- Local Cemeteries – continued refurbishment of footpaths within local authority burial grounds in association with the Community Services department of the council.*
- Gate and access repairs – refurbishment of the footpaths assists the local community with the up-keep of these sensitive places, particularly when the council is unable to keep on top of it. Helps with relatives visiting gravesides, some of whom are re-visiting the area from abroad to find old family graves.*
- Local Sites of interest run by community councils – repairs to a footpath bridge which leads to an ancient ‘cathedral’ in the middle of a river and replacing and repairing benches and clearing overgrowth. The site can now be better used by locals and visitors to spend time exploring and picnicking.
- Primary Schools – painting, repairs, gardening: renovating children’s school garden which had become overgrown and in dis-use. The children can now up-keep the garden as part of their school activities.
- War Memorials – sprucing up local memorials, clearing overgrowth etc. Some war memorials are left to local volunteers to up-keep and assisting the local British Legion, for example, keeps the memorials suitable for parades/remembrance day.*
- Local charities – placements assisting local charity, cleaning premises, and collecting 2nd hand furniture for a local resource centre in Portree to raise money; providing kitchen assistants to help volunteers with duties; grass cutting and grounds maintenance for charities within the Skye & Lochalsh area.*
- Assisting Elderly/Disabled – clearing rubbish and gardening, and by providing labour assistance to the local handy person project assisting with housing repairs.*
- Work around Tigh Na Drochaid base, Portree – laying a patio at the greenhouse, which is open to be used by the local community and has a small garden.
- Slabbing area outside the Adult Services Social Work area which can be used mainly by older people to sit outside in nice weather.

Sutherland:

- There is a long list of residential and community halls/walks in need of regular grass cutting/gardening over the spring/summer/autumn period, which is spread across the east coast of the county. The work 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.*

- Delivering large bags of firewood/kindlers to older people in the local community that have solid fuel central heating. There is a huge amount of log collection over the winter period. The Forestry Commission donated a large amount of logs which are cut and delivered.*
- A winter path clearing project at Station Walk in Dornoch, an on-going project which needs attention all year round due to the gorse bushes and trees.*
- Dornoch, Embo and Golspie communities continue to benefit greatly from path clearing and general maintenance of Station/Pilgrim walk and Big Burn walk. This also helps with tourism as the paths are used regularly by tourists and locals alike who can enjoy better views of the surrounding areas. *

Caithness:

- Refurbishing picnic benches in the winter. This involved replacing damaged legs and tops and repainting about 12 benches. Benches were also made and repaired for Berriedale Church. Refurbishment of 8 memorial benches which were in a poor state and benefited immensely from the work that was done on them. 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.
- Repairing and repainting of benches and planters for Canisbay School and making new benches and a new cover for the sandpit for Bower School.
- 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.*
- The main winter activity was the decorating of Castletown Youth Club. This facility is an important part of the facilities of the village and a centre for young persons to meet. The scheme also made a fitted seating area and undertook small repairs to the building.
- Decorating was undertaken at Ormlie Community Centre in Thurso. This helped the Centre look brighter and cleaner and of benefit to all that use this facility.
- Throughout the summer months the Scheme in Caithness undertakes grass cutting in a variety of different areas. This involves cutting areas of grass and cutting sides of paths and a number of gardens for older and vulnerable individuals.*
- About 20 days in the year were spent picking up litter all over Caithness.*
- Painting items of nursery equipment at Keiss and Bower schools.
- Planters were made for a school in Thrumster.
- Filling of sand bags to prevent flooding in Thurso.
- Refurbishment of garden furniture and bird tables for The Town and County Hospital in Wick.
- Painting the outside of building at Mount Pleasant Nursery School in Thurso.
- Repainting of goal posts for several locations in the Wick Area.
- Making staging for Wick Xmas lights fundraising group.
- Clean up of the seashore at Keiss for the Harbour Day.*
- Painting of railings and gates at St Fergus Church in Wick.
- Cleaning of garden area at Little Nippers Nursery School in Wick.
- Taking down an old fence and cutting back vegetation at Pulteney House, Wick.
- Painting pony jumps for Caithness Pony Club.

- Pathway maintenance at Badbea Historic Costal Village Berridale.
- Painting of a fence and benches at Courseback Cemetery Dunnet.
- Refurbishing benches for The Haven, Wick.

Ross-shire:

- Continuing to provide much needed Community Support for Older and Disadvantaged people in the Community by cutting the grass at their homes and pruning tree's, hedges and repairing pathway's. Consultation is ongoing with a Haulier and the Forestry Commission to have a lorry load of trees delivered to the Unit free. These trees are then cut up, stored till dry and then delivered free of charge. This has proved a popular service.*
- During the winter, again involved in "bad weather" support for the Community by salting/gritting pathways and roads throughout the area and are able to react to individual requests for help where the Council are unable to offer this.*
- Continue to be heavily involved with Evanton Woodland Project by creating a complete new play area for kids of all ages. This has been extremely well received and the Opening day was well attended. The Unit received great accolades from councillors and children alike. This will be an ongoing project as there are always tasks to be performed. The Woodland project was entered in a National Woodland Competition and won this prestigious award.*
- There is an ongoing great demand for the "picnic" benches made in the workshop. These are supplied to the Sue Ryder Charity shop in Dingwall for them to sell, proceeds of which support the running of the shop. Picnic benches are also made for several of the local Community Councils, in particular Invergordon whereby they purchase the wood and we make the benches for the town. We also bring the benches we have already made for Invergordon back to our workshop for painting/refurbishment.*
- Continue to support the Ross Memorial Hospital in Dingwall by cutting the grass in the Hospital Grounds and the new G.P. Surgery within the grounds. This includes cutting hedges and pruning of trees also.*
- A complete refurbishment of the grounds/ visitor carpark area at the Neil Gunn Memorial above Dingwall was undertaken. This has involved repairs to elevated walkways and many hours of strimming long grass/weeds.
- We also have several clients on individual placement in various Charity shops throughout the area including Blythswood, Sue Ryder and as far afield as The Gale Centre in Gairloch, Wester Ross.
- Over last winter, firewood continued to be supplied to many Elderly and Disadvantaged all over Ross-shire. When deliveries stopped around March this year, over 1,400 bags of firewood had been delivered to Beneficiaries.*
- Ongoing support to the local Heritage Centre in Alness by cutting the grass at the centre and pruning trees. The Heritage Centre are able to cater for Civil Weddings and we do extra work manicuring the garden prior to these events to help with Picture taking etc.*
- A project for Newmore Primary School Near Invergordon has been started as the children asked if they could keep chickens!! This project has been ongoing as the ground clearing is easy to do but sourcing the materials which cost money is proving more difficult. The School has no Budget for this.
- Planter boxes were made for Ardross Primary School which allows children in wheelchairs

to access and plant things as well as their classmates.

- Highland Council Housing department are next door to the unit in Alness and we receive frequent requests for help with garden issues from them and the Community Wardens. These requests range from tree cutting to garden clearance.*

Inverness, Nairn, Badenoch & Strathspey:

- Garden Landscaping for older people – changing to low maintenance gardens by sheeting, chipping, removal of lawns, trees, shrubs etc.*
- Shed and Garden fence erection/painting.
- Ongoing spring/summer gardening work done such as grass cutting and weeding.*
- Work with local authority housing and Cairn and Albyn Housing Associations – Communal garden projects and individual tenants, including removal of trees and extensive ground work.
- Inverness Women's Aid – Garden landscaped and tidied; garden furniture refurbished. The residents are now planting and growing using planters made and supplied by CJS.
- Community Council Projects – Ardersier (War Memorial clean up); Kiltarlity (picnic tables for village green); Aviemore (Kinveachy sheltered housing tidied up and jobs undertaken on a number of properties).
- Village squares – park landscaping, fence erection and painting, Benches and picnic tables.*
- Highland Council requests from Countryside Rangers eg, Right of Way paths cleared and gorse cut back (Nairn walks 170 hrs, Kingussie 350 hrs).
- Inverness Skate and Bike Park – Strimming, area clearance (275 hours).
- Unpaid work workshop – picnic tables (including with bench attached):10 tables & 20-30 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. Much of this is built from recycled wood donated by local builders but mostly by Tulloch Homes.*
- Schools and nurseries – Hilton, Aviemore and Central Primaries and Foyers pre-school
- 2 Flagship projects: (1) Bike reconditioning for Caring & Sharing charity shop – £1,350 raised through this project. Additionally the client involved in this project has now found regular employment, a major achievement considering his criminal record; (2) Bruce Garden Mental Health Project – ongoing garden work continued and completed.
- £1,825.00 raised for Charities eg, Archie Foundation, MFR Cash for Kids and the Highland Hospice.
- There is a regular delivery of logs for firewood to older/vulnerable people.*
- Community and Charity Grass cutting duties.*

Lochaber:

- Gardens for older and disabled people – over 30 gardens (520hours) doing various activities from strimming grass, hedge cutting , hedge removal, laying gravel, repairing and building fences and general garden tidy. Beneficiaries are the people who were put forward by housing and the NHS who could not look after the gardens themselves.*
- Grass cutting for communities in Arisaig, Invergarry, and Fort William Fit Trail play park, the latter originally built by unpaid work through the Cashback for Communities initiative in 2011.*

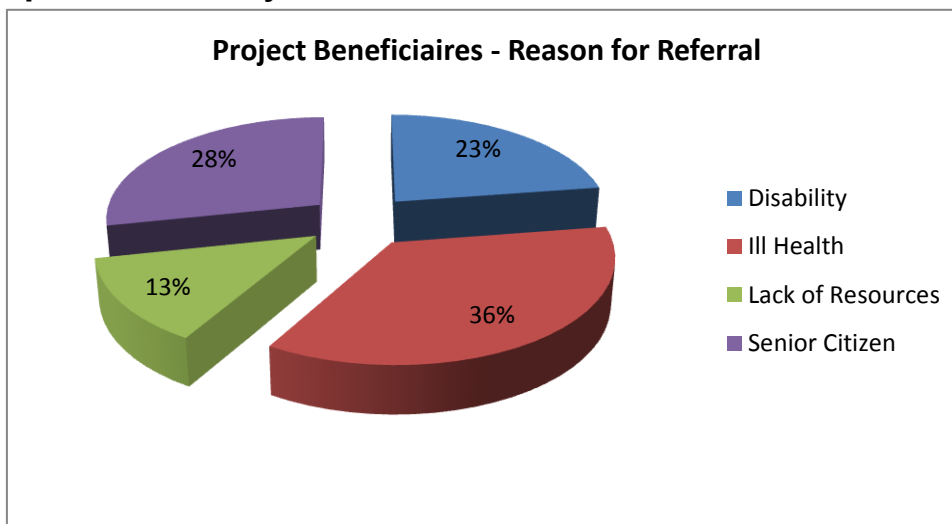
- Japanese knotweed programme – this was the 3rd and final year work has been undertaken with the Fisheries Trust for Lochaber. The project involves the stem injection of the knotweed. The success of the last 2 years' work became apparent when starting the project in 2015/16 as less time was required compared to previously. All safety clothing, equipment and pesticides were supplied by the Trust who had applied for a grant to help purchase all the equipment required for the safe application for stem injecting. Beneficiaries are the Trust and the people who live along Achintore Road and in the Inchree area of Fort William who had no idea how to tackle such a prolific weed.
- Plantation committee association – this involved concreting in 7 wooden benches on top of a small hill overlooking the surrounding area of Fort William that had been uplifted from their original places of rest by vandals; removal of an old fence approximately 80 metres in length that was a hazard to the general public; and clearing the burn of obstacles, rubbish and improving the natural flow of water, thereby helping with the proper drainage of the area which was effecting a new play park.
- Painting of the underpass Fort William town centre, which involved scraping away the old paint and re-painting of the two entrances of the underpass leading onto Fort William High Street.
- Kinlochleven community garden. This was a project using a piece of ground that the local community had gained for the use of a community garden. The work involved the removal of all foreign objects in the area making it clear and clean, then gravelling the area with unused gravel and building a garden area in the middle of the ground used for shrubs and plants.

* Project marked with an asterisk are continuing now or are regular, ongoing projects rather than one-off or completed projects although it should be noted many of the projects will be returned to over periods of time.

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

- A total of 55 Project feedback forms from beneficiaries were received during 2015/16.
- The majority of the forms are from projects completed by the Inverness Unpaid Work Team. However, efforts are being made to improve the return rate from other areas.
- In terms of project beneficiaries, ill health, disability and age (senior citizen) account for approximately 87% of all beneficiary feedback forms.

Unpaid Work – Project Beneficiaries Feedback – Reason for Referral



Work Completed for Project Beneficiary Respondents

Work Undertaken		%
Gardening	31	56%
Painting and Decorating	14	25%
Fencing	5	9.5%
Furniture Removal	2	4.5%
Other	3	5%
Total	55	100%

- The quality of the relationship with those carrying out the work received a 93% (51) satisfaction rate based on beneficiary feedback forms received. Gardening and Painting and Decorating received 97% and 100% respectively during 2015/16 compared to 89% and 87% respectively during 14/15 – a significant improvement.
- 53% (29) of respondents felt they had a “great deal of contact” with supervisors with the remaining of the opinion they had only “some” contact or none – markedly less than the previous year.
- All types of projects where feedback was received judged overall satisfaction with work, i.e. ‘very happy’, at 91% or above – a slight decrease on the previous year’s figures. 4% (2) were ‘fairly happy’ with the standard of work and the remainder did not provide a response.
- 100% of gardening beneficiaries who responded were ‘very happy’ with the standard of work whilst 86% of Painting and Decorating projects recipients were ‘very happy’. The results for 2014/15 are 98% and 93% respectively. Therefore, an improvement for gardening projects with decline for painting and decorating projects.
- 95% (52) of all respondents felt the work undertaken was ‘of great benefit’ and would use the service again.
- Almost all respondents felt that the individual workers were very well supervised at 95% (52) – this figure is in line with the previous year’s figure.

The following are a sample of comments received and are typical of all comments received:

- "xxxxs's team are very excellent"
- "Very happy with work force and work well done. No complaints whatsoever"
- "xxxx and the two different lots of lads were hard workers, well mannered and well behaved. Nothing was a problem to them hopefully after their time with xxxx it will be helpful to them in their future"
- "This is the first time I have used this service and I was highly impressed by the teams general bearing, courtesy, enthusiasm and discipline"
- "Work carried out well and quickly"
- "xxxx and the boys did a great job. All very polite and hard working (great job)"
- "Mr xxxx Skinner and his team were polite and well mannered and did their job very well. Thank you"
- "xxxx and the team of boys were very pleasant and worked away with no problems. Wouldn't hesitate to have them back to work."
- "Very well supervised. xxxx deserves a medal"
- "Men did extra work at the back of the garden when asked. Would have scheme again"
- "Can only help the workers to know they can help in the community"
- The "clients" we have had over the 2015/2016 year have particularly enjoyed the project at Evanton Woodland. This has been physically hard work but extremely rewarding as each and every effort has rewarded them with a finished article.
- Adrian Clark and his team at the Evanton Woodland Project have been extremely appreciative of the work the team has done in creating the Project there and we received a huge accolade at the opening day which was attended by the local community, local Councillors and MSP.
- "On behalf of the Committee I would like to thank you so very much for all the grass cutting you have done over many years," RM, Chairman, Ferintosh Community Hall.
- "I would most appreciate it if you could convey our thanks for all the great work carried out by your team at Ross Memorial Hospital, Dingwall. Your team were all very courteous and ensured that the Hospital Grounds were well maintained all season. We are also delighted with the refurbishment of all the garden furniture. The staff and Patients all enjoy your efforts in the gardens, and we hope you will be able to continue with us for 2016/17."
- "I would like to thank you very much for placing Ms ----- with us on an Individual Placement here in the Heritage Centre. She was a credit to the Payback Scheme where she helped in producing our 'paper', worked in the shop and did a great job in cataloguing the valuable books we have."
- "I am delighted with the work your team did for me," Mrs EM, Alness.
- "What could be a very daunting experience has actually been rewarding on so many levels. I have always been treated with courtesy and respect which helped me through my Unpaid Work. It is pleasing to see the work carried out at Alness Unpaid Work Unit and from the experience I have had during my time there I know these are just a small part of what you

do for the Local Area," Mr C----- (Client).

- "The gift of this Picnic Bench means that people can enjoy afternoon tea outside our tearoom and Museum," LN, Inverasdale Heritage Group.
- "A sincere thank you for the donation of the wood picnic bench you donated to Kilmuir Easter Churchyard. This will be of great benefit to the many families who visit the cemetery," Mrs MM.
- "Thanks again to J and his Team for the excellent works within Skeabost Cemetery."
- Glenelg Cemetery – "This involved a significant amount of shovel work for your team. Stripping all the paths of the old weed and moss contaminated chippings. This involved the removal of 10 tonnes of old contaminated chippings and the subsequent installation of the same quantity of new chippings – all done with shovels and wheel barrows in keeping with the sensitive nature of the local. The refresh to the path lines has been properly attended to, the paths are neat and straight. The chipping levels have been sensibly provided and the final results of your team's successful labours are extremely pleasing to the eye."

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 2015/16.

Unpaid Work – Quarter by Quarter Statistics for 2015/16

Measure/Statistic	Q1	Q2	Q3	Q4	Average
Order Served w ithin 1 Working Day	66%	59%	51%	54%	58%
1st Interview w ithin 1 Working Day	83%	39%	25%	30%	44%
Induction w ithin 5 Working Days	76%	81%	50%	59%	66%
% Placements w ithin 7 Working Days (UPW Only)	59%	55%	57%	57%	57%
Sum of hours of successfully completed unpaid work orders in the last quarter.	7070	7940	7662	8319	7748
Breach Rate for CPOs (Unpaid Work Only)	3%	10%	13%	15%	10%
Total Number Level 1 unpaid work/other activity requirements made during the last quarter	71	92	64	73	75
Total Number Level 2 unpaid work/other activity requirements made during the last quarter	48	59	63	46	54
Average number of hours per week taken to complete UPW	5.2	4.1	4.5	3.7	4.4

Statistics – Key Points

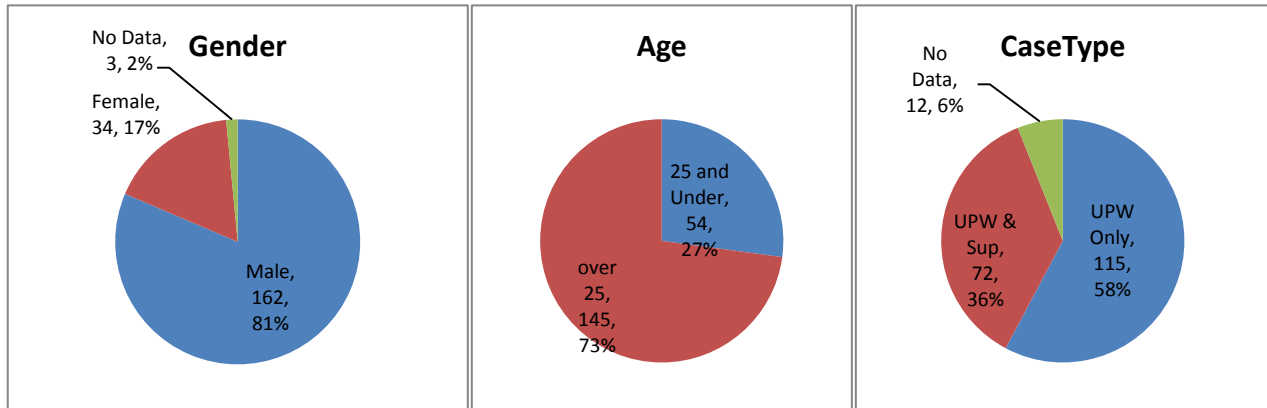
- The total number of new Unpaid Work orders has remained fairly static at 516 requirements for 2015/16.
- Unpaid Work orders served within one working day of date of disposal peaked in quarter 1, but averaged at 58% - in line with the result for 2014/15.
- The quarterly average of inductions taking place within five working days for Unpaid Work orders fluctuated during the year averaging at 66%.
- Percentage placements within 7 working days of date of disposal have been fairly consistent averaging approximately 57%.

Unpaid Work Projects Analysis

Feedback from Offenders

During 2015/16, a total of 199 forms (unpaid work exit questionnaires) were received and recorded for analysis compared to 152 for 2014/15 – an increase of approximately 31%. This equates to approximately 39% of all new Unpaid Work requirements made.

Feedback Profile Information



Key Findings

Information Provision & Support:

- Approximately 95% (190) of offenders felt that the information they were given at the start of the order told them what they needed to know. This is in line with the results for 2014/15.
- Again similar to results in 2014/15, in terms of the quality of support from Unpaid Work Supervisors, 94% (187) felt that they had received good standard of support.

Skills & Achievements:

- In terms of developing new skills, 52% (98) felt they had acquired new skills – an increase of approximately 13% as compared with 2013/14 results.
- When asked if they had experienced personal achievement during unpaid work, 46% felt they had – a significant increase of approximately 10% compared to 2014/15.
- 44% (84) of respondents felt the unpaid work experience was an experience that may help give the individual something positive to talk about in an interview. This figure is in line with 2013/14 and 2014/15 results.

Behaviour & Attitude:

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

Unpaid Work Respondents – Changes in Attitude

	Much Better At It	Little Better At It	No Change
More confidence around others	40%	20%	37%
Learned to get on better with people I don't really like	36%	24%	36%
Getting up in the morning and into a routine	31%	18%	47%
Being ready for work	33%	16%	48%
Other attitude changes	22%	7%	45%

As can be seen from the table above, there were improvements across all four attitudinal and behavioural areas with confidence being the one area that improved more than the others.

Satisfaction:

- When asked if they experienced job satisfaction from doing something well/hearing praise for what they have done, approximately 88% felt they had – in line with 2014/15 results.
- 88% were of the opinion that the work undertaken during an unpaid work order was worthwhile. This is a decrease of approximately 5% on 2014/15 results.

Comments:

The following table provides a sample of comments typical of all comments provided by individuals subject to an Unpaid Work CPO during 2015/16.

Offender Feedback

"I thoroughly enjoyed my time at CS. xxxx was not only a pleasure to work with but an inspiration to work with making my time here fulfilling and giving me a sense of achievement. I'm going to miss my time here very much. Thank you!"

"I have learned a lot at unpaid work learned a lot of new skills. It has been good. I think it has helped me change my behaviour and put me more into a position to start a new job."

"I think there has to be more practical skills that clients can use these new skills at home. Fair enough we are here to work but if there was some extra effort put into teaching clients community service could be a turning point in people's lives so that they're looking for work/college instead of CS being seen as an easy sentence and then people become caught up in the mind set, it's only CS. 7 hours of doing nothing helpful to anyone"

When I did my first order 10 years ago, the place wasn't welcoming enough. Nowadays it's a million times better and the staff and supervisors including xxxx who

has been a welcome addition to the supervising team. I have enjoyed doing the work. Xxxxx has taught me a lot. Thanks"

"Think more needs to be done for the needy and elderly only people we are helping are the council and they don't need help"

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

- Clients attending Apex Scotland in Inverness for Auricular Acupuncture sessions for relaxation, reducing stress etc.
- CSCS Card training.
- Clients have attended Venture Trust and also the "Women's Group".
- Pulteneytown People's Project in Caithness has delivered cooking courses to clients and also made them more aware of factors like healthy eating.
- Some clients have participated in the SMART Recovery program. This is for addiction recovery and normally involves one and a half hour sessions once a week.
- The Caithness scheme also delivers its own in house First Aid Awareness Course. This gives clients an understanding of basic first aid.
- In collaboration with Victim Support Scotland (VSS) and HMP Inverness, a victim awareness module is being developed specifically as part of other activity for offenders subject to Community Payback Orders with an unpaid work requirement only. Unpaid work supervisors will be trained by VSS to deliver this module.
- A brief intervention module for alcohol is currently nearing completion for delivery in Inverness.

Increasing the use of "other activity" remains slow. It is hoped the inclusion of this as an indicator in the Community Justice Outcome & Performance Framework (OPI) will provide some momentum and act as a catalyst to stimulate development in this area. Whilst 'other activity' remains under used, the use of individual placements has improved and a wide range is available. For Example:

- Home Start Highland. This is a furniture charity supplying household goods to individuals in need in Caithness and Sutherland and offenders are involved in cleaning items and the shop, putting items out for display, pricing items for sale and general duties.
- British Red Cross Charity Shop, Thurso. Similar to above.
- Caring and Sharing Shop, Inverness. General duties, cleaning, restocking, dealing with customers.
- Apex Scotland, Inverness. CSCS, CV/employability help
- ILM Handyperson, Inverness, Nairn, Badenoch & Strathspey. Anything from gardening to changing a light bulb.

- Kingussie Community Council. Pathway regeneration.
- Highland Folk Museum. Anything around the park, e.g. landscaping, gardening etc.
- Aviemore litter picking. Public area overseen by Police Scotland.
- British Heart Foundation shop, Inverness. General duties, cleaning, restocking, dealing with customers.
- Barnardos, Inverness – general duties, cleaning, restocking, dealing with customers.
- Cancer Research - general duties, cleaning, restocking, dealing with customers
- New Start, Inverness. Painting and decorating, warehouse duties.
- Young Man Grantown-upon-Spey. General building maintenance.
- Sue Ryder Charity Shop, Dingwall. General sorting of clothes etc. for sale in the shop and general shop duties.
- Horse Sanctuary near Cromarty. Fence repairs, mechanical work, mucking out of stables and cutting back/removing Ragwort weeds.
- Gail Centre, Gairloch. Shop duties, tending to raised flower/vegetable beds, recycling duties.
- Blythswood, Evanton. Warehouse duties, sorting out donations of goods for sale in the shop, bicycle repairs.
- Highland Hospice shop (Alness and Tain). Charity shop work, sorting and packaging.
- Ccast in Tain. Charitable drop-in centre, food parcels, helping others with computer Job applications etc.
- Heritage Centre in Alness. Shop work and cataloguing donated books ready for sale or storage.
- Highland Wildlife Park (Black Isle). Cleaning out paddocks, stacking feed bales and general tidying.
- Seaforth Convalescing Home Maryburgh. Assisting handyman in all manner of maintenance tasks, including painting, woodwork, gardening etc.
- For the Right Reasons Invergordon Charity Shop. General shop duties including steaming of clothes etc. sorting through donations.
- Ullapool Golf Course (run under Charity status). Assisting the greenkeeper in cutting back whin/gorse bushes.
- Ullapool village hall. Painting, washing dishes, cleaning, garden work and maintenance of the hall.
- Inverewe Gardens, Poolewe (National Trust). Garden work, joinery, repairing cold frames and assisting a stonework artist in building a "slate" Obelisk some 2.5 metres high.
- Blythswood, Ullapool. Charity shop work, sorting etc. through donations.
- Am Fasgadh, Portree, the main drop-in centre of Skye and Lochalsh Mental Health Association. Cleaning the common rooms, toilets, kitchen, collecting second hand furniture to be sold by the charity.
- Assynt Leisure, Lochinver. General cleaning in building/windows and other manual.

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) continue to 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. This often involves evening commitments and site visits.
- Information about Community Payback continues to be disseminated widely. For example, leaflets are distributed at various service points and libraries in Highland to promote the service, including Doctor's Surgeries, libraries, council service points, Heritage Centres and Care Homes – in short, wherever there is potential.
- An annual bulletin on activity of the scheme in the Caithness area is sent to all Community Councils and Councillors every December. This information was also published in the local press.
- 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.
- Community Payback Officers (Unpaid Work) meet with local Councillors.
- A number of positive articles in the press have been printed, promoting and publicising the excellent work undertaken. This included:
 - The Inverness Courier published on 14 August 2015 published a piece entitled 'Payback workers give railings a new lick of paint' detailing a Community Payback Order with Unpaid Work project which involved scraping, sanding, undercoating and painting the railings along the River Ness.
 - The John O'Groat Journal ran an article on 9 December 2015 entitled 'Offenders clean up as part of punishment' and detailed a number of unpaid work projects undertaken, including litter picking, cleaning up coastlines, painting buildings, building stages for events and filling sandbags to prevent flooding.
 - The Black Isle Chatterbox, a local publication, reported 'More help for Avoch from Payback scheme' in its Spring 2015 issue detailing unpaid work erecting signposts, snow and ice clearing, and building benches.

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 2015/16.

Key Findings

- The total new Community Payback Orders made during 2015/16 is 593 – a level which has been fairly consistent over the past four years. Of these, 285 were Supervision Orders which equates to approximately 48% of all new orders made.
- 76% of all new CPOs with a supervision requirement have an unpaid work requirement. The second highest additional requirement is a programme requirement. Drug Treatment, Mental Health Treatment and Restricted Movement are the least frequently imposed requirements at 3%, 3% and

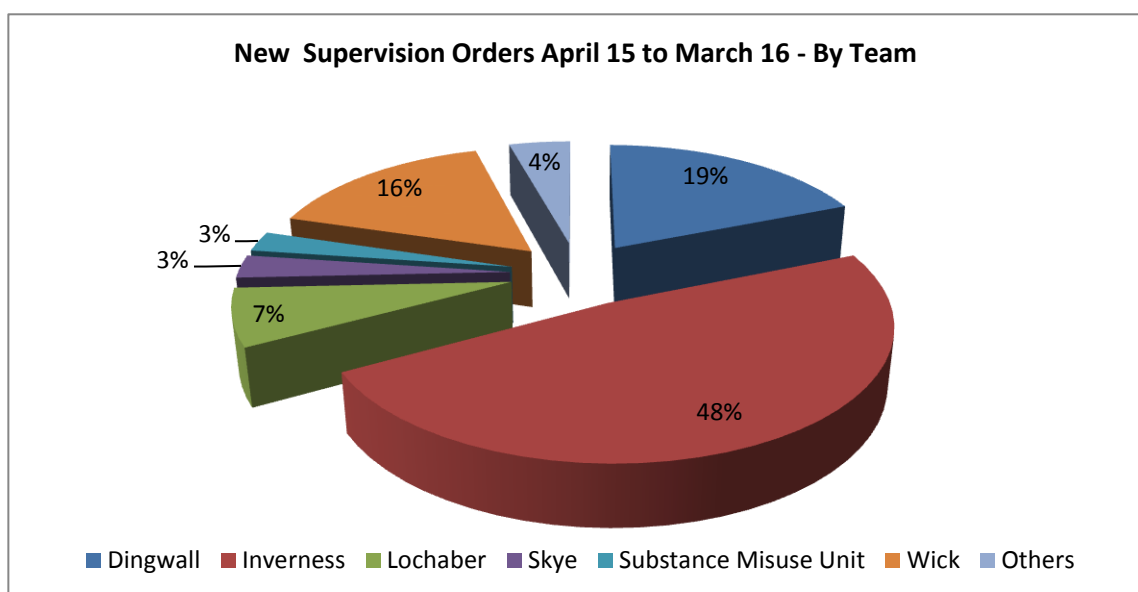
1% respectively.

- 58% of all first interviews for CPOs with a supervision requirement (166) took place on time within 1 working day of the date of disposal.
- Approximately 85% (46) of exit questionnaire respondents felt that their thinking and behaviour had changed during the course of the supervision order.
- 82% (44) who advised that their offending behaviour had positively changed during the course of supervision.
- 87% (47) of respondents felt they had a "good" or "very good" relationship with their Criminal Justice worker.

Volume

The total new Community Payback Orders made during 2015/16 is 593 – a level which has been fairly consistent over the past four years. Of these, 285 were Supervision Orders which equates to approximately 48% of all new orders made.

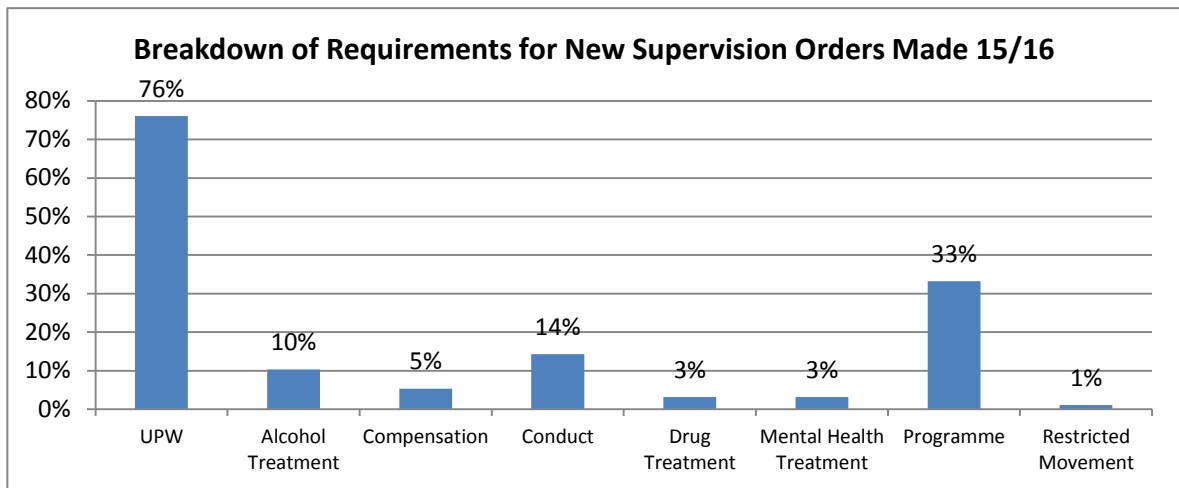
CPOs Supervision – New Supervision Orders Distribution



As can be seen from graph 1 above:

- Inverness had the highest proportion of Supervision orders at approximately 48% (136)
- Dingwall and Wick held approximately 19% (54) and 16% (46) respectively
- Lochaber held approximately 7% (20) with Skye, Substance Misuse Unit and Others holding approximately 3 to 4% (29)

CPOs Supervision – New Supervision Orders – Requirements Breakdown



According to Graph 2 above:

- 76% of all new CPOs with a supervision requirement have an unpaid work requirement.
- The second highest additional requirement is a programme requirement.
- Drug Treatment, Mental Health Treatment and Restricted Movement are the least frequently imposed requirements at 3%, 3% and 1% respectively.

In terms of the average length of Supervision orders imposed (months) the following table, table 1, shows the average length by team. The average length Highland Wide is approximately 17 months.

CPOs Supervision – New Orders – Average Length (months)

Team	Average Length of Supervision Order (months)
Dingwall	17
Inverness	18
Lochaber	13
Skye	23
Wick	17

Interestingly, whilst most team's average length of supervision is around the 17/18 months, Lochaber is lowest at 13 months with Skye highest at 23 months. However, given the comparatively low number of orders in both Lochaber and Skye it should be noted that one or two lengthy orders can have a disproportionate impact on the average in comparison to other teams.

Key Performance Indicators

CPOs Supervision – New Orders – % Orders Served On Time

% Orders Served on Time	Number	%
Excluded	14	5%
Not Applicable	4	1%
On Time	170	60%
Late	97	34%
Total Highland Wide	285	100%

- 60% of all orders for CPOs with a supervision requirement (170) were served within 1 working day of the date of disposal.
- 34% were classed as late.

Table 3: CPOs Supervision – New Orders – % 1st Interviews on Time

% Ist Interviews on Time	Number	%
Excluded	17	6%
Late	98	34%
Not Applicable	4	1%
On Time	166	58%
Total Highland Wide	285	100%

- 58% of all first interviews for CPOs with a supervision requirement (166) took place on time within 1 working day of the date of disposal.
- 34% were classed as late.

Table 4: CPOs Supervision – New Orders – % Inductions on Time

% Inductions on Time	Number	%
Excluded	12	4%
Late	84	29%
Not Applicable	4	1%
On Time	185	65%
Total Highland Wide	285	100%

- Inductions for 65% of CPOs with a supervision requirement (185) took place on time within 5 working days of the date of disposal.
- 29% were classed as late.

CPOs Supervision – Key Performance Indicators by Team

Team	% Order Served On Time	% Interview On Time	% Induction on Time
Dingwall	52%	51%	71%
Inverness	68%	65%	62%
Lochaber	25%	25%	49%
Skye	50%	50%	75%
Wick	75%	77%	84%

Feedback from Offenders:

Exit Questionnaire Results 15/16

Feedback From Offenders on Supervision 15/16		
Description	Number	%
Total Number of Supervision Exit Questionnaires Received	54	100.00%
Number & % who felt they were given enough information at the start of the order	50	92.59%
Number & % who felt they had been treated with respect	54	100.00%
Number & % who felt they had a "good" or "very good" relationship with their Criminal Justice worker	47	87.04%
Number & % who felt their progress had been recognised	44	81.48%
Number & % who felt their thinking and behaviour had changed during the course of the order	46	85.19%
Number & % who advised that their offending behaviour had changed during the course of supervision	44	81.48%
Number & % who felt that supervision had helped reduce/or stop their offending behaviour	24	44.44%
Number & % who linked into other supports or services in the community	17	31.48%

As can be seen from table 6 above:

- The return rate for exit questionnaires is approximately 19% (54) as a proportion of all new Supervision requirements made during 2015/16 (285). The number returned has more than doubled during 2015/16 as compared with 14/15.
- Approximately 85% (46) of respondents felt that their thinking and behaviour had changed during the court of the supervision order .
- Interestingly, whilst approximately 82% (44) felt the their offending behaviour had changed during the course of supervision, only 44% (24) felt that supervsion had helped reduce and/or stop their offending behaviour.

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?

The public transport system (or lack of) continues to pose problems for people in certain rural areas of Highland gaining access to Drug and Alcohol services in Inverness, but also simply accessing criminal justice offices, including unpaid work, particularly at weekends. This can involve a journey of several hours.

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.

No comment.

COMPLETED BY: James Maybee

DATE: 28 October 2016

CONTACT FOR QUERIES ABOUT THE REPORT

Name: James Maybee

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

Telephone: 01463 703475