

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2016/17**

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 41,719 at an average of 3.59 hours per offender per week (40,490 in 2015/16).

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. For example, Uig Community Hall, Skeabost Memorial Hall.
- Citizens Advice Bureau – bulky uplift and clearing rubbish.
- Glendale Cemetery – gravelling around access areas.
- Kyle & Lochalsh Community Trust – tidy up around viewpoint at Plock of Kyle.
- NHS Highland – gardening & decorating for local out patients.
- Plockton & District Community Council – clearing gorse from the tidal island in Plockton Bay, used by people for picnics/barbecues.
- The painting of Skeabost Memorial Hall.
- Skye & Lochalsh Young Carers – gardening, plus as an individual placement for painting and developing an art resource.
- Skye & Lochalsh Council for Voluntary Organisations – assisting in developing a library and resource room, re-decorating, and creating PowerPoint presentations.
- Sleat Primary School – clearing the children's garden and restoring to a useable condition so the children can now up-keep the garden as part of their school activities; painting, repairs, gardening.
- Tianavaig Place Portree – clearing a children's play area of trees and bushes.
- Local Cemeteries – continued refurbishment of footpaths within local authority burial grounds in association with the Community Services department of the council, including gate and access repairs. Refurbishment assists the local community with the up-keep of these sensitive places, particularly when the council is unable to keep on top of it. 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 middle of a river; replacing and repairing benches and clearing overgrowth. The site can now be better used by locals and visitors to spend some time exploring and picnicking.
- War Memorials – sprucing up local memorials, clearing overgrowth etc. which keeps the memorials suitable for parades/remembrance day.
- Grass cutting and grounds maintenance for charities within the Skye & Lochalsh area.

Sutherland:

- Garden Rota – a significant list of residential and community halls/walks in need of regular grass cutting/gardening over the spring/summer/autumn period is spread across the east coast of the county. The work we carry out helps the residents significantly as they would not be able to pay a contractor to carry out this work and they are also physically unable to undertake it themselves.
- Firewood – delivering large sacks of seasoned logs to a local charity shop over the winter period. The Forestry Commission donated a large amount of logs for us to use in this

project. All proceeds from the sale of logs being given to local projects and events.

- Path Clearing - Station Walk in Dornoch needs year round attention due to gorse bushes and small trees needing cut around the path.
- Big Burn Walk in Golspie needed significant path clearing on the disabled access path due to overgrown gorse bushes.
- Bench and Fence Painting – sanding and painting of large picnic benches for Golspie Community Council.
- Fence painting in Brora for an elderly resident.
- Dornoch, Embo and Golspie communities continue to benefit greatly from our 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:

- Throughout last year the scheme took into the workshop some of the picnic benches used by the public in Caithness and refurbished them. This involved replacing damaged legs and tops and repainting about 12 benches.
- The Scheme also refurbished about 10 of the memorial benches that persons have over the years donated. Some of these benches 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.
- Two footpaths in Wick were widened to allow for better access and stone put down in parts to prevent water collecting on the paths.
- The scheme painted two large fences one at Ormlie Community Centre in Thurso and another at Watten Recycling Centre.
- The main winter activity was the decorating of Bilbster Hall near Wick. This facility is an important part of the facilities of the area. The scheme also undertook small repairs to the building and refurbished the chairs in the hall.
- 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. 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. Grass cutting and gardening is the main summer activity for the Scheme in Caithness.
- The Scheme also spent about 15 days in the year picking up litter all over Caithness to the benefit of all.
- The Scheme was one of several groups that were involved in the refurbishment of the Garden Ground of the Town and County Hospital in Wick. This was a major undertaking by various different bodies to construct a wonderful garden for all that use the Hospital.
- The Scheme also made planters and covers for a sanpit for a school in Bower. This activity took about 6 days to complete.

Ross-shire:

- As always the mainstays of our work consists of the grass cutting, hedge cutting and general garden maintenance work during the better weather months followed by processing firewood, path gritting and fallen tree removal in the winter months.
- This work is carried out to the benefit of elderly and disadvantaged members of the Public who contact us by various means to request help/work.
- The scheme has also been involved in large “ongoing” projects some of which may never be “complete”. For example, for several years with Evanton Community Woodland Project. Carrying on from the work completed in 2016 a wildlife pond and stream area have been

built which is proving a big hit with the local Primary Schools and also St Clements "Special Needs School" from Dingwall. This allows children to learn about bugs and small wildlife around the pond etc. and is a great source of outdoor learning. Some non-native trees have also been cleared to allow us to construct an Orienteering Course within the Wood. This was recently used for a National Mountain Bike event which brought many visitors to the area. Another interesting side to this work is using heavy horses to pull the trees which have been felled to a suitable "working" area. The horses are "worked" by their owner and give clients a window into the past which most were unaware of. This project is a great benefit to the community as a whole but also and equally important of great benefit to a lot of clients both in work and education terms.

- This summer Cromarty Community Council requested a "tidy up" of the village as a member of the Royal Family was coming to see the village. Shrubs and bushes were cut back, bus shelters painted (and at one point cut a huge bush was cut down which had been allowed to grow wild only to find yet another bus shelter hidden in the undergrowth).
- Another huge project completed this summer is a Cycle Path within the grounds of the Isobel Rhind Centre, a care home in Invergordon. This has been a huge undertaking creating this path by hand involving constructing the path which is several hundred metres long by approx. 2.5 metres wide. Constructed with Quarry gravel and Quarry dust which is rolled and compacted by vibrating roller (borrowed from the Council) this now provides a path for the disadvantaged teenagers, who have various disabilities, to walk and cycle with their carers around the track. The Centre has large three wheeled bikes for this purpose hence the necessity for the width of the path. This provides much needed exercise for these young adults and to see the joy on their faces as they "race" around their path proves this to be a very worthwhile project.
- The scheme assisted at Invercharron Highland Games near Bonar Bridge. This involved three days and two squads each day helped in erecting the huge Marquee Tents and flooring followed by taking it all down again on the third day! The teams really got involved in this and enjoyed the bacon rolls and cakes on offer.
- At the request of a local Councillor, the scheme refurbished the seating and picnic benches in and around Invergordon. All of the tables and benches have been made in the unpaid work workshop over the years and are brought back periodically for a repaint/repair.
- The scheme works closely with the Community Wardens who ask for help with garden and path work.
- Increasingly unpaid work is being asked to undertake work which was previously carried out by the local Council Team due to all the cutbacks. Whilst some of this work is straightforward and easy enough to complete, unpaid work must not conflict with paid employment.
- More contacts for "free" wood have been established. One contact is with the Forestry Commission and proves a good source of wood for firewood etc.; also local Builders where they no longer need it but which we can process into "useable" wood for projects.

Inverness, Nairn, Badenoch & Strathspey:

161 Projects were undertaken during the period. These included:

- Transformation of an overgrown garden into a soft play area (with swing set, see-saw and AstroTurf) for a 9 year old boy with leukaemia.
- Work with a local mental health team to transform 4 gardens in readiness for patients return to the community.
- Work with 3 local community councils (Drumnadrochit, Kirkhill and Ardersier). Ardersier included ongoing maintenance of the local war Memorial – this was significant given its proximity to Fort George.
- Construction of a large wooden pagoda/shelter at the new Inverness Bike Park. This was a particularly complex design constructed on uneven ground.

- Community garden in North Kessock – overgrown and unsightly. Transformed into an area which can be used by locals.
- Merkinch Community Garden – transformed and restored following vandalism.
- A number of projects undertaken on behalf of The Highland Council for elderly, disabled and vulnerable tenants.
- Painting of railings around Holm School.
- Tidy/clear up of area around Highland Hospice in readiness of official opening of the new, extended Hospice.
- Nearly £2,000 was raised for the Caring & Sharing charity shop through the refurbishment of old bikes and donating to the shop for selling to the public.

Lochaber:

- Collecting wood using a scavenger's licence via the forestry commission to the unit and cutting, chopping and stacking the wood. Once seasoned delivering wood to a good number of households in the Lochaber area, ensuring that local suppliers have been contacted and are aware that we are only delivering to elderly and disabled households and that they are happy with our contribution without affecting their businesses. Beneficiaries are the elderly and disabled households within Lochaber and the total number of hours on this project was 770.
- Preparation of the outside of the Braxi Hall, Inverlochy by power washing and scraping the old crumbled paint off the exterior of the building prior to painting the outside of the building. Beneficiaries are the community of Inverlochy who use this hall for various events. The total number of hours was 280.
- The painting of fences, picnic tables, metal benches and a boat within Killmallie gardens. The removal of a bamboo garden which had taken over along with general gardening of the area and clearing and reinstating of pathways. Beneficiaries of this project are the community of Killmallie and Corpach. The total number of hours on this project was 350.
- Several placements in the local charity shops has helped with the smooth running of these charitable causes. The total number of hours is 500.
- Removing the rhododendron and scrub from a geological site at St John's Church, Ballahulish to improve access to the geology and to improve the view from the busy A82 road. This was a project worked in conjunction with Lochaber Geopark, registered charity in Ballahulish. Beneficiaries of this project has been Lochaber Geopark Charity and everyone driving past on the A82 giving them beautiful views of the area. The total number of hours on this project was 420.
- House clearances for NHS Highland helped with the removal of house hold items, sorting out what can be given to the various charity's in Fort William and whatever was not usable went to the recycling centre. Ensuring the houses were left with a blank canvas ready for the Highland Council to prepare for re-letting of the properties. These were properties where there was no family in the area to help out and the people had been moved to care homes or had sadly died. Beneficiaries of these projects were NHS Highland and The Highland Council. The total number of hours on these projects was 210.
- General gardening duties in Glencoe, Arisaig, Invergarry and Fort William such as strimming grass, trimming hedges and garden tidy in various locations throughout Lochaber.

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

1. Introduction

This provides an analysis for Highland Criminal Justice Service in relation to Unpaid Work. The report is

based on the following:

- Statistics from CareFirst System for 2016/17
- Unpaid Work Project Feedback Questionnaires 2016/17
- Unpaid Work Offender Exit Questionnaires 2016/17

2. Key Findings

- Whilst the number of new orders made slightly decreased, the average number of hours per order increased compared to 2015/16
- All timescale indicators for Unpaid work i.e. first interview, induction, order served and placement improved during 206/17 compared with 2015/16.
- The quality of relationship between the beneficiary and those carrying out the unpaid work received a 93% satisfaction rate overall.
- 98% of beneficiaries felt the work undertaken was of “great benefit” and would use the service again.
- Offenders continue to rate highly the quality of information given at the start of an order as well as the quality of support provided by Supervisors.
- In terms of positive changes in attitude and behaviours, particularly in relation to working relationships with others, improvement to some degree is evident for over half of all offenders who responded.
- 93% of offenders who responded experienced job satisfaction from doing something well or receiving praise for the work they had done – an increase since 2015/16.
- Developing new skills and experiencing personal achievement as a direct result of Unpaid Work continues to be challenging and may perhaps be an area for improvement for the service. It may be that the recent focus on further developing “other activity” will have a positive impact during 2017/18.

3. 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 2016/17.

Table 1: Unpaid Work – Key Performance Indicators for 2016/17

Measure/Statistic	Q1	Q2	Q3	Q4	Average 16/17	Average 15/16
Total Number of Level 1 UPW Requirements	71	54	68	62	64	75
Total Number of Level 2 UPW Requirements	57	58	63	73	63	54
% 1st Interviews on Time	65.57%	60.91%	51.22%	62.12%	59.96%	44.00%
% Orders Served on Time	72.13%	70.00%	65.08%	69.40%	69.15%	58.00%
% Inductions On Time	73.73%	71.30%	65.32%	72.73%	70.77%	66.00%
Breach Rate for CPOs (UPW Only)	9.00%	11.00%	5.00%	7.00%	8.00%	10.00%
Average Hours per Week to Complete UPW	3.4	3.2	3.4	3.7	3.4	4.4

Table 2 - Year on Year Comparisons

Measure/Statistic	2015/16	2016/17
Average length of UPW requirements for CPOs made during the period	118.12	128.30
Total Number of CPOs (UPW) where placement commenced within 7 working days	322	319
% of CPOs (UPW) where placement commenced within 7 working days	54.3%	63.1 %

3.1 Statistics – Key Points

- Total number of new Unpaid Work orders fell slightly from 516 requirements for 2015/16 to 506 in 2016/17, approximately 2% decrease

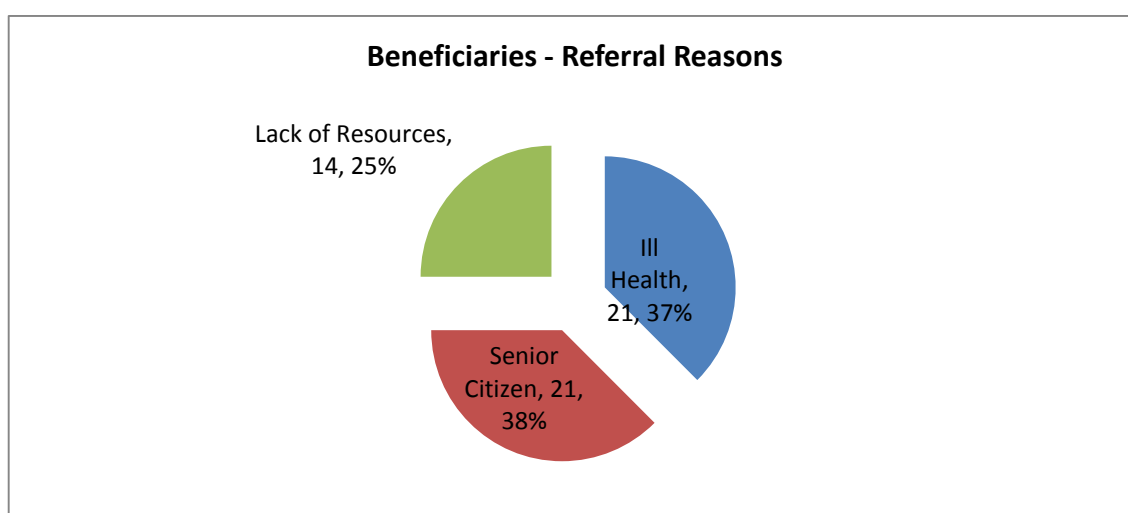
- However, the average length of order increased from 118.12 in 2015/16 to 128.30 in 2016/17.
- As can be seen from table 1, all three timescale indicators for first interview, order served and induction have improved compared with 2015/16 (highlighted in green in table 1). This has created the opportunity to improve the results for placements within 7 days which improved by approximately 9% compared with 2015/16.

4. Unpaid Work Beneficiaries Feedback

4.1 Referral Reason & Type

- A total of 56 Project feedback forms were received during 2015/16.
- The majority of the forms are from projects completed by the Inverness Unpaid Work Team. However, efforts continue to be made to improve the return rate from other teams in Highland.
- In terms of project beneficiaries, ill health, disability and age (senior citizen) account for approximately 87% of all beneficiary feedback forms.

Graph 1: Unpaid Work – Project Beneficiaries Feedback – Reason for Referral



4.2 Work Completed

Table 3 – Work Completed for Project Beneficiaries

Work Undertaken	Total Recipients	Percentage %
*Gardening	40	56%
*Painting and Decorating	15	25%
Joinery/Fencing	4	9.5%
Other	3	5%

* Some beneficiaries received more than one type of work undertaken therefore total > 56.

4.3 Contacts – Levels & Quality

- 65% (36) of respondents felt they had a “great deal of contact” with supervisors, a significant increase on previous years. The remainder were of the opinion they had only “some” contact or none.
- The quality of the relationship between the beneficiary and those carrying out the work received a 93% (58) satisfaction rate overall and this is in line with 2015/16 results. Gardening and Painting and Decorating received 93% and 89% respectively - a slight

decrease on 2015/16 results.

4.4 Satisfaction Rates & Supervision

- 96% (54) of beneficiaries were “very happy” with the standard of work carried out – an increase of approximately 5% compared with 2015/16. The remaining 4% (2) were fairly happy with the standard of work.
- 98% (55) of beneficiaries felt the work undertaken was “of great benefit” and would use the service again. This is an increase of approximately 3% compared with 2015/16.
- 93% (52) of beneficiaries felt that the individual workers were very well supervised – a decrease of approximately 2% compared with 2015/16.

4.5 Comments Received

The following is a sample of typical comments received from beneficiaries:

- “xxxx and his team did a brilliant job. The boys were all very pleasant and left everything very tidy”
- “The boys that xxxx took with him to do the work in my garden were very polite and considerate.”
- “Found the two lads to be very mannerly. It was nice to hear 'Pleases' & 'Thank you'”
- “All worked hard, quietly and politely”
- “All did their work and were very helpful”
- “Our community care very pleased and grateful for the work carried out. I hope we can continue to work together”
- “Neat, tidy, polite lads worked really hard and were very helpful as was Supervisor”
- “All teams worked very very hard. Standard of work very high. Would take them back”
- “Very impressed with what the squad did both in approach, attitude and effort. Credit to the organisation for setting it up”
- “The products supplied were made to a very high standard. We're delighted with them”
- “They were a great mix of friendly and polite lads! Xxxxx was excellent and explained everything that was going on. Hard to believe these lads had broken the law!”
- “X (Galloway Drive) is delighted with the work that was done on her garden recently. Can she have the back garden done too?”
- “Mr X rang – delighted with the work done on Friday, ‘helluva nice bunch’”
- “Mrs Xxxxx phoned to say that the lads did a great job on her garden”
- “Huge ‘thank you’ to you and your team for addressing the reported tree problem at Haugh Court. I’m sharing recent exchange of emails with you to highlight the major impact you and your service have had on the life of a sheltered housing resident, and that is all down to the efforts of Community Payback – well done!!” (Local Councillor).
- “Hi, just to let you know the tree was cut down today, thank you for all your help I really appreciate it. I’m so happy because now I can appreciate my home. I can’t believe the difference it has made. Thank you so much.”
- “Just a short note in appreciation for the work X has organised for me. I am getting on in life and really appreciate it.”
- “On behalf of my colleagues at HSPA, I would like to thank you for the work you have done to install the new shelter at the Bike Park. It was a complicated job, particularly given the variable quality of the labour that was available. The result is excellent and I am sure that the shelter will be enjoyed by the riders for many years to come.”
- “I would like to thank you all for cleaning and clearing up and maintaining the various sites around Drumnadrochit. This makes such a tremendous difference to the place and also contributes to the feel-good factor of us all,”
- “Thank you to X and the boys for the good job made of the rails at my back door. I had a long wait, but delighted.”
- “Thanks again to X and his Team for the excellent works within Skeabost Cemetery. We remain very grateful for your Teams support across our Cemeteries.”
- “I would be grateful if you could pass on my sincere thanks to X and his team for the great job

carried out for us as a Community Council at the above site. We are delighted with the repair to the bridge and for the new branch.”

- “Thank you so much for the work done in and around our school garden and school grounds. Please pass our thanks on to all concerned; we are very grateful for the help.”
- “Thank you very much for doing the path at the side of the hall - it is great and a big improvement. Thanks again for all your help - it is much appreciated.”
- “I have been visiting the Skeabost Cemetery quite regularly following on from your Teams start on the path repairs. The change or transformation is uplifting. Thank you for a great job which has been well received locally.”

5. Unpaid Work – Client Feedback Analysis

A total of 190 forms (unpaid work exit questionnaires) were received and recorded for analysis and in line with the response rate for 2015/16. This equates to approximately 37% of all new Unpaid Work requirements made and evenly divided between Unpaid work only orders and combined orders (Supervision and Unpaid Work).

5.1 Information Provision & Support

- Approximately 94% (181) 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 and 2015/16.
- Again similar to results in 2014/15 and 2015/16, in terms of the quality of support from Unpaid Work Supervisors, 96% (183) felt that they had received good standard of support.

5.2 Skills & Achievements

- In terms of developing new skills, 47% (90) felt they had acquired new skills – a marginal decrease compared with 2015/16 results. However, 56% (107) were of the opinion that they had further developed existing skills as a direct result of their order.
- When asked if they had experienced personal achievements as a result of unpaid work, 44% (83) felt they had – in line with results for 2015/16.
- 43% (82) of respondents felt the unpaid work experience was an experience that may help give the individual something positive to talk about in an interview. Again in line with last year’s results.

5.4 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.

Table 4 - Unpaid Work All Respondents – Changes in Attitude

Criteria	Much Better	A Little Better	Total Showing Some Improvement	No Change	No Response
Confidence	37.50%	24.48%	61.98%	34.38%	3.65%
Getting on With People	33.85%	31.25%	65.10%	31.25%	3.65%
Getting Up In The Morning	30.73%	18.23%	48.96%	47.92%	3.13%
Being Organised For Work	30.73%	19.27%	50.00%	46.35%	3.65%
Feeling More Positive	35.94%	25.52%	61.46%	34.38%	4.17%

- The results in table 4 are in line with results from previous years demonstrating some improvement for almost half of respondents in relation to “Being Organised” and “Getting Up in the Morning”. More significant improvements are evident in “Confidence”, “Feeling More Positive” and “Getting on With People” at 62%, 62% and 65% respectively.

5.5 Satisfaction

- When asked if they experienced job satisfaction from doing something well/hearing praise for what they have done, approximately 93% felt they had – approximately 5% increase on

2015/16 results.

- 94% were of the opinion that the work undertaken during an unpaid work order was worthwhile an increase of approximately 6% on 2015/16 results.

5.6 Comments

The following table provides a sample of typical comments provided by individuals subject to an Unpaid Work CPO during 2016/17.

Table 5: Offender Feedback

"I really like the thought of where the items go that we make and how much it helps people that may be unable to manage these things alone. I have found unpaid work very rewarding as it is really good to see that others in the community are benefitting from the things we do."

"Since beginning UPW I found myself in the past not being able to cope or being overwhelmed in groups, as I've had great difficulty with my ADHD and being understood by others. This time my paranoia and anxiety in group, the Supervisors were very understanding about my health issues and life style which I am very grateful for the chance to reflect on my actions."

"I am happy to be completing my community payback order and don't wish to be going back anytime soon. The staff were great to work with and all in all glad it's over with."

"The feeling of satisfaction from helping those less able to maintain their gardens was good. The supervisors were helpful and explained things well to those less experienced. Although a punishment, I felt the experience was very beneficial"

"Could have more things to do, found I was sitting around bored a lot! No mirror in bathroom. Feel as though it is a very male environment."

"Supervisors were very good. The yard is boring but that's no one's fault it's just the type of work that's done in the yard is dull."

"Could do with new tools that would make unpaid work more efficient and more productive"

"It would have been better if the judge had of told me to go home and forget what I had done as it's just frustrating and demoralising."

"Very enjoyable. Would volunteer in my spare time."

"Thank you for helping me through my hours and all the other things you did for me; you understood my anxiety about coming to Community Payback and helped to make me feel comfortable. You understood I was nervous around people and allowed me the space to get on by myself. Most importantly I felt you genuinely cared about me while I was there and listened to everything I said, giving me good advice and social interaction which I enjoyed having with you. Although I was scared coming each day, I was able to relax knowing you'd look out for me and for that I sincerely thank you."

"This was an eye opener, and has given me food for thought, has given me an insight into upcycling. Something positive has come out of something negative which was unexpected."

"It has been an experience. Friendly staff supportive towards my mental health needs."

"Got to say the Supervisors are super heroes."

"Enjoyed being part of group activities with X."

"Guys were brilliant, Supervisor really helpful. Thank you."

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. and CV/employability help
- CSCS Card training enable clients to work on any construction site be it Civil or other industry.
- Clients have attended Venture Trust (Wilderness Based Training)
- 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.
- First Aid training
- Alcohol treatment programmes
- Women's Group
- Drystane Dyking Course
- Men & Women's Cycle to Health Programme. (This was only introduced in 16/17, and clients are starting to use the service in 17/18.)

Increasing the use of 'other activity' is a priority for the service. The inclusion of this as an indicator in the Highland Community Justice Partnership Plan 2017/18 – 'Expanding the use of other activities used as part of CPOs' – has already led to a significant increase in the scope and range of activities being delivered and acted as a catalyst to stimulate development in this area, and which will be reported on in the 2017/18 report. This will include a victim awareness module developed specifically for other activity and delivery in HMP Inverness in collaboration with Victim Support Scotland (VSS) and HMP Inverness, and delivery of a 2-hour 1st Aid module by the Red Cross.

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.
- 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 (AIness 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 AIness. 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.
- Skye & Lochalsh Council for Voluntary Organisations
- Skye & Lochalsh Young Carers
- St Columba's Church, Portree
- Skye & Lochalsh Housing Association
- 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.
- Attending GP monthly meetings and Community Nurse/Healthcare groups; this has led to assisting several elderly/disadvantaged people.
- 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.
- There continues to be coverage in the local press. This included:
 - The John O’Groat Journal ran an article on 23 December 2016 entitled ‘Offenders giving back to Caithness’. This detailed that 24 unpaid work projects had been undertaken during 2016. The Community Payback Officer was quoted as saying: “It’s a way of allowing them (people who have offended) to pay back to society...it helps them to learn new skills”.

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

In response to an ongoing reduction in the numbers of DTTO's – a total of 29 DTTO assessments were made in 14/15 with 18 DTTOs (conversion rate of 62%); 41 assessments in 15/16 with 12 DTTOs (conversion rate of 29%); and 35 assessments in 16/17 with 5 DTTOs (conversion rate of 14%) – the Addiction social worker post in HMP Inverness has been amalgamated with the one and a half community social workers who supervise DTTO's (also in response to the significant addictions-related resource in the prison) to give the Team a wider remit to supervise CPO's with alcohol and/or drug treatment requirements and renamed this the Drug & Alcohol Intervention Team. (However, these are not all the CPOs with addiction requirements as the team does not have capacity and so some selection criteria such as women/those with programme requirements and/or are very young, are still supervised by the community-based criminal justice Team.)

As a general statement, the culture amongst sheriffs appears to be to impose multiple requirements on CPO's with very few having only drug or alcohol addiction treatment requirements. Most appear to have an unpaid work and other activity requirement alongside a requirement. Further work is needed to look at what social workers are saying in criminal justice social work reports, too – monitoring of conversion rates (i.e. proposal to sentence) shows that compared to CPOs, for example, this is very low.

Conduct Requirements continue to be imposed by Inverness Sheriff Court for offenders "not to drink alcohol". CJSW do not breathalyse but do monitor via presentation. Those with conduct requirements are managed in conjunction with the allocated social worker and/or NHS CPN(A) who work to a specific treatment plan for that individual. On one occasion, the social worker submitted an application to Vary the CPO to remove the conduct requirement, as to cease drinking alcohol as directed was not clinically safe at that time. In some instances, this is contrary to clinical guidance and social workers are encouraged to consider an application to vary where necessary. It is also not the intended purpose of this requirement.

The following is a brief outline of the key statistics produced in relation to Community Payback Orders (supervision and combined requirements) for Highland Criminal Justice

Service for the period 2016/2017.

Key Points

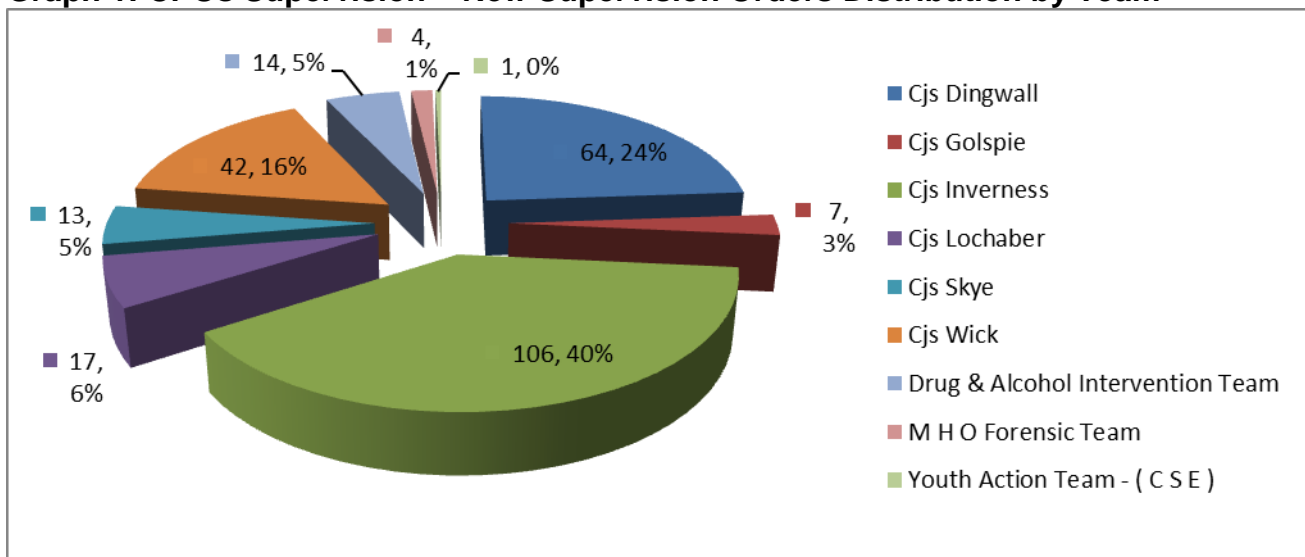
- The volume of Supervision orders remains largely similar to previous years. However, distribution between teams has changed slightly as a result of structural changes made during 2016/17.
- Good progress has been made between 2015/16 and 2016/17 in respect of all three time indicators: days to serve order, days to first contact and days to first interview.
- Strong, positive feedback received overall in relation to supervision helping to reduce/stop the individual's offending behaviour. However, consideration needs to be given to improving the return rate of supervision exit questionnaires during 17/18.
- In term of Risk Assessment it would appear that the quality of assessment is improving although the timescales to complete are not.
- Case Management plans are improving in respect of volume and quality particularly in terms of the inclusion of structured intervention(s). However, it may be the links between actions to reduce the risk of re-offending/addressing offending behaviour and structured interventions are not explicit within case management plans and should be a focus for improvement.
- In terms of compliance there are positive results in relation to reporting in the first four weeks and clients being seen in accordance with the identified level of intensity in LS/CMI. However clarity is required in terms of the policy and expectations in respect of reviews.
- Positive improvements are evident in the quality of case recording for a higher proportion of cases sampled compared to results for 2015/16.

1. Statistics

1.1 Volume & Distribution

The total new Community Payback Orders made during 2016/17 is 584 – a level which has been fairly consistent over the past five years. Of these, 272 were Supervision Orders which equates to approximately 47% of all new orders made.

Graph 1: CPOs Supervision – New Supervision Orders Distribution by Team



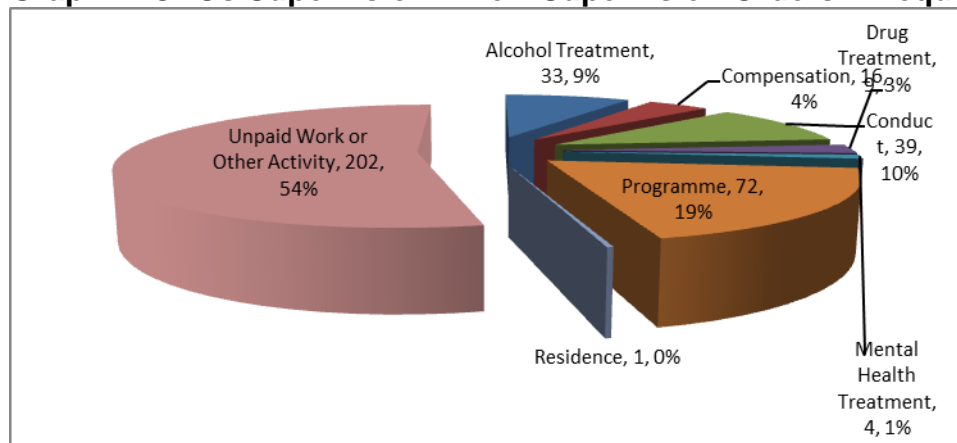
As can be seen from graph 1 above:

- Inverness had the highest proportion of Supervision orders at approximately 40% compared with 48% in 15/16.
- Dingwall and Wick held approximately 24% and 16% respectively compared to 19% and

16% in 15/16.

- Lochaber, Skye and the Drug and Alcohol Intervention Team (DAIT) held approximately 6%, 5% and 5% respectively. Lochaber and Skye figures are in line with 2015/16.
- The DAIT team have increased their share of new supervision orders as a result of consuming some new supervision orders with drug/alcohol requirements from the Inverness team.

Graph 2: CPOs Supervision – New Supervision Orders – Requirements Breakdown



According to Graph 2 above:

- 54% of all new CPOs with a supervision requirement have an unpaid work requirement.
- The second highest additional requirement is a programme requirement at approximately 19%.
- Drug Treatment, Mental Health Treatment and Residence are the least frequently imposed requirements at 3%, 1% and 0% respectively.
- The above figures vary from 2015/16 mainly due to improved recording within CareFirst.

Table 1: CPOs Supervision – New Orders – Average Length (months)

Responsible Team Name	Average Length of Order
Dingwall	17
Golspie & Skye	13
Inverness, Lochaber, Wick and DAIT Teams	18

In terms of the average length of Supervision orders imposed (months) the table above, table 1, shows the average length by team.

- The average length (months) of a supervision requirement Highland wide is approximately 18 months.
- Both Skye and Golspie teams have the lowest average length of order at approximately 13 months.

1.2 Key Performance Indicators

Table 2: CPOs Supervision – New Orders – % Orders Served On Time

% Orders Served on Time	15/16 %	16/17 %
On Time	60%	72%
Late	34%	28%

- Increase of 12% on previous year's figures.

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

% 1 st Contacts on Time	15/16 %	16/17 %
Late	34%	36%
On Time	58%	64%

- Increase of 6% on previous year's figures.

Table 4: CPOs Supervision – New Orders – % 1st Interviews on Time

% 1 st Interviews on Time	15/16 %	16/17 %
Late	29%	27%
On Time	65%	73%

- Increase of 8% on previous year's figures.

Table 5: CPOs Supervision – Key Performance Indicators by Team

Team	% Order Served On Time		% 1 st Contacts On Time		% 1 st Interviews on Time	
	15/16	16/17	15/16	16/17	15/16	16/17
Dingwall	52%	64%	51%	63%	71%	71%
Golspie	-	43%	-	43%	-	29%
Inverness	68%	81%	65%	64%	62%	73%
Lochaber	25%	25%	25%	19%	49%	53%
Skye	50%	62%	50%	85%	75%	92%
Wick	75%	88%	77%	88%	84%	79%
DAIT	-	75%	-	63%	-	100%

- With the exception of Golspie and Lochaber teams, all teams made significant improvements in relation to orders served on time.
- A similar picture is evident in relation to 1st contacts made on time although the Inverness team experienced a very slight decrease of approximately 1%.
- The pattern continues in terms of 1st interviews on time although the Wick team experienced a decline of approximately 5% which is probably due to staff shortages that occurred during the period.

In summary, really good progress has been made between 2015/16 and 2016/17 in respect of all three indicators.

2. Feedback from Offenders

Table 6: CPOs Supervision – Exit Questionnaire Results 16/17

Feedback From Offenders on Supervision 16/17		
Description	15/16	16/17
% who felt they were given enough information at the start of the order	92.59%	96.88%
% who felt they had been treated with respect	100.00%	81.25%
% who felt they had a "good" or "very good" relationship with their Criminal Justice worker	87.04%	84.38%
% who felt their progress had been recognised	81.48%	78.13%
% who felt their thinking and behaviour had changed during the course of the order	85.19%	71.88%
% who advised that their offending behaviour had changed during the course of supervision	81.48%	68.75%
% who felt that supervision had helped reduce/or stop their offending behaviour	44.44%	65.63%
% who linked into other supports or services in the community	31.48%	37.50%

The return rate for Supervision exit questionnaires is approximately 12% (32) as a proportion of all new Supervision requirements made during 2016/17 (272). The % returned has decreased by approximately 8% compared to 2015/16. The following improvements are evident:

- Receiving sufficient information at the start of the order – approximately 4% improvement.
- % who felt that supervision had helped reduce/or stop their offending behaviour – 21% improvement.
- % who linked into other supports or services in the community – 6% improvement.

Decreases of 5% or more are evident within:

- % who felt they had been treated with respect – the decrease is a result of blank responses to the question as opposed to offenders indicating they had not been treated with respect.
- % who advised that their offending behaviour had changed during the course of supervision

In summary, good positive feedback overall, particularly in relation to supervision helping to reduce/stop the individual's offending behaviour. However, consideration needs to be given to improving the return rate of supervision exit questionnaires during 17/18.

3. Quality Assurance

A total of 65 supervision cases were sampled for the purposes of quality assurance. This equates to approximately 24% of all new supervision requirements made. Cases selected are representative in terms of team, caseworker, case type and are current cases of more than three months old. The findings are divided into the following subsections: Risk Assessment, Planning of Supervision, Compliance and Case Recording.

3.1 Risk Assessment

Table 7: CPOs Supervision – Quality Assurance Results 16/17 – Risk Assessment

Section 1 - Risk Assessment	15/16	16/17
% of cases audited where a risk assessment is available using a recognised tool	93.88%	100%
% of cases audited where LSCMI 1-8 has been completed within 20 working days	80.43%	61.29%
% where LSCMI 1-8 has been completed and the level of supervision recommended reflects the final risk/need level and the analysis of offending	60.86%	91.94%

- Results for Risk Assessments are positive – 100% of all cases sampled had a risk assessment using a recognised tool compared with 94% in 2015/16.
- In terms of LS/CMI being completed timeously, i.e. within 20 working days, this decreased significantly from approximately 80% to 61% and is an area for improvement.
- On a more positive note the level of supervision recommended reflected the final risk/need level and analysis of offending in 92% of those cases sampled compared with 61% in 2015/16.

In summary, in term of Risk Assessment it would appear that the quality of assessment is improving although the timescales to complete are not.

3.2 Planning of Supervision

Table 8: CPOs Supervision – Quality Assurance Results 16/17 – Planning of Supervision

Section 2 - Planning of Supervision	15/16	16/17
Number & % of cases sampled where there is a specific case management plan	63.27%	100.00%
Number & % of cases where there is a case management plan and where the plan focuses on addressing offending behaviour	96.77%	87.10%
Number & % of cases where there is a case management plan and where supervision focuses on the need to reduce the risk of re-offending.	100.00%	91.94%
Number & % of cases where there is a case management plan and there is evidence of structured intervention.	70.97%	90.32%

- 100% of cases sampled had a specific case management plan which is a significant improvement on previous year's findings.
- However, not all plans focussed on addressing offending behaviour – reduced from 97% approximately in 2015/16 to 87% in 2016/17. A similar trend is evident in relation to plans needing to address the risk of re-offending as can be seen in table 8 above.
- In contrast, significant improvement is evident in terms of structured intervention within case management plans – an increase of approximately 19% compared to 2015/16.

In summary, the situation regarding Case Management plans is improving in respect of volume and quality in terms of the inclusion of structured intervention. However, it may be the links between actions to reduce the risk of re-offending/addressing offending behaviour and structured interventions are not clear enough.

3.3 Compliance

Table 9: CPOs Supervision – Quality Assurance Results 15/16 - Compliance

Section 3 – Compliance	15/16	16/17
Number & % of cases sampled where the client reported as required in the first four weeks	61.22%	77.42%
Number & % of cases sampled where appropriate announced and unannounced home visits took place in accordance with identified risk/need	59.18%	41.94%
Number & % of cases sampled where the client was seen in accordance with the identified level of intensity in LSCMI	75.51%	85.48%
Number & % of cases sampled where the first formal review took place at 3 months.	44.90%	53.23%

- Approximately 77% of clients reported as required in the first four weeks during 2016/17 compared to 61% in 2015/16.
- In approximately 86% of cases sampled clients were seen in accordance with the identified level of intensity in LS/CMI. This compares with 76% for 2015/16 – an improvement of approximately 10%.
- However, first formal reviews occurred on time within only 53% of all cases sampled and appropriate announced and unannounced home visits took place in accordance with identified risk/need in 42%. Reviews and the definition of review is perhaps an area for improvement to clarify policy and expectations.

In summary, in terms of compliance there are positive results and improvements in relation to reporting in the first four weeks and clients being seen in accordance with the identified level of intensity in LS/CMI. However, clarity is required in terms of the policy and expectations in respect of reviews.

3.4 Case Recording

Table 10: CPOs Supervision – Quality Assurance Results 15/16 – Case Recording

Section 5 – Case Recording	15/16	16/17
Number & % of cases sampled where case recording is rated as “2” or “3”	63.26%	74.19%

- In 2015/16, case recording was rated as “good – 2” or “very good - 3” in 63% of all cases audited. This has increased to 74% in 2016/17.

In summary, positive improvements in the quality of case recording for a higher proportion of cases sampled compared.

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 continues to be a lack of forensic psychological services provided by NHS Highland. This has been the subject of many discussions over a number of years. However, primarily due to financial constraints, NHS Highland is unable to provide this service. On a very few occasions, CJSW has paid for forensic assessments, and for MAPPA cases the cost has been shared. The waiting times for access to generic psychological services are lengthy.

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.

N/R

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