

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2017/18**

LOCAL AUTHORITY: **Highland Council**



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

The total number of unpaid work hours completed during the year was 46,362, higher than the previous 2 years (41,719 in 2016/17; 40,490 in 2015/16).

There are 6 unpaid work schemes in Highland.

Skye & Lochalsh:

- Kyle & Lochalsh community hall internal painting.
- Portree & Braes community hall internal painting.
- Waternish hall internal painting.
- Skeabost hall internal painting.
- Tidy up and cleaning of Tigh Na Drochaid, a community resource centre for adults, including the summer house and internal painting
- General gardening at Waternish village hall.
- Painting of bridge at St. Columba's Isle.
- General Strimming at Tormore forest.
- Grass cutting at Skye Young Carers.
- War memorial spruce up for Armistice Day at Balmacara.
- Tidy up of Dunvegan cemetery.
- Cleaning windows at Primrose Patch in Waternish.
- Placements with Skye & Lochalsh Council for Voluntary Organisations , with the opportunity to continue as volunteer on completion of the UPW order.
- Placements with Lochalsh & Skye Housing Association.
- Placements with Am Fasgadh, Skye and Lochalsh Mental Health Association.

Ross-shire:

- Grass cutting and garden tidy ups - took place from April to October for a number of individual clients from Tain to Conon Bridge.
- Log deliveries – 1281 bags were delivered to houses from Balintore to Contin. The wood was donated from Evanton Community Woodland, Peffery Way - Strathpeffer and the Harbour Authority, Inverness and delivered to needy clients in the area.
- Highland Games – erection of marquee tents at Invercharron Games over a two day period. Another day was spent dismantling the tents.
- Invergordon Community Council – made and installed benches at various locations in Invergordon for the benefit of the community.
- Kilmuir Easter Church – made and installed two memorial benches.
- Strathpeffer Initiative – this is a project run by a group in Strathpeffer and we assisted them in a number of ways throughout the year. Part of the work involved removing moss from lock block, repairing cast-iron benches, painting handrails, bollards and flower baskets, repairing 3 benches, repairing 2 trellises, brushing down the roof of the Tourist Information Centre, repairing the round bench in the square, disposing of waste from the trellises, removing dead plant and weeds from the flower baskets, trimming shrubs and removing waste. 566 hours in total.
- Sue Ryder Charity Shop, Dingwall – made bird boxes, benches, and a garden set to sell in the shop.
- Salvesen Crescent, Alness - repaired garden shed and constructed small deck and seat to rear of property for disabled lady.
- Give a Little Hope (Highland) Charity Shop, Invergordon – made 6 bird boxes and 4 bird tables and delivered to the shop.
- Milnafua Alness – cleared rear overgrown garden for disabled man.
- Adross Primary School – made and installed a bench for school children.
- Dewar Square, Dingwall – removed turf and put down membrane and stones.

- Saltburn Road, Invergordon – made bench and installed on top of slabs for public use.
- Peffery Road, Dingwall - removed turf from front garden and replaced with membrane and gravel.
- Girl Guide Centre, Muir of Ord – cleared out sheds.
- Children’s Play Park, Balintore – cleared play area and relayed bark.
- Balintore Community – made and installed a bench for slabbed area.
- Old Rope Factory, Cromarty – removed large trees and bushes over a period of several weeks.
- Groam House Museum, Rosemarkie – removed old paint and repainted a wall. Removed all old concrete covering and replaced with chips.
- Evanton Community Wood – installed climbing frame in woodland playpark.
- Peffery Way, Strathpeffer – helped clear existing trees, chipped and removed the timber.
- Strathpeffer Railway Station – helped renovate the old Victorian garden.
- Neil Gunn Memorial, Dingwall – installed a walkway around the pond.
- Isobel Rhind Centre, Invergordon – installed decking.
- Placements with Blythswood Charity Shop, Tain
- Placements with Blythswood Highland Deephaven Depot, Evanton – warehouse duties, sorting out donations of goods for sale in the shop.
- Placements at CCAST, Tain – charitable drop-in centre, food bank activities, drop in hospitably.
- Placements at Seaforth House, Maryburgh – assisting handyman in all manner of maintenance tasks, including painting, woodwork, gardening etc.
- Placements at British Red Cross, Dingwall – sorting out donations of goods for sale in the shop.
- Placements with Lochbroom Woodfuels – processing wood
- Placements Ullapool Golf Club (charitable status) – clearing fairways of stones, seaweed and debris.

Inverness, Nairn, Badenoch & Strathspey:

166 Projects were undertaken during the period. The majority of these projects were undertaken on behalf of elderly, vulnerable and disabled beneficiaries and included garden clearances and makeovers, fencing work (both repair and replacement/fabrication). Notable projects which fell out with normal line of duty include:

- Transformation of an overgrown garden in North Kessock into a safe play area for an 8 year old boy with Battens disease. A reconditioned swing set and see-saw removed from earlier garden clearances was donated by us. This project was done in cooperation with MFR Cash for Kids.
- In the spring we started planting vegetables (potatoes, lettuce, tomatoes, peas, leeks and onions) in 4 plots constructed in our yard. When harvested they were donated to the Blytheswood Food Bank. Feedback from Blytheswood indicated that these vegetables were distributed to a total of 48 families.
- Snow clearance from a number of care homes and sheltered housing.
- Work with a local mental health team to transform a garden in the Mental Health day-care Centre.
- Work with 4 local community councils (Kingussie, Newtonmore, Kiltarlity, Drumadrochit & Nairn) to clear paths around the villages. The work undertaken in Nairn cleared paths around the beach for easy/safe access.
- Plastered and painted the interior of the new Blytheswood foodbank and shop in Inverness.
- Merkinch Nature Walk – paths cleared, non-slip surfaces fixed to bridges and

wooden walkways.

- A number of projects undertaken on behalf of The Highland Council for elderly, disabled and vulnerable tenants. These projects did not conflict with the normal work of the Council, but complemented the work already undertaken by the Council.
- Assisted in the set up/clear up of the Truckness Festival, an event run by one of our Supervisors, the profit of which goes to MFR Cash for Kids Appeal. This year, just over £3000 was raised.
- Tidy/clear up of Haugh Court Sheltered Housing. This included a “root and branch” clear out of their patio area and total refurbishment of 6 benches for the residents to enjoy during the better weather.
- Garden and fence work to prepare the gardens of 2 Church of Scotland Manses which had been lying unoccupied for 3-4 years, in readiness for the new ministers and their respective families.
- Despite having lost one client who worked extensively on bike refurbishment during his Order, we constructed a specialised area in the workshop for reconditioning bikes and the project now continues under the direction/training of our Workshop Supervisor. We also have an agreement with the recycling centre in Inverness whereby they keep any old bikes/bike parts for us to collect and refurbish and then donated to charity.
- Firewood Cut and processed. Some was donated directly to beneficiaries, any excess was sold to the public and the monies donated directly to local charities. Charities which benefitted were Cash for Kids, The Men’s Shed, Road to Recovery and Highland Hospice.
- A number of plots owned by elderly residents were rejuvenated after a period of inactivity in an allotment used by elderly residents in Nairn.
- Tidied up and decorated the outside of the newly opened “Bike Shed” (a charity for residents in Grant Street) before it opened to the public.
- New concrete borders and slabbed paths installed in Beauty Bowling Club.
- Outside the YMCA landscaped and tidied in Grantown-on-Spey
- Hilton Church of Scotland grounds landscaped.
- We now have a relationship with 3 landscape Gardeners whereby they alert us when they have any reusable materials (e.g. slabs) which they would normally dispose of. We refurbish these materials and use them for our beneficiaries, making a considerable cost saving.
- We also have a relationship with 2 local builders who donate wood they do not need, for use in our workshop and fencing.

Lochaber

- Work in Killmallie Gardens involved clearing and re-defining paths; tidying the picnic area; removing weeds; clearing the wheelchair access to the picnic area and putting down 6 tonnes of bark chips; restoring the rock garden; repairing hand rails and the painting of a little bridge; making new flower beds; and general gardening throughout the site. This was a project undertaken with the help of volunteer’s from the Killmallie community; the sourcing of the wood was bought by the Trust from the local saw mill along with the bark. The object was to restore the gardens as it was when it was opened by Princess Anne several years ago. Beneficiaries are the community of Killmallie and Corpach and the wider public. The total number of hours spent on this project was 500.
- General gardening duties in various locations throughout Lochaber, including Mallaig, Kinlochleven, Ballahullish, Glencoe, Invergarry and Fort William. This

included strimming grass, taking down hedges, hedge cutting, weeding, shrub removal, and in some cases a complete garden clearance. Beneficiaries were the elderly, disabled and the various communities throughout Lochaber. The number of hours was 500.

- Helping with the clearing of snow and gritting of footpaths and steps covering areas around schools, pathways around elderly and disabled neighbourhoods and the entire villages of Spean Bridge and Roy Bridge amongst other areas, particularly around the hill areas of Fort William. The number of hours was 350.
- Tree conservation work with the help of the Kinlochleven Community Trust in Kinlochleven involved felling small birch trees, and cutting and delivering the wood as logs to the elderly and disabled households in Lochaber still using solid fuel as a source of heating. This helped with tree conservation and is part of the West Highland Way footpath. The number of hours was 550.
- House clearances for NHS Highland where people have been moved into care homes or died and have no immediate family to help. This involved the removal of house hold items and taking items to local charity shops and the re-cycle centre. This can help families to grieve as they need not worry about this. The number of hours was 250.
- Slabbing a path for a family with a disabled young girl (aged 8) who has Cerebral Palsy to improve her access by wheel chair and to use a trike. The family were quoted £8,250.00 originally and the project was completed for £900.00 by unpaid work, paid for by the young girl's own charity. The offenders took great pride in doing this work for such a worthy cause. The number of hours was 250.
- Decorating Braxi Hall, Inverlochy was used as a wet weather programme and involved the painting of the main hall and hallway into the main hall. The number of hours was 100.

Caithness

- Refurbishment of the picnic benches used by the public in Caithness. This involved replacing damaged legs and tops and repainting.
- Making planters and painting a fence for Watten Playgroup.
- Several jobs were completed for Watten Primary school, including digging a flowerbed and painting fences, building a shed, planters, 3 benches and a birdfeeder.
- A group of local volunteers put significant effort clearing and tidying up Wick's riverside. Unpaid work helped this group by repairing and painting a bench and painting a decorative water pump and railings around a tree.
- Helping the Caithness Countryside Rangers by preparing the ground for the installation of decking by their centre at Dunnet beach.
- Painting fences at Keiss Primary school.
- For the School cluster of Bower and Crossroads Primary schools, the scheme repaired and repainted 12 benches; made 6 planters for Crossroads Primary and repaired and repainted planters at Bower Primary.
- At Latheronwheel, the scheme worked closely with the area improvement group in their efforts to develop their community and bring people from surrounding areas and tourists to their beautiful village and harbour. This involved painting picnic benches located in the harbour, clearing the playground area in order for new equipment to be installed, building 2 benches for the playground suitable for wheelchair users and finally building 3 fairy houses from tree stumps for the creation of the Latheronwheel Fairy Forest.

Latheronwheel is now widely visited by all in the community and tourists. Children from surrounding schools and nurseries have visited the forest in order to see the “fairies”. The projects at Latheronwheel helped offenders feel part of the community as they worked very closely with the residents of the village and were invited to the opening celebrations.

- The main winter activity was the decorating of Lybster Hall and John O’Groats’ Hall. These facilities are very important for rural communities as they encourage social activities and development within small disperse settlements and medium sized towns
- Throughout the summer months grass cutting in a variety of different areas was completed. This involved cutting areas of grass and the sides of paths. This is of benefit to all in the community.
- Several days were spent picking up litter all over Caithness.

Sutherland

- Garden Rota – a significant list of residential and community halls/walks in need of regular cutting/gardening over the spring/summer/autumn period. The garden rota takes up most of the summer work period; this is a significant rota 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.
- 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 use in this project.
- Path Clearing – the ‘station walk’ in Dornoch needs year round attention due to gorse bushes and small trees needing cut around the path.
- The Big Burn walk in Golspie needed significant path clearing on overgrown areas.
- Hockey goal mouth refurbishment – repairing and painting hockey goals for Golspie High School.
- House moving – moving furniture and dumping materials for a disabled resident in Helmsdale.
- Firewood (logs) was delivered to a charity shop in Brora with all proceedings from the sale of logs being donated to local projects and events.
- 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 area.

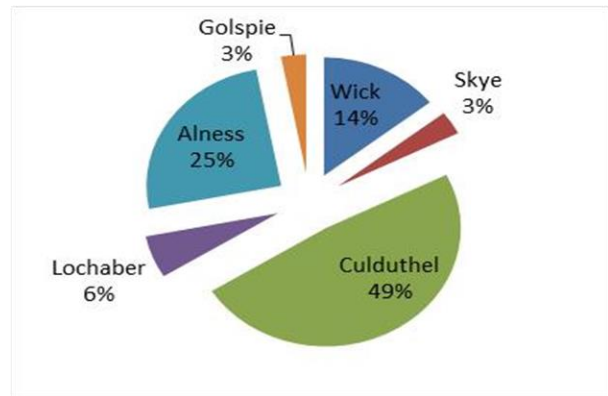
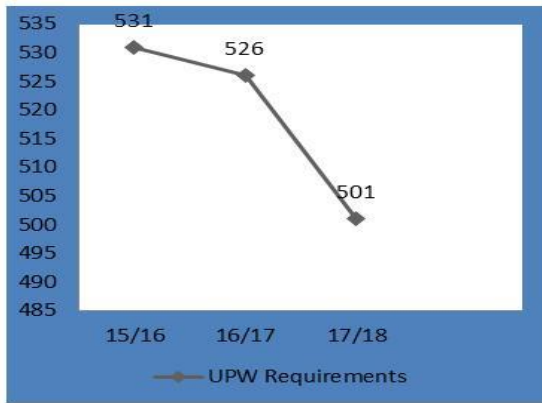
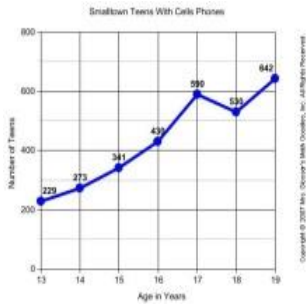
Quotes from people on CPOs and beneficiaries about the impact of the unpaid work on them and/or the community.

This section also includes the following performance data:

- Statistics from CareFirst System & Scottish Government CPO Unit Return for 2017/18
- Unpaid Work Project Feedback Questionnaires 2017/18
- Unpaid Work Offender Exit Questionnaires 2017/18
- Quality Assurance Casefile Audits undertaken during 2017/18
- Internal feedback from Offenders subject to Supervision Requirements received 2017/18
- Feedback received by Offenders participating in groups during 2017/18 via Action For Children

In terms of **Community Payback Orders with an unpaid work and other activity requirement:**

VOLUME OF UPW ORDERS & DISTRIBUTION



UNPAID WORK - KEY PERFORMANCE RESULTS

66% OF ORDERS SERVED ON TIME

58% OF 1ST CONTACTS ON TIME

73% OF INDUCTIONS ON TIME

64% OF PLACEMENTS ON TIME

44% OF OFFENDERS WHO RESPONDED FELT THEY HAD ACQUIRED NEW SKILLS

94% OF OFFENDERS WHO RESPONDED FELT THE WORK UNDERTAKEN WAS WORTHWHILE.

96% OF OFFENDERS WHO RESPONDED FELT THEY HAD RECEIVED A GOOD STANDARD OF SUPPORT DURING THEIR ORDER

96% OF BENEFICIARIES WHO RESPONDED WERE VERY HAPPY WITH THE STANDARD OF WORK AND 100% FELT THE WORK WAS OF GREAT BENEFIT.

1. 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 2017/18.

Table 1: Unpaid Work Orders– Key Performance Indicators for 2017/18

Measure/Statistic	15/16	16/17	17/18
Total Level 1 Requirements	304	260	275
Total Level 2 Requirements	227	266	226
% 1st Contacts on Time	57%	61%	58%
% Orders Served on Time	59%	70%	66%
% Inductions On Time	65%	72%	73%
Average Hours per week to Complete UPW	4.4	3.4	3.5

Table 2 - Year on Year Comparisons

Measure/Statistic	2015/16	2016/17	2017/18
Average length of UPW requirements for CPOs made during the period	118.12	128.30	120.79
Total Number of CPOs (UPW) where placement commenced within 7 working days	300	319	326
% of CPOs (UPW) where placement commenced within 7 working days	57%	62%	64%

1.1 Statistics – Key Points

- Total number of new Unpaid Work orders fell slightly from 506 requirements for 2016/17 to 501 in 2017/18, approximately a 1% decrease. This is the second year on year consecutive decrease and a 3% decrease between 2015/16 and 2017/18.
- The distribution of orders has changed between 2016/17 and 2017/18. In 2017/18 there is a higher proportion of level one to level two orders. This has a detrimental impact on the authority’s ability to meet 1st contact and orders served on time. This is because the majority of level one unpaid work orders do not stem from a CJSW report and, therefore, the authority is dependent on timeous court notification.
- 1st Contacts and orders served on time have both marginally declined by 3% and 4% respectively compared to 2016/17.
- Conversely, inductions and 1st placements on time have improved by 1% and 2% respectively compared to 2016/17.
- The average length of order decreased from 128.30 hours in 2016/17 to 120.79 hours in 2017/18 although this is still higher than in 2015/16 (118.12 hours).

2. Unpaid Work – Offender Feedback

A total of 198 unpaid work exit questionnaires were received and recorded for analysis. This is a decrease of 10% compared with 2016/17 and equates to approximately 40% of all new Unpaid Work requirements. Responses are evenly balanced between unpaid work only cases and combined orders and feedback was received from all teams within Highland.

2.1 Information Provision & Support

- Approximately 97% (191) 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 the previous three years.
- Again, similar to previous years, in terms of the quality of support from Unpaid Work

Supervisors, 96% (190) felt that they had received good standard of support.

2.2 Skills & Achievements

- In terms of developing new skills, 44% (88) felt they had acquired new skills – a marginal decrease compared with 2016/17 results. However, 58% (114) 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, 39% (78) felt they had – a decrease of approximately 8% compared with results for 2016/17.
- 34% (67) 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 is a decrease of approximately 9% compared with 2016/17.

2.3 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	% Showing Some Improvement	
	2016/17	1017/18
Confidence	62%	57%
Getting on With People	65%	57%
Getting up in the morning	49%	42%
Being Organised for Work	50%	44%
Feeling more positive	62%	43%

- The results in table 4 demonstrate a decline compared to previous years.
- However, improvements in key criteria are demonstrated for more than half of respondents in relation to “Confidence” and “Getting on with People”. Improvements to a lesser extent are evident in “Getting up in the morning”, “Being organised for work” and “Feeling More Positive”.

2.4 Satisfaction

When asked if they experienced job satisfaction from doing something well/hearing praise for what they have done in unpaid work, approximately 94% (186) felt they had – in line with 2016/17 results.

- 94% (186) were of the opinion that the work undertaken during an unpaid work order was worthwhile, in line with 2016/17 results.

2.5 Comments

The following table provides a sample of typical comments provided by individuals subject to an Unpaid Work CPO during 2017/18.

Table 5: Offender Feedback

- *“Good supervisors and it's good that the work consists of helping charity shops and locals.”*
- *“Found it an excellent time doing unpaid work been in this situation before so no from past experience that supervisors can make it difficult.”*
- *“Really enjoyable on the whole and no trouble turning up and completing my hours.”*
- *“It was difficult at first, but the main benefit is learning new skills and helping others in the community.”*
- *“I am really grateful for xxxx who has made my experience easier to manage and made me comfortable with developing my skills I never thought I had. I am thankful to everyone who helped me. Thank you so much.”*
- *“There is a lack of work to do, some days with a good squad and good hands we are left sanding benches or cutting grass. With very little community jobs. More could be done for the community.”*
- *“I enjoy helping people who are in need of any help.”*

- *"I noticed that I can do other things and that I can work with other people I don't really speak to or associate with. So I have learned a few things at CS."*
- *"I have benefitted a lot from this and experienced new tasks."*
- *"I found the work we did to be of benefit to the community and was very worthwhile."*
- *"At the start I was not looking forward to this experience but once I accepted what was involved and you just have to get on with the order everything started to fit together. I have had so much support from all in CJS from staff to supervisors which is quite ironic as if I had not offended I would not have had the support for which I am very thankful for."*
- *"Learned to stay positive in doubting situations, also learned that things not important to us may mean a lot to others."*
- *"Overall, I feel that unpaid work has been a good experience and I have learned a lot."*
- *"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."*
- *"Enjoyed learning new things and working in the community."*
- *"As a full time manual worker I was expecting the work to be more rigorous, although having said this I have witnessed the effects on others, some positive, some negative."*
- *"I have learned my lesson."*
- *"It taught me how to behave."*
- *"Enjoyed helping people that needed help in the community. Thanks for another chance and if I caused any problem, sorry."*
- *"I think all the staff that dealt with me were all fair and some very helpful. I also think CS does help rehabilitate criminals/convicts."*
- *"Was helpful to show me about losing time at work so no more of this for me. The supervisors were helpful when I was stuck with a job."*
- *"Overall I found CS to be a positive experience for me. However, I feel more could be done to further benefit the community as well as there should be far more support given to Supervisors!"*
- *"Unpaid work cost me thousands of pounds due to knocking back job offers just to get my hours completed. The money that I lost due to unpaid work was greatly needed to support my family."*
- *"A lot more could be done to improve the unpaid work duties. But after all was I to give any feedback or comments, I'm just a mere offender."*
- *"I learned to listen and understand people more."*
- *"Was a pleasure working with everyone there, very inspiring place."*
- *"Good people, positive outlook."*

3. Unpaid Work – Beneficiary Feedback

3.1 Referral Reasons

- A total of 48 Project feedback forms were received during 2017/18. There is a mix of feedback in terms of teams. However, the response rate from the Inverness team has significantly decreased whilst the response rate from all other teams increased.
- Ill health and age related reasons account for approximately 73% (35) of all beneficiary feedback forms with the remainder lack of skills and/or resources.

3.2 Work Completed

Table 3 – Work Completed for Beneficiaries (Respondents)

Work Undertaken	Total Recipients	Percentage %
Gardening	27	56%
Painting and Decorating	12	25%
Joinery/Fencing	4	9%
Other	5	10%

3.3 Contacts – Levels & Quality

- 44% (21) of respondents felt they had a “great deal of contact” with individuals undertaking the work.
- Of those who had contact (40), the quality of the relationship between the beneficiary and those carrying out the work received a 100% satisfaction rate overall compared to 93% in 2016/17.

3.4 Satisfaction Rates & Supervision

- 96% (46) of beneficiaries were “very happy” with the standard of work carried out – in line with results for 2016/17. The remaining 4% (2) were fairly happy with the standard of work.
- 100% (48) of beneficiaries felt the work undertaken was “of great benefit” and would use the service again.
- Of those beneficiaries who had contact, 100% (40) felt that individuals were very well supervised.

3.5 Comments Received

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

- *“Can’t thank xxxx and his team enough. Very well organised and all very nice people.”*
- *“xxxx and his team were pleasant, polite and extremely hard working. I am delighted with their work.”*
- *“Must comment on how mannerly the boys were. Also how well they followed xxxx’s instructions. No problems at all.”*
- *“We would first like to say how friendly and polite the young men are and very diligent in the jobs given.”*
- *“Service excellent.”*
- *“I was so grateful for the help...”*
- *“The level of skill and supervision is really high.”*
- *“There have been a number of teams on my property doing various jobs. They have all been polite, respectful and eager to do the work to the best of their abilities.”*
- *“I would be very happy to have these young, polite, appreciative people back. I am most appreciative of the work done. They showed respect to me and also to their supervisor.”*
- *“I would like to put on record the excellent work done and in particular thank xxxx for the way he liaised from start to finish with me and the very professional way he worked with those on the scheme.”*
- *“The weather was very bad as you know but they still came to do the work. I would like to thank xxxx, couldn’t have asked for better.”*
- *“Clearing this house which a couple had lived in for over 40 years was a huge task which was*

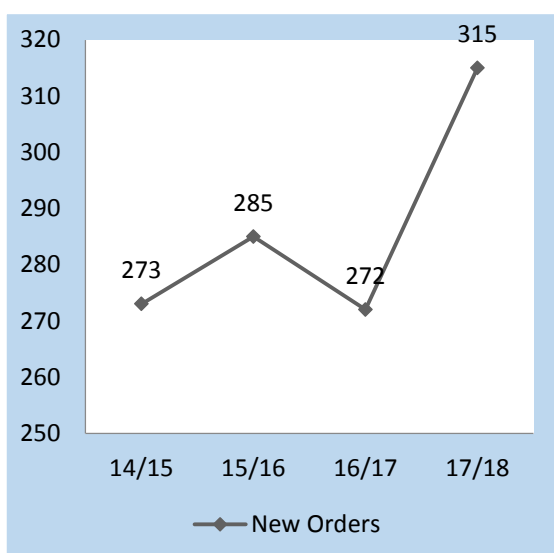
carried out very well and much appreciated.”

- “If the grass/garden becomes overgrown the lady gets anxious/panics which causes her difficulty with maintaining to live in her own home.”
- “Clearing this house was a huge amount of work which was carried out respectfully & very much appreciated by social work.”
- “Very happy with the work they did on the hall and would ask for their helping the future on other projects.”
- This lady who suffers from severe mental disability was quoted under £4000 which was not in her pay packet. This lady's life has dramatically changed since the work has been done.”
- “Unpaid work scheme has been invaluable to us and allowed us opportunities to complete the work we would otherwise be unable to afford.”
- “The work was carried out to a very high standard, better than many professionals! The young men were very pleasant and were very well supervised.”

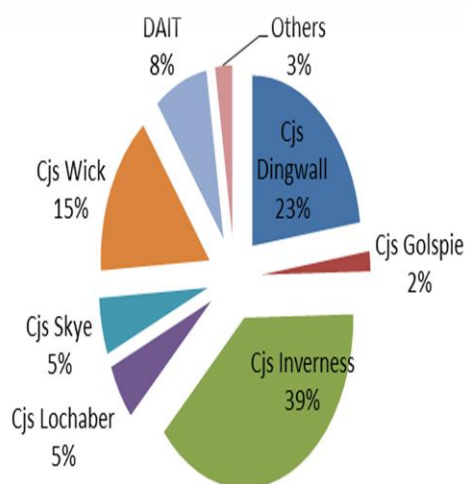
In terms of **Community Payback Orders with a supervision requirement:**

➤ 315 SUPERVISION ORDERS

INCREASE OF 16% ON PREVIOUS YEAR



➤ DISTRIBUTION OF ORDERS



66% OF ORDERS SERVED ON TIME

63% OF 1ST CONTACTS ON TIME

70% OF 1ST INTERVIEWS ON TIME

83% OF CASE MANAGEMENT PLANS FOCUSED ON THE NEED TO REDUCE THE RISK OF RE-OFFENDING

52% OF OFFENDERS WHO RESPONDED FELT SUPERVISION HELPED TO REDUCE OFFENDING BEHAVIOUR

89% OF OFFENDERS FELT THEIR THINKING HAD CHANGED DURING THE COURSE OF THEIR ORDER

92% OF CASES SAMPLED WERE RATED HIGHLY IN TERMS OF CASE RECORDING.

Key Points

- The volume of Supervision orders has increased by approximately 16% compared to 2016/17 although distribution remains largely similar.
- There is positive feedback in relation to supervision helping to reduce/stop an individual's offending behaviour. This is particularly the case when the individual participates within the "Offending Awareness" and "Preventing Violence in Relationships" programmes provided by Action for Children.
- Where an LS/CMI assessment has been completed time taken to complete has increased compared to previous years.
- Positive improvements are evident in the quality of case recording for a higher proportion of cases sampled compared to 2016/17.

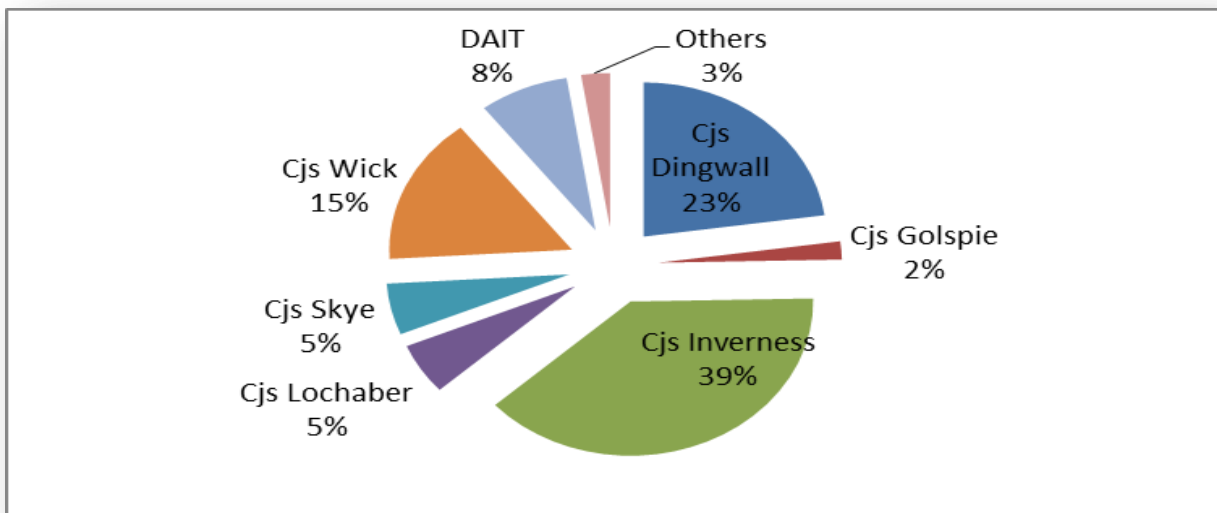
1. Statistics

The following is a brief outline of the key statistics produced in relation to Community Payback Orders (supervision and combined orders) for Highland Criminal Justice Service for the period 2017/2018.

1.1 Volume & Distribution

The total new Community Payback Orders made during 2017/18 is 608 – an increase of approximately 4% compared to 2016/17. Of these, 315 are supervision requirements – a 15% increase compared to 2016/17, and equates to approximately 52% of all new orders made.

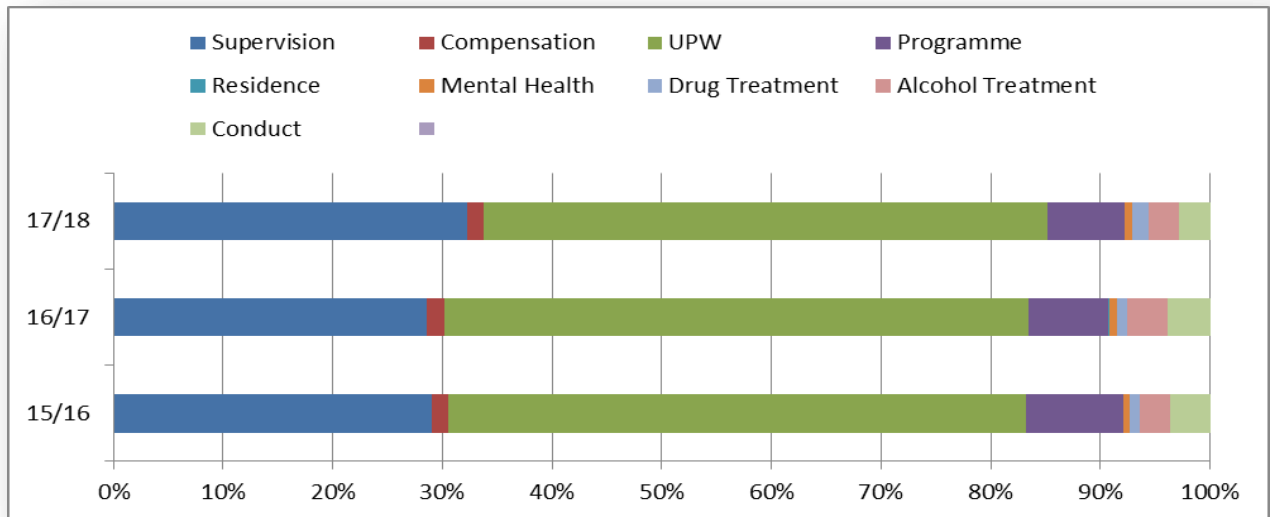
Graph 1: CPOs Supervision – New Supervision Orders Distribution by Team



As can be seen from graph 1 above:

- Inverness had the highest proportion of Supervision orders at approximately 39% compared to 40% in 16/17.
- Dingwall and Wick held approximately 23% and 15% respectively compared to 24% and 16% in 16/17.
- Lochaber and Skye held approximately 5% and 5% respectively - figures are in line with those for 2016/17.
- For the second consecutive year, the DAIT team have increased their share of new supervision orders from 6% in 16/17 to 8% in 17/18.

Graph 2 & Table 1: CPOs Supervision – New Supervision Orders – Requirements Breakdown



Requirement	15/16	16/17	17/18	%
Supervision	285	272	315	32.31%
Compensation	15	15	14	1.44%
UPW	516	506	501	51.38%
Programme	87	70	69	7.08%
Residence	0	1	0	0.00%
Mental Health	6	6	7	0.72%
Drug Treatment	9	9	14	1.44%
Alcohol Treatment	27	35	27	2.77%
Conduct	36	37	28	2.87%

According to Graph 2 & Table 1 above:

- 32% of all new requirements are supervision requirements.
- The second highest additional requirement to supervision is unpaid work followed by programme requirements.
- Drug Treatment, Mental Health Treatment and Residence are the least frequently imposed requirements at 1%, 1% and 0% respectively.
- The distribution of requirements is in line with figures for 2016/17 with an increase in supervision requirements and marginal decrease in unpaid work requirements.

Table 2: CPOs Supervision – New Orders – Average Length (months)

Team	Average Length of Supervision Requirement	
	16/17	17/18
DAIT	18	14
Dingwall	17	17
Golspie	13	16
Inverness	18	18
Lochaber	18	16
Skye	13	16
Wick	18	15

In terms of the average length of Supervision orders imposed (months), table 2 (above) shows the average length by team.

- The average length (months) of a supervision requirement Highland wide is approximately 17 months - a slight decrease of approximately 1 month on average compared with 2016/17 figures.
- The DAIT team has the lowest average at 14 months with all other teams ranging between 15 and 18 months.
- There is a noteworthy increase in the average length of orders for both Skye and Golspie teams.

1.2 Key Performance Indicators

Table 3: CPOs Supervision – New Orders – % Orders Served On Time

% Orders Served on Time	15/16 %	16/17 %	17/18 %
Late	34%	28%	34%
On Time	60%	72%	66%

- 6% decrease compared with 16/17.
- Reflective of difficulties re: notifications from court

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

% 1 st Contacts on Time	15/16 %	16/17 %	17/18 %
Late	34%	36%	37%
On Time	58%	64%	63%

- 1% decrease compared with 16/17.
- Reflective of difficulties re: notifications from court

Table 5: CPOs Supervision – New Orders – % 1st Interviews on Time

% 1 st Interviews on Time	15/16 %	16/17 %	17/18 %
Late	29%	27%	30%
On Time	65%	73%	70%

- 3% decrease compared with 16/17
- Reflective of difficulties re: notifications from court

Table 6: CPOs Supervision – Key Performance Indicators by Team

Team	% Order Served on Time		% 1 st Contacts on Time		% 1 st Interviews on Time	
	16/17	17/18	16/17	17/18	16/17	17/18
Dingwall	64%	63%	63%	63%	71%	67%
Golspie	43%	33%	43%	50%	29%	33%
Inverness	81%	71%	64%	59%	73%	64%
Lochaber	25%	41%	19%	41%	53%	65%
Skye	62%	24%	85%	59%	92%	76%
Wick	88%	80%	88%	88%	79%	86%
DAIT	75%	75%	63%	96%	100%	83%

- With the exception of the Drug & Alcohol Intervention Team and Lochaber teams, all teams experienced a decline in relation to orders served on time. This is in contrast to the improvements made during 16/17 and is most likely the result of challenges and difficulties experienced in receiving timeous written orders from Court.
- Conversely, a large proportion of teams improved in relation to 1st contacts on time. Notable improvements are evident within the Golspie, Lochaber and DAIT teams.
- There is a mixed pattern in terms of 1st interviews on time. Notable improvements are evident within the Golspie, Lochaber and Wick teams.

2. Feedback from Offenders

2.1 Supervision Exit Questionnaires

The return rate for Supervision exit questionnaires is approximately 8.5% (27) as a proportion of all new Supervision requirements made during 2017/18 (315). The return rate has decreased by approximately 4% compared to 2016/17. Improving this remains a priority.

Table 7: CPOs Supervision – Exit Questionnaire Results 17/18

Feedback From Offenders on Supervision 17/18			
Description	15/16	16/17	17/18
% who felt they were given enough information at the start of the order	92.59%	96.88 %	92.59 %
% who felt they had been treated with respect	100.00 %	81.25 %	96.30 %
% who felt they had a "good" or "very good" relationship with their Criminal Justice worker	87.04%	84.38 %	100%
% who felt their progress had been recognised	81.48%	78.13 %	100%
% who felt their thinking had changed during the course of the order	85.19%	71.88 %	88.89 %
% who advised that their offending behaviour had changed during the course of supervision	81.48%	68.75 %	66.67 %
% who felt that supervision had helped reduce/or stop their offending behaviour	44.44%	65.63 %	51.85 %
% who linked into other supports or services in the community	31.48%	37.50 %	33.33 %

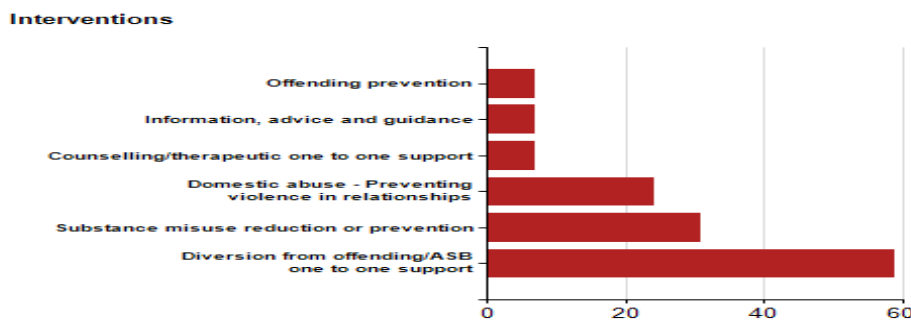
The data within the above table demonstrates:

- 15% improvement in those who felt they were treated with respect
- 15% improvement in those who felt they had a good or very good relationship with their Criminal Justice Worker.
- 17% improvement in those who felt their thinking had changed during the course of the order.
- 22% increase in those who felt their progress had been recognised.
- Decrease of approximately 14% is evident in relation to those respondents who felt that supervision had helped reduce/or stop their offending behaviour

2018/19 will see concerted efforts to introduce a variety of methods to improve the return rate.

2.2 Action for Children

A total of 93 individuals (the majority of whom are subject to supervision) were supported by Action for Children to assist in addressing their offending behaviour. The following graph demonstrates the types of interventions:



Arrangements are in place to gather feedback from any offenders subject to supervision who participate in the Offending Awareness programme and the Preventing Violence in Relationships programme.

2.2.1 Offending Awareness

Feedback was received from a total of 34 offenders. The findings are as follows;

- Respondents who participated in the Offending Awareness Programme were either in a group or seen on an individual basis.
- All respondents felt the sessions were pitched at a level they could understand.
- 100% (34) of respondents felt that the programme encouraged them to think more about the effects or implications of offending.
- 97% (33) of respondents felt that involvement with the programme could have a positive effect on reducing their risk of further offending or custody.

2.2.2 Preventing Violence in Relationships

Feedback was received from a total of 17 offenders.

- On a scale of 1 to 6, 1 being not helpful at all, 100% of respondents felt that the programme helped them work at their use of controlling and aggressive behaviours (scores between 4 and 6).

3. Quality Assurance

A total of 37 supervision cases were sampled for the purposes of quality assurance. This equates to approximately 12% of all new supervision requirements made. Cases selected

are representative in terms of team, caseworker, and casetype and are current cases of more than three months. The findings are divided into the following subsections; Risk Assessment, Planning of Supervision, Compliance and Case Recording.

3.1 Risk Assessment

Table 8: CPOs Supervision – Quality Assurance Results 17/18 – Risk Assessment

Section 1 - Risk Assessment	15/16	16/17	17/18
% of cases audited where a risk assessment is available using a recognised tool	93.88%	100%	94.59%
% of cases audited where LS/CMI 1-8 has been completed within 20 working days	80.43%	61.29%	56.76%
% where LS/CMI 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%	89.19%

- Approximately 95% of all cases sampled had a risk assessment using a recognised tool compared with 100% in 2016/17.
- In terms of LS/CMI being completed timeously, i.e. within 20 working days, this decreased significantly from approximately 80% to 61% between 2015/16 and 2016/17 and further decline is evident between 2016/17 and 2017/18.
- The level of supervision recommended reflects the final risk/need level and analysis of offending in 89% of cases.

3.2 Planning of Supervision

Table 9: CPOs Supervision – Quality Assurance Results 17/18 – Planning of Supervision

Section 2 - Planning of Supervision	15/16	16/17	17/18
Number & % of cases sampled where there is a specific case management plan	63.27%	100.00%	86.49%
Number & % of cases where there is a case management plan and where the plan focuses on addressing offending behaviour	96.77%	87.10%	83.78%
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%	83.78%
Number & % of cases where there is a case management plan and there is evidence of structured intervention.	70.97%	90.32%	70.27%

- Approximately 87% % of cases sampled had a specific case management plan, a reduction on findings from 2016/17.
- However, not all plans focussed on addressing offending behaviour – reduced from 97% in 15/16 to 87% in 16/17 and further to 84% in 17/18. A similar trend is evident in relation to plans needing to address the risk of re-offending as can be seen in table 9 above.

3.3 Compliance

Table 10: CPOs Supervision – Quality Assurance Results 17/18 – Compliance

Section 3 – Compliance	15/16	16/17	17/18
Number & % of cases sampled where the client reported as required in the first four weeks	61.22%	77.42%	54.05%
Number & % of cases sampled where appropriate announced and unannounced home visits took place in accordance with identified risk/need	59.18%	41.94%	37.84%
Number & % of cases sampled where the client was seen in accordance with the identified level of intensity in LSCMI	75.51%	85.48%	81.08%

- Approximately 54% of clients reported as required in the first four weeks during 2017/18 compared to 77% in 2016/17.
- In approximately 81% of cases sampled clients were seen in accordance with the identified level of intensity in LS/CMI.
- Appropriate announced and unannounced home visits took place in accordance with identified risk/need in 38% of cases sampled.

3.4 Case Recording

Table 11: CPOs Supervision – Quality Assurance Results 17/18 – Case Recording

Section 5 – Case Recording	15/16	16/17	17/18
Number & % of cases sampled where case recording is rated as “good”, “very good” or “excellent”	63.26%	74.19%	91.89%

- The quality of case recording has improved overall between 16/17 and 17/18 from approximately 74% to 92% respectively.

A sample of comments from offenders on supervision:

- *“I am very pleased with the work my supervisor put in for me.”*
- *“A life changing experience for me. I had a fear of social workers, always thought they were out to get me. Did not realise that they were there to help. The support, praise and rewards have been invaluable to me. I have re-focused my life, made realistic, achievable goal and re-assessed my whole life. I could not have done this alone. Thank you.”*
- *“I found everyone to be very helpful.”*
- *“Overall I feel that the supervision could not have gone any better. From thinking the whole experience was going to be a bad one. All I can actually take from it is positive after positive. I feel in a much different happy better place than the terrible place I was in 8 months ago and I am extremely grateful for how xxxx has helped me.”*
- *“I hope I can go voluntary to probation if I need future support.”*
- *“Appreciate the support given by all.”*
- *“Very smooth. No problems.”*
- *“It’s no a holiday. I wouldn’t be leaving 5 stars on Trip Advisor. Hopefully not be back.”*
- *“Just wanted to note how helpful xxxx was during Supervision. She is understanding*

and completely non judgemental and really helped my self esteem and confidence. I gained a lot of positivity from my meetings with her which was a tremendous help during a difficult time. Thank you."

- *"Thanks to all the staff for their help and support, especially xxxx. Thanks."*
- *"Although I committed a serious offence, I didn't realise how bad it was before I actually got sentenced. But underlying issues came to the surface too and taking on board all the support and awareness has been the best thing I've done. I moved to xxxx and changed my life around."*
- *"Very supportive."*

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

The amount of 'other activity' has grown considerably across Highland since since 2016/17.

Ross-shire

- Women's Group, Animal Sanctuary, Peddieston in association with Apex Scotland.
- Victim Awareness training – this module was developed in partnership with Victim Support Scotland and SPS, specifically for offenders on unpaid work and prisoners in HMP Inverness.
- Completion of CSCS card with Apex Scotland, thus increasing their chances of employment and developing skills to help reduce reoffending.
- Attending a SMART group – offenders attend a weekly 2 hour session in Invergordon.
- Highlife Tenancy & Citizenship course – run by Apex Scotland.
- Drystone Dyking construction – run through Highland Stonecraft.

Inverness, Nairn, Badenoch & Strathspey

- 23 clients were referred to Apex Scotland to complete their CSCS card.
- Worked with 7 charity shops – Barnardos, Caring & Sharing, Sue Ryder Aviemore, Sue Ryder Nairn, British Heart Foundation, Help for Heroes Inverness, Newstart Highland.
- 27 clients underwent Victim Awareness training.
- Forklift training and volunteering with Newstart.
- Literacy and numeracy classes provided by the Adult Literacy Group.
- Apex Scotland provide acupuncture.
- Apex Scotland provides CV preparation and employability, rehabilitation and disclosure.
- Apex Scotland provides First Aid training.
- Alcohol Brief Intervention provided initially by Supervisors. That would lead, in some cases, to offenders attending Road to Recovery, For the Right Reasons and Alcohol Counselling Inverness.

Caithness

- Adult literacy classes and English classes both run in Wick by Highlife Highland.
- The Red Cross delivered 1st Aid training (2hr session).

Sutherland

- Offender awareness programmes.
- There are very limited resources for 'Other Activity' in the Sutherland area.

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 attended 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 3 January 2018 entitled 'Offenders payingback to society in a positive way'. In this article, the Team Manager was quoted as saying in relation to the Latheron Wheel Playpark project: "They (offenders) were welcomed by members of the community. They had breaks together...and the public brought them food...we want to see...offenders repay their debt to the community but also to re-integrate... This is really important to decrease offending rates".
 - Ros-shire Journal 17 November 2017 'Makeover for monument to Polish war dead'. A team of about 12 cut back trees, sanded down and repainted benches. Vanda Hardy, whose father helped build the memorial said "I'm so pleased that this special memorial is going to be looking its best in time for the service".

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.

As can be seen from the table below, the majority of requirements were for supervision and unpaid work.

REQUIREMENT	Male	Female	Total
Offender supervision requirement	254	62	316
Compensation requirement	13	1	14
Unpaid work or other activity requirement	431	66	497
Programme requirement	48	21	69
Residence requirement	0	0	0
Mental health treatment requirement	4	3	7
Drug treatment requirement	10	4	14
Alcohol treatment requirement	22	5	27
Conduct requirement	26	2	28
Unpaid work or other activity and supervision	178	27	205

In respect of Programmes, the majority of these were for Domestic Abuse 1:1 programmes (Respect or Preventing Violence in Relationships), an offending awareness programme delivered by Action for Children, as part of a Service Level Agreement with CJSW, and MF:MC. In April 2017, a decision was taken to bring the nationally accredited Moving Forward: Making Changes sex offender group work programme in-house from the Aberdeenshire Joint Sex Offender Project. The newly created team became operational in December 2017. This is more cost effective and improves service delivery for this very high profile group of offenders.

Drug treatment has remained low, as have DTTOs. In response, the possibility of delivering DTTO 2s, in line with the pilot in Edinburgh, started to be scoped out. The notion of “fast tracking” an individual into treatment, one of the main reasons for the introduction of DTTOs, is no longer necessary due to the increase in accessibility of Opioid Replacement Therapy (ORT) and medical drug treatment services. It is now usual for those referred for DTTO assessment to either be currently in drug treatment or have defaulted off treatment and be known to local drug services. The evaluation of the DTTO 2 pilot in Edinburgh (2010) showed the purpose of DTTO 2 is to make DTTOs available to lower tariff offenders earlier in their criminal careers, when the damage done to themselves, their families and their communities, as a consequence of their drug use, is less extensive. DTTO 2 may capture a younger age group of drug users at the earlier stage in their drug using and offending career, whose drug using profile is more poly drug use and alcohol and who would not necessarily be suitable for ORT, as they are not dependent. DTTO 2s may therefore be an appropriate level of supervision and treatment for a number of people in Highland who are involved in the criminal justice system, including, as is the case in Edinburgh, of effectively replacing a CPO with drug treatment. This is being further developed in 2018/19.

Programme requirements have also been used for Decider Skills. This is a cognitive and dialectical behavioral therapy based skills approach for individuals and groups with mental health problems, aiming to improve healthy and effective coping and change skills using the 4 core skill sets of Distress Tolerance, Mindfulness, Emotion

Regulation & Interpersonal Effectiveness, has gained increasing popularity amongst practitioners in criminal justice, health and the Third Sector, not least because it resonates strongly with many offenders.

Regarding Conduct requirements, these continue to be made on occasions for people 'not to drink alcohol'. Whilst the objective of this is understood, it does create difficulties in terms of how this is monitored without access to specialist equipment, or training, for testing. (The Parole Board for Scotland makes a similar licence condition, too.) Unless an individual is in treatment, NHS Highland will not test on CJSW's behalf. Whether criminal justice social work should routinely carry out alcohol testing is perhaps worth considering – and for drug use where a person is not subject to a DTTO or in treatment – as it can legitimately add to the strength of risk management plans.

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.

Access to services is generally good, with a particular improvement in access to Osprey House, the NHS Highland run substance misuse service available to individuals within the Highland area, as their waiting times have improved.

As indicated above, the decision to bring the delivery of MF:MC in-house from Aberdeenshire led to a period where the programme was not available to new referrals. The requisite action was taken to advise courts and the council, and to mitigate risk, and an alternative non-accredited programme was made available (the Community Sex Offender Group work Programme – C-SOGP).

The provision of housing, be it emergency accommodation or tenancies, continues to be a challenge given demand and the limited stock available. Despite this, the local authority housing services continue to provide an excellent service, including for MAPPA cases. This often means sex and other dangerous offenders being located away from areas they would prefer to live on release from prison as there is more available housing stock away from the inner Moray Firth area. The council is considering different housing models in its drive to find solutions, for example Housing 1st, and this is supported by the Community Justice Partnership.

One area that continues to be in very limited supply is access to forensic psychology as NHS Highland does not provide this service. There is little prospect of this changing. However, discussions are taking place to gain access to a forensic service provided by the Youth Action Service. Albeit this would be very limited, covering, in the main, only assessments for the most high risk offenders and advice and support to social workers rather than hands-on intervention, nevertheless it would be a welcome development.

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

In late 2016, a multi-agency Persistent Offenders Project (POP) was set up using Part 2 Community Sentences funding. The core partner organisations are Police Scotland (N Division), Highland Council Criminal Justice Social Work Services (CJSW), Scottish Prison Service (SPS), Apex Scotland and NHS Highland, and during 2017/18, POP became an established project. It is community-based and is using a combination of home visits, prison visits and assertive outreach to encourage persistent offenders with drug and alcohol use issues to engage with services. The project aims to target people whose drug and alcohol use has a significant impact on their health, wellbeing and social functioning. This includes some of the most vulnerable individuals at high risk of violence, self-harm and suicide, homelessness, social and economic exclusion.

POP is not designed to specifically target offenders subject to CPOs. Nonetheless, some offenders on Orders meet the criteria and the project has worked with these individuals where they are not engaging for time-limited periods. This has significantly added value to the CPO given the intensity of service POP can offer. POP is being fully evaluated and this will be reported in 2018/19.

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