

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2018/19**

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 hours completed in 2018/19 was **47,046**.

Ross-shire:

- Seaboard Memorial Hall – Balintore Bay car park: filled pot holes and replaced rotten wooden car spaces; removed and refurbished benches. Play park: raked and sowed grass seed on new top soiled area and also reinstated the fence. Harbour public toilets: removed scrap which was dumped in and around this area (mostly buried in the ground) and which weighed around one tonne. Repaired fence; refurbished benches; timbers were replaced, re-bolted and re-stained. Rubbed down and re-stained pillar fence with ropes and posts. Memorial Hall – Interpretive boards were scrubbed clean and moss was removed.
- Shandwick Beach Car Park – overgrown path widened back to previous width with original passing places for wheelchair/pram users evidenced as before overgrowth. Old pipes removed together with other sundry dumped rubbish. Painted/re-stained fence and handrail plus sundry wooden storyboard supports at parking space. Broken metal village boundary marker pole was removed and replaced with a strong wooden pole (painted).
- Evanton Community Wood – build wood store and deliver to disabled man; constructed and installed play equipment; removed dangerous trees from play area / paths and access tracks; cleared drains to prevent flooding of tracks / damage to same; build an access bridge to access a boggy piece of footpath leading to a gorge – enabling access for the school kids; cleared a path through thick undergrowth to allow an orienteering event to be held in the wood; constructed and installed a picnic bench and helped to construct a stone seating area next to the pond; fell trees – helped with extraction by horse; removed bark from felled trees; assist with construction of outdoor classroom; clad barbeque area; put doors on woodsheds; cut roof spars for outdoor classroom.
- Adross Primary School – levelled out the ground, cut branches and erected a mud kitchen; delivered 5 concrete raised beds and put into position; removed foundations of the old play park and removed and replaced wooden surrounds for play area before spreading bark on play area.
- Firhill, AIness – moved shed for disabled man.
- Dewar Square, Dingwall - removed old furniture and debris for disadvantaged young man.
- Joss Street, Invergordon – removed turf from back garden and replaced with membrane and stones.
- Peffery Road, Dingwall – lifted slabs, levelled ground and relayed slabs; cut back mares tail from front, back and side garden; dividing hedge was cut and trimmed back.
- Strathpeffer Railway Station – ongoing project involving removing the

- garden for use by schools when they come to visit the Museum of Childhood. We are involved in constructing compost bins, picnic tables and a nature trail.
- Friends of Peffery Way (walk which runs from Strathpeffer to Dingwall) – cleared scrub, bushes and small trees to help access for disabled people; removed firewood and processed and distributed to residents within Strathpeffer.
 - Balintore – cut back bushes at the Bakehouse site and painted two anchors.
 - Wyvis Terrace, Dingwall – removed the framework of an old greenhouse for an elderly couple.
 - Fodderty Community, Strathpeffer – made and fitted a style over a dyke and built a picnic bench for young children.
 - Alness Community Council – restored Alness / Invergordon Cycle Path by removing overgrowth. Cut back bushes and overgrowth at the side.
 - Seaforth Respite Centre, Maryburgh – built two small pieces of furniture for raffle prize for a fund raising event.
 - Muir of Ord Rovers – removed gorse and bushes from the football perimeter; benches repaired and repainted; general tidy up - including removing weeds - from the front of the clubhouse.
 - Nigg & Shandwick Community Council – sourced and installed a donation box for the car park.
 - Faith Mission, Tain – helped to dismantle marquee tent.
 - Black Isle Carers – removed bushes and fence; tidied up slabs.
 - Residents of Teaninich Street, Alness – removed large weeds from path and community garden area; trimmed trees and cut back bushes along the path area.
 - Ulladale Crescent, Strathpeffer – fence posts removed and replaced.
 - Peddieston House, near Cromarty – felling dead trees and cut for firewood; fence repair; helped with mucking out the stables in a crisis.
 - Isobel Rhind Centre, Invergordon – tidied up circular seated area; hardcore an area for sensory garden.
 - Plastic Clear-up: a total of 110 bags of rubbish were removed from various open areas around Ross-shire over one week at the beginning of July. Although a lot of work was carried out on beaches in the area, it was not limited to this. Plastic was the target, but we obviously picked up other types of litter as we came across it.
 - Muir of Ord Community Council – Redcastle to Seafield: trimmed path; School Park: repaired and rebuilt bridge walkways; Lily Pond: repaired bridge walkway and laid chicken wire on the walkway.
 - Millcraig Road, Dingwall – trimmed back hedge and bushes.
 - Ardival Terrace, Strathpeffer – removed overgrown branches and bushes.
 - Highland Council - removed furniture from Dingwall to Muir of Ord for disadvantaged girl.
 - Milton Primary School – constructed 3 mud kitchens and erected for nursery and primary school children; friendship bench constructed and delivered; prepared groundwork for a polytunnel; erected a fence around the polytunnel;

building of raised beds; erection of 3 compost bins.

- Tain Community Council – Cunarder Lane: steps cleaned and bushes trimmed, shutter on old toilet block removed and replaced. Adjacent to Cunarder Lane: bramble bushes cut back. St Duthus Old Burial Ground: reinstate 3 separate sets of steps – some with new railway sleepers; cut back bushes on part of the wall around the cemetery. Collegiate Church: removed old ivy from the ground. Old Academy: stripped the railings outside the building. King Street Car Park: removed large weeds and strimmed grass area.
- Tain Free Church – clean up at the Old Health Centre.
- Kirkside, Alness – removed ash saplings from an elderly lady's garden.
- Highland Council - Hartfield Street, Tain: overgrowth in rear garden cut back and cleared of household rubbish and bushes.
- Gladstone Avenue, Dingwall – removed slabs and tar and relayed slabs for elderly lady.
- Woodlands Avenue, Dingwall – removed trees and shrubs for elderly couple.
- Old School Court, Conon Bridge – removed furniture and transported it to the recycling centre for single female.
- CCAST, Tain – made 3 planters for Mansfield Estate, Tain.
- Highland Council – in village of Milton: cut back overgrown shrubbery.
- Highland Council – in village of Maryburgh: cut back shrubs from 6 ft to around 3-4.
- Evanton Social & Event Group – Bottle bank area: repositioned litter and dog waste bin.
- There are also a number of individual placements: Blythswood Highland Deephaven Depot, Evanton – warehouse duties, sorting out donations of goods for sale in the shop; CCAST, Tain – charitable drop-in centre, food bank activities, drop in hospitilily; Contin Village Hall – cleaning, gardening, joinery work & litter picking; Sue Ryder Shop, Dingwall – sorting out donations of goods for sale in the shop; St Mary's Episcipal Church, Ullapool – Attending to the needs of those presenting themselves at the foodbank; Church of Scotland, Ullapool – cleaning heater pipes (external); Tain Free Church – tidying up outside the Old Health Centre; Ullapool High School: filling over 800 sandbags and helping with construction of Word War 1 project; Lochbroom Woodfuels – processing wood; Welcome Ullapool – painting playpark fence and general repairs.

Skye & Lochalsh

- Raasay community hall internal painting and tidy up of surrounding gardens.
- Ashaig cemetery tidy up and laying new stones on paths.(Attached article from the West highland free Press).
- Kyle of Lochalsh public toilets painting.
- Kyle community hall internal painting.
- Skeabost community hall internal painting.
- Skeabost uplift of rubbish and strimming of surrounding area for summer fete.
- Portree & Braes community hall internal painting.

- Kilmuir community hall internal painting.
- Balmacara War Memorial clean-up for Remembrance Sunday.
- Fairy Pools clean up.
- ARMS centre gorse cutting and removal of rubbish from surrounding area.
- Uplift of logs from Eynort forest, construction of wood store and processing of logs for distribution.
- Grass cutting at various locations.
- Struan village clean up and removal of rubbish.
- Gorse removal and strimming at The Plock.
- Carbost picnic area tidy up and gorse removal.
- Grass cutting and painting of shed and benches at Skye Young Carers.
- Cutting back of trees and grass cutting at Tigh na Drochaid community resource centre
- Tigh na Drochaid internal painting.
- Placements with St Columbas Episcopal Church. Helping with the running of the weekly Bread Basket drop-in facility.
- Placements with Am Fasgadh Skye & Lochalsh Mental Health Association, of particular benefit to clients with mental health issues. Helping with the day to day running of the drop-in facility including uplifting and distribution of furniture.
- Placement with Skye Young Carers. Helping with the daily running of the facility.
- Placements with Skye & Lochalsh housing Association. Assisting in all aspects of building repair and maintenance work.

Sutherland

- Garden Rota – Significant list of community paths/halls in need of regular grass cutting/gardening over the spring/summer/autumn period.
- Firewood – Collection/cutting and delivery of large sacks of seasoned logs to a local charity shop over the winter period. The forestry commission donate a large amount of logs for us to use in this project.
- Path Clearing – Station walk in Dornoch needs year round attention due to fast growing gorse bushes and small trees needing cut around the path.
- Big Burn walk in Golspie needs significant path clearing year-round on overgrown areas.
- Bench Painting – Preparation and painting of public benches in Dornoch
- Tree/bush cutting/trimming/litter and material collection – General clear up of overgrown area in the grounds of Dornoch High School.
- The grass cutting/gardening 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 we carry out helps the residents significantly as these areas would not be maintained otherwise.
- Firewood (logs) were delivered to a charity shop in Brora with all proceedings from the sale of logs being donated to local projects and events.
- Dornoch, Embo, Golspie and Culrain 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.

- Dornoch community benefited from the refurbishment/painting of the local benches as they had fallen into disrepair and become unsightly in some instances.

Inverness, Nairn, Badenoch & Strathspey:

189 Projects were assessed during the period in question. Of these undertaken during this period, the majority of were undertaken on behalf older people, vulnerable and disabled beneficiaries and included garden clearances/makeovers and fencing work (both repair and replacement/fabrication). Notable projects which fell out with normal line of duty include:

- A project has been started in conjunction with Inverness Foodstuff (a group run by Ness Bank Church of Scotland to provide a hot meal at lunchtime Monday – Friday, for homeless/disadvantaged people in the area. Food is picked up on its 'sell by' and taken to the church for preparation for lunchtime. Any excess food left over is given to us by the church for distribution to some of our more 'needy' clients. We also have an agreement with Highland Foodstuffs that they will accept individuals from our client base as volunteers (see section on 'other activity' for more detail).
- Constructed a children's nature/activity path for Moray Firth Radio (MFR) Cash for Kids at the Wildwoodz paintball and outdoor activity centre in the Black Isle.
- In the spring the vegetable planting scheme started last year was continued. A significant amount of lettuce, potatoes and tomatoes were grown, which were donated to a local foodbank and 2 elderly care homes.
- Snow clearance and path gritting of a number of care homes and sheltered housing.
- Work with 4 local community councils (Beauly, Newtonmore, Drumnadrochit, Dalwhinnie & Nairn) to clear paths around the villages.
- A number of projects undertaken on behalf of The Highland Council for older people, disabled and vulnerable tenants. These projects did not conflict with the normal work of the Council, but complemented the work already being undertaken.
- 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 £3500 was raised.
- Despite having lost one client who worked extensively on bike refurbishment during his Order, a specialised area was constructed in the workshop for reconditioning bikes and the project now continues under the direction/training of the Workshop Supervisor. There is an agreement with the recycling centre in Inverness whereby they keep any old bikes/bike parts for the scheme to collect and refurbish and then donate to charity.
- Firewood Cut and processed. Some was donated directly to beneficiaries and any excess was sold to the public and the monies donated directly to local charities. Charities which benefitted were SSPCA, Guide Dogs for the Blind, RNLI, The Corbett Centre, the Men's Shed and the MS Centre.
- Grantown-on-Spey town square was totally refurbished. Prior to arrival, the

Square had a worn out look with different paint schemes used in different parts of the area. The fencing, barriers, separation chains, planters and bins were re-painted the same colour scheme giving uniformity to the area.

- St. John's Episcopal Church grounds were landscaped.
- Supervisors still come across a number of unused crutches and Zimmer frames and other assorted NHS walking aids. These are brought back to the workshop and cleaned and returned to the Physiotherapy department at Raigmore Hospital.
- Working with Highland Council Housing Dept. to clear gardens of particularly elderly/vulnerable/disabled tenants and bring them to a level whereby they can enjoy their gardens and maintain a tidy environment.
- Relationships with 3 local Landscape Gardeners means they alert us when they have any reusable materials (e.g. slabs) which they would normally dispose of. These are refurbished and used for beneficiaries, making a considerable cost saving to them.
- A relationship with 2 local builders results in donated wood they do not need, for use in the workshop and for fence construction.

Lochaber

- Killmallie Commonwealth War Cemetery – Removal of small trees, scrub, bushes and ivy which had taken over the whole cemetery. This cemetery had been forgotten about and had growth in it that had not been touched in over 25 years. The object of the project was to get the cemetery seen. It had so much growth of plant life that it was impossible to find the majority of graves within the cemetery. This cemetery dates as far back as 1711 and holds a number of highly prominent figures people buried within its walls. At present unpaid work are awaiting a couple of articles being written for by the Historical society in local news feeds. Beneficiaries are the community of Killmallie and Corpach and the wider public some as far away as New Zealand, South Africa and many Europeans who visited looking for their family members whilst we were working on this project. Total number of hours spent on this project 650.
- Gardening Maintenance – General gardening duties that include strimming of grass, taking down of hedges, hedge cutting, weeding, shrub removal and in some cases a complete garden clearance. This was done over various locations throughout the Lochaber area including Fort William, Mallaig, Kinlochleven, Ballahullish, Glencoe, and Invergarry. Beneficiaries of these projects were the elderly, disabled and the various communities throughout Lochaber. Total number of hours on these projects 1200.
- House Clearances For NHS Highland – The removal of house hold items including carpets, taking items that can be used to local charity shops and discarding the rest to the re-cycle centre. Unpaid work has helped with 4 house clearances throughout the year working with NHS Highland. Helping in situations where the people involved have been moved into care homes and have no immediate family to help. Where the person who lived there has died and has no family in the position to be able to do such a large scale operation

as to empty the entire house of all its contents. This enables the family to grieve and not have to worry how to go about such a task. Beneficiaries of these projects were NHS Highland, Local charity shops who benefited from the sale of items and family's grieving. Total number of hours on these projects 350.

- Lochaber Rural Educational Centre – Slabbing out an area for disabled children in wheel chairs. This was a project undertaken so that children in wheel chairs had access to the activities undertaken by the Rural Educational Centre. Beneficiaries for this project were the disabled children and volunteers that attend the centre. Total number of hours on this project 320.
- Braxi Hall Interior Decorating – The decorating of the Braxi Hall, Inverlochy, Fort William was used as a wet weather program throughout the autumn and winter on days when it was so torrential that no outside work would have been achieved. This project involved the painting that had not been done the previous year of the kitchen, toilets and back rooms of the hall. Beneficiaries of this project were the Community of Inverlochy and the wider public who use this hall for various community gatherings and projects. Total number of hours on this project 105.

Caithness

- Extensive grass cutting rota carried out between April – October in public areas and Community oriented organisations.
- Paint and re-decorated Staxigoe Hall's interior; a major job involved numerous hours of preparation and painting the main hall, toilets and associated side rooms. The completion of this project was covered in the John O'Groat Journal providing positive press for Criminal Justice – see 'consultation' section below.
- Cleared pathway onto Reiss Beach from Golf course car park enabling the less mobile full access to the beach.
- Assist with the clearing of numerous tons of sand from Thurso Promenade and surrounding pensioner's gardens following freak storm in Thurso.
- Beach cleaning on stretches of beach including Reiss, Ackergill and Lybster.
- Manufacture 'Fairy' houses for community woodland walk in Latheronwheel and maintain this walk by working in conjunction with, and alongside, local volunteers.
- Renovation and repair of numerous benches from various local community groups.
- Fence painting and the construction of outdoor play equipment for Norlin Nursery, Wick. This included the repair of a shed and the construction of planters, a soft play area, a 'bug' hotel, bird tables and seating area.
- Weeding and tidy up of large area of plant beds at Noss primary School, Wick.
- Assist with the maintenance of and repair of items in the Town and County Hospital Gardens, Wick for the benefit of dementia patients. Also construct a memorial bench which was handed over with associated press coverage.
- Assist with the setting up of marquees and showground for the Mey Games which was greatly appreciated by the Mey Games committee and acknowledged by HRH Prince Charles, Duke of Rothesay.

- Carried out painting to the entire interior of the Ormlie Community Centre, Thurso and work to repair the drive.
- Groundwork outside the Pulteneytown People’s Project, Wick making safe access and a marked visual improvement.
- Construction of bird tables, seating area and repair of fencing and access area to Relationship Scotland’s premises at 44 Murchison Street, Wick.
- Preparation of and paint large steel container used by the Dunbeath Christmas lights committee.
- Tidy up and make presentable the disused Dunn graveyard, Watten pending the arrival of Canadian families visiting Commonwealth war graves.
- Construction of 10 wooden stalls on behalf of the Wick Christmas lights committee for use during fundraising events.
- Complete renovation of rear area of building used by Caithness KLICS including the removal of fence posts, construction and painting of a new fence, work on outdoor seating area and construction of toy steam train used as planters.
- Refurbishment of wooden children’s play equipment at Busy Bees nursery, Bower.
- Erection of two sheds, construction of fencing, renovation of shelter and the completion of a climbing wall at Pennyland Primary School, Thurso. This project received favourable press coverage in the John O’Groat Journal and online.

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

Beneficiaries Responses

A total of 103 Project feedback forms were received during 2018/19 covering Gardening & Landscaping (44%), Painting and Decorating (18%), Joinery & Plastering (8%), Slab laying & fencing (6%), Furniture Removal (3%) and Other (21%).

- 35% (36) of respondents felt they had a “great deal of contact” with individuals undertaking the work. Of those who had contact, the quality of the relationship between the beneficiary and those carrying out the work received a 96% satisfaction rate overall (compared to 93% in 2016/17).
- 96% (99) of beneficiaries were “very happy” with the standard of work carried out – in line with results for 2017/18. The remaining 4% (3) were ‘fairly happy’ with the standard of work.
- 99% (102) of beneficiaries felt the work undertaken was “of great benefit” and would use the service again.
- 99% (98) of respondents felt that individuals undertaking the work were very well supervised and the same percentage did not experiencing any problems during the placement.

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

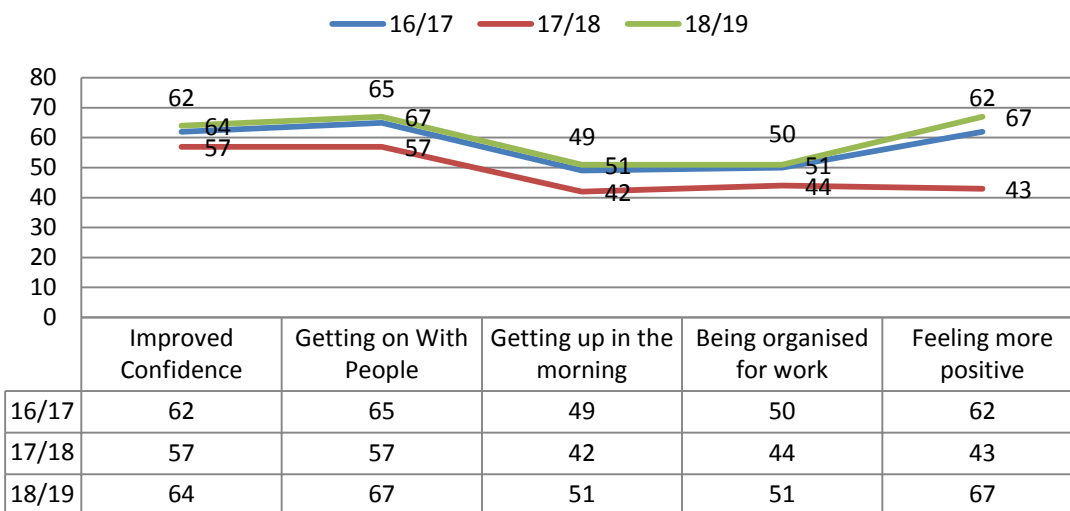
- We would love to welcome the team back – well supervised and professional, hopefully enjoyable work for the clients giving directly back to the community.
- Those doing community service that we had working at our home were all very polite, helpful and pleasant. They also had great respect for the person in charge.
- I have had work carried out on a number of occasions now and it has always been done to a good standard and well supervised. I would have no reservations having further work carried out when required.
- I would certainly have more work done. Workmen were extremely helpful, friendly and efficient.
- Fantastic job. Would recommend the service for others. Friendly happy group
- Very satisfied with work. Very polite and hardworking team and a great supervisor.
- I found the workers polite and worked well. Would not hesitate for them to do other work.
- Work carried out to a very high standard, all the boys were polite and friendly
- Good quality work, well supervised.
- If we hadn't contacted the local council then we would never have known about the UPW. More advertising would be beneficial.
- Very grateful for the work that was done. It has made a real difference to him and he can't thank you, B & the boys enough.
- On behalf of the Xxxxxxxx and Vicinity Community Council as a whole, I would request you to pass on to all involved in the works in The Square, our heartfelt thanks and appreciation for all their hard work and wonderful efforts. As a result of their work and labour not only has The Square been transformed but it now has a single coherent scheme which is a delight to resident and visitors alike and this would not have been possible without their hard work. It should be noted that these works were carried out with unfailing good grace and humour throughout.
- I would just like to say a big thank you to D and his team for the work they carried out for Mr X of Telford Road. The teams D had with him carried out their tasks in an amazing way. Very polite bunch. Congratulations on the work you do.
- To all who were involved in the project in my garden – I am so grateful for the work carried out and the experience of those who did the work under the supervision of B. I just wish I could do something in return. If you think of anything, just get in touch.
- Many, many thanks for all the work done in our garden. It makes life easier for us. Thank you to L and his teams for all their efforts.
- I would like to pass on a big thank you from myself and the tenants to Community Service for all the work carried out at Lochiel Road. The helping hand makes such a difference. I recently had D and a team tidy up around our community hall and walkway which hall users were delighted with. Tenants are delighted with fencing and garden work also.
- I would like to thank you and your team very sincerely for the work carried out in my garden during the summer. I could never have coped without help. I sent a donation to Guide Dogs and received back the enclosed letter. I know a lot of it is not relevant, but it lets you know that I did appreciate the help.
- Thank you Community Payback Inverness for your donation of bird tables which made us £210.

People on Unpaid Work Responses

A total of 257 unpaid work exit questionnaires were received and recorded for analysis. This is an increase of 29% compared with 2017/18 and equates to approximately 50% of all new Unpaid Work requirements. Responses were received from all teams within Highland.

- Information Provision & Support
 - Approximately 96% (245) 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, 95% (240) felt that they had received good standard of support.
- Skills & Achievements
 - In terms of developing new skills, 48% (121) felt they had acquired new skills – an increase of approximately 4% compared with 2017/18 results. In addition 60% (151) were of the opinion that they had further developed existing skills as a direct result of their order – an increase of approximately 2% compared to 2017/18. 46% (87) of respondents felt the unpaid work experience was an experience that may help give them something positive to talk about in an interview. This is an increase of approximately 12% compared with 2017/18.
 - When asked if they had experienced personal achievements as a result of unpaid work, 40% (103) felt they had – an increase of approximately 1% compared with results for 2017/18.
- Behaviour & Attitude – see 3 year trend table below.

Graph 1 - % Improvements in Behaviour & Attitudes



- Satisfaction
 - When asked if they experienced job satisfaction from doing something well/hearing praise for what they have done in unpaid work, approximately 95% (240) felt they had – in line with 2017/18 results.
 - 95% (240) were of the opinion that the work undertaken during an unpaid work order was worthwhile – in line with 2017/18 results.

A sample of typical direct comments provided by individuals subject to an

Unpaid Work CPO during 2018/19:

- Everyone was great at CS. All was made clear of what to do and expected.
- I do general building work so I'm used to the work. Thank you.
- Should be more beneficial if people could do more days than once per week. Some people have work and family so therefore need to do more days some weeks. Apart from that it was all round OK.
- Supervisor was very clear and helpful explaining and instructing us what to do.
- Unpaid work leader Xxx was always happy and positive, also can give good advice and always listens to my issues.
- Glad I was able to help less fortunate people and hand helpful skills to others.
- My supervisor was very helpful at finding work for me and communication was good and will volunteer next winter at the food bank.
- Excellent mental as well as physical work.
- Got on very well with the supervisors who have a very difficult job managing people who have different concerns. Seeing how difficult some people (have) in their lives is a real eye opener.
- Found satisfaction putting something into helping local community.
- On the whole I cannot fault my community payback order time at all.
- Seems to be more organised.
- To R and Staff – Thanks so much for all your help.
- I just wanted to say thank you for your help to get my hours done and the chats we had made me believe in myself again.

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

Ross-shire

- Women's Group, Animal Sanctuary, Peddieston in association with Apex Scotland.
- Acupuncture (for reducing stress levels) course run by Apex Scotland.
- Decider skills.
- Highlife Tenancy & Citizenship course run by Apex Scotland.
- Attending a SMART group – offenders attend a weekly 2 hour session in Alness or Invergordon.
- Highland Tenancy & Citizenship course – run by Apex Scotland.
- Drug and Alcohol Intervention Team.
- Community Mental Health Team – for low mood and anxiety.

Skye & Lochalsh

- There is limited 'other activity' available in Skye though one client benefited from a sea survival course in Mallaig which will hopefully lead to future employment.

Sutherland

- Offender/Victim awareness module – This module is presented by the Community Payback Supervisor to the clients of the service.
- There are limited resources for Other Activity in the Sutherland area.

Inverness, Nairn, Badenoch & Strathspey

- Spectrum centre – Adult Learning Program including learning plans, reading and writing skills, using dictionaries, word/communication games. They also offer the following, which it is hoped to utilise in the future – digital literacy, cooking skills, positive parenting.
- Apex Scotland – Acupuncture, meditation, CV and employability, CSCS Card, Rehabilitation of Offenders Act and disclosure, First Aid course. Donkey Brae (maintain the pathways and forest there) viewpoint in Crow Drive, Nature Walk beside Beauly Primary School, SMART Recovery.
- Alcohol counselling.
- Mental Health counselling.
- Scottish Exotic Animal Rescue Centre.
- Decider Skills with 2 recently trained Supervisors.
- Inverness Foodstuffs – as part of a growing cooperation with Inverness Foodstuffs, it has been agreed that volunteering with them will count towards ‘other activity’. Duties undertaken are food preparation, table waiting, Kitchen Porter duties and waiting. Work with Apex Scotland led to the provision of a food hygiene course (one day – no cost) to work in tandem with the volunteering with the hopeful outcome being employability (in the same way as the CSCS card and unpaid work experience can lead to an increased chance of employability in the building trade).
- Attending the Women’s Group (voluntarily – not if it is part of an Order).

Caithness

- Attending English Lessons by a Romanian client who’s offending appeared to relate to a misunderstanding of the English Language. He attended all the classes he should have and has not offended since.
- Another client has attended literacy classes.
- A Father’s group was established in Wick and several clients who were on unpaid work who felt they could benefit from such learning have attended.

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:
 - 'Volunteer manpower gets to work on historic burial ground', West Highland Free Press 8/3/19 – an article on work completed at Ashaig cemetery on Skye.
 - 'Big pick-up comes as payback', Ross-shire Journal 20/7/18 – removal of 100 bags of rubbish, particularly plastic.
 - 'Offenders paying back to society in a positive way' John O'Groat Journal 3/1/18 – highlighting how unpaid work is helping to reintegrate people back into society.

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

The number of CPOs in 2018/19 was 608 (512 individuals) the same as in 2017/18 (528 individuals).

As can be seen from the table below, the majority of requirements were for supervision and unpaid work and the 4 year trend is consistent with the exception of a spike in Supervision requirements in 2017/18, dips in drug treatment and mental health requirements (from a low base) and a continuation of the downward trend in programme requirements.

Requirement Description	15/16	16/17	17/18	18/19	%
Unpaid Work or Other Activity	516	506	501	512	54.47%
Offender Supervision	285	272	315	284	30.21%
Alcohol Treatment	27	35	27	19	2.02%
Compensation	15	15	14	15	1.60%
Conduct	36	37	28	38	4.04%
Drug Treatment	9	9	14	3	0.32%
Mental Health Treatment	6	6	7	2	0.21%
Programme	87	70	69	64	6.81%
Residence	0	1	0	1	0.11%
Restricted Movement	0	0	0	2	0.21%

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 Moving Forward: Making Changes.

In 2018 Highland successfully bid for funding to deliver the Caledonian System, the nationally accredited domestic abuse perpetrator programme. The programme started to be delivered in May 2019 and may have an impact on programme requirements in the current year.

It was also agreed to roll out DTTO2 or 'lite' during the current financial year and this may have impact on the already low drug treatment requirement. The notion of "fast tracking" an individual into treatment, one of the main reasons for the introduction of DTTOs, is less essential 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 DTTO2 pilot in Edinburgh (2010) showed the purpose of DTTO2 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. DTTO2 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. DTTO2s 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.

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.

It has long been an aim to extend the excellent Apex Scotland employability service Highland-wide. This has proved impossible due to restricted funding. However, Fair Start Scotland (FSS) started in April 2018 and through contact with the Regional Manager for PeoplePlus who manages the six partners who deliver on their behalf within Highlands and Islands in early 2019 an opportunity has arisen to close this gap.

FSS will provide participants with pre-employment support for a period of up to 12 months, and in-work support for a period of up to 12 months. It is a voluntary service and is tailored to meet the participants' needs. Links are in the process of being established between FFS and CJSW teams in Lochaber, Skye & Lochalsh, Sutherland and Caithness. This should be fully operational in 2019/20.

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 with Youth Action Service to gain access to their forensic service were successful and a consultancy clinic is available fortnightly with limited capacity to complete full assessments; however, direct work with individuals is not possible.

Any other relevant information, which may include:

- **Examples of any work carried out with people on CPOs to address their offending behaviour but which does not fall into the category of a specific requirement.**
- **Examples of work carried out in partnership with the third sector**
- **Areas identified where improvements can be made, i.e. CPO commencement/completion rates**
- **Any other areas identified for improvement and planned next steps**
- **Any other information**

CJSW works closely with a range of Third Sector providers throughout Highland and has formal Service Level Agreements with the following:

- Apex Scotland – this covers a range of employability related services, e.g. CV preparation; disclosure; job interview techniques; job search etc. The service covers the Inner Moray Firth area.
- Action for Children – an Offending Awareness Programme is delivered in a group work setting and individually together with bespoke interventions as required to suit individual need and responsivity. This is targeted at individuals on CPOs and structured deferred sentences. In addition, a Preventing Abuse in Relationships is delivered in both prison and community settings aimed at situational couple violence. These services are delivered in the Inner Moray Forth Area.
- Pulteneytown People’s Project – available in Caithness, this service provides bespoke activities and support for individuals on CPOs and prison licences. For example, support with budgeting and independent living skills, including cooking, and help and advice with benefits.

Highland is part-way through carrying out a self-evaluation using the templates developed by the Care Inspectorate for the current round of CPO inspections. The analysis of this will identify strengths and weaknesses and form the basis of an action plan to improve performance. This will be a major piece of work in early 2020.

Areas already identified include developing and implementing a policy for the formal review of CPOs (linking this with LS/CMI) and in the context of a major re-structure within Highland Council and a new Health and Social Health Care service, ensuring appropriate governance arrangements are in place and that Justice Social Work continues to strengthen its links within social work services and with wider council services.

The results of a recent communication survey within criminal justice social work, a survey of the views of sentencers in Highland, and a follow-up survey of staff supervision have been analysed and action plans developed as part of a 2019/20 service plan. A revised training database and plan is nearing completion which will enable the service to monitor and track more effectively that all staff receive the essential training for their job. For example, all Community Payback Officers, who

are responsible for managing the 6 unpaid work units, are in the process of completing a 6-day ILM Level 3 (SCQF6) management training course.

COMPLETED BY: James Maybee

DATE: 30 October 2019

CONTACT FOR QUERIES ABOUT THE REPORT

Name: James Maybee

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

Telephone: 01463 785090