

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2021/22**

LOCAL AUTHORITY: **Midlothian Council**



1) In this section, please give examples of work with people subject to CPOs specifically to **address offending behaviours and the risk of reoffending**. (Bullet points will suffice. Max 300 words.)

One to one work undertaken with all individuals subject to a CPO. Those on a Supervision requirement receive interventions which are trauma informed, informed by ongoing research and related to identified risk and needs. In addition:

Women:

Structured interventions provided by Spring Service and composed of three elements:

1. One to one support to prepare the person for group work
2. A structured 11 week group programme, to support women to manage their emotions by building confidence, developing skills and to develop a future plan.
3. Health and wellbeing sessions.

Men:

Structured interventions for men aged 18+ designed to be delivered in 3 phases:

Phase 1: 4-session course based on thinking and Decider Skills.

Phase 2: Emotional Resources Group (ERG). 6-session course developed by the NHS

Phase 3: 'Survive and Thrive' 10-week, psycho-educational course for people who have experienced trauma, focusing on their safety and supporting efforts to create stability

Unpaid Work:

We continue to work innovatively to ensure that 'payback' is meaningful and supports rehabilitation through:

- Partnership working to provide an 8 Week course 3 days per week for a max of 10 clients to work in Newbattle Abbey's grounds. Clients who attended achieved the FOLA (Forest and Outdoor Learning award), First Aid at Work, CPR and Defibrillator Awards, Health and Safety in the workplace Award at Level 5 and The Adult Achievement Award
- Delivered (SCQF) award, Level 4, in Health and Safety in the workplace. 83 Accredited Awards were achieved by 55 clients; 63 of the Certificates were delivered by the Unpaid Work Team In-House.

Delivery of the following accredited programmes: Moving Forward: Making Changes and Caledonian Programme

Venture Trust offers a valuable resource for young people. Through outdoor learning encouraging young people to think about what they would like to achieve and help work towards goals. It also offers community based outreach support as part of an intensive personal development programme to build skills in problem solving, decision making and conflict resolution.

Young people under 18:

- education and training
- help with family issues & parenting
- advocacy – benefits and housing
- participation in offending behaviour programmes
- participation in drug and alcohol programmes
- constructive use of leisure time; and
- Physical and mental health.

2) In this section, please give a summary of feedback, may include quotes, from people subject to CPOs about the **impact on them of a Supervision Requirement**. (Bullet points will suffice. Max 300 words.)

Feedback is sought at the start and the end of the CPO and during the course of an order:

"Looking at my accountability, I felt different after being at Court and hearing what the victims said. Hearing the victim's account has made me see things from a different perspective and I need to keep doing this"

"I don't want to be seen as an angry person. I want to be better and not have to put my children in a situation that would arise if I lost my temper, I would end up in custody".

"stealing had become a bit of a habit and wanted to change this, coming in and talking to Rachel about my finances and getting into trouble is helping me".

"I was really nervous coming to Stride the first time, well actually I didn't even go! I thought then I would have a mark against my name but the team were great. They meet me on my own and made me feel comfortable to come along to group. I'm really glad I done it cause it was great meeting new people and sharing some stuff that could help us all get a better life. I wouldn't have got that if I hadn't went to Stride"

"gives me structure and routine and I meet new people"

"helps me understand emotions "

"I have learned skills to keep calm and walk away"

A service user identified positive changes he had made during his order, listing the following as having a direct impact on his use of time, mental health and stability: *"Completing stride; referred to Cyrenians Activities Group. At the end of his completion questionnaire he noted "really pleased to be finsinhing order – proud"*

Another service user commented on the changes that made to his use of substances by learning alternative coping strategies, *"separated from Shirley and didn't have any alcohol, "still smoking cannabis but only use at weekends....compared to start of the order when ...drinking and getting stoned every day"*. At the end of the feedback form he highlighted the following statements as applying to him: I learnt new skills; I gained confidence; Helped me feel like I had given something back and learned from my mistakes; I made changes to my behaviour and life; I helped my community.

Young people under 18:

- Support to access training opportunities and apply for college courses
- Support with finances which in turn supported young people to move back with family

3) In this section, please report on the following:

- Types of **unpaid work projects** carried out
 - Example(s) that demonstrate(s) **how communities benefited** from unpaid work
- (Bullet points will suffice. Max 300 words.)

The Midlothian Unpaid Work team focus on the three areas of Midlothian most affected by crime and anti-social behaviour to ensure that reparation is made those communities who have suffered most. Projects include:

- Supporting individual beneficiaries with referrals to the Unpaid Work Team from services across the Health and Social Care partnership. 208 referrals completed in the reporting year. The support of the Unpaid Work Team has been integrated into care packages where we assist vulnerable people with: gardening tasks; removals and general house and garden clear ups. The work enabled those on unpaid work to have a positive impact on the wellbeing of beneficiaries by supporting them to remain safely in their own homes and fully access their garden areas. An example of this work is a referral from the Joint Mental Health Team to assist with a house clearance to support a beneficiary who had been hoarding. This improved the living environment of the beneficiary and improved their safety by reducing fire risk.
- Supporting Foodbanks across Midlothian. This has included collecting donations once a week from local supermarkets and transporting these to the foodbank before helping arrange donations into parcels. In addition to this weekly support we assisted one Foodbank with a Christmas Hamper project, where clients helped package and deliver 276 Christmas Hampers for 459 Adults and 551 Children over the 2021 festive period.
- We continued our Annual Waste Amnesty project targeting Midlothian's 3 highest areas of unregulated fires in the build up to bonfire night; completing 107 uplifts which accounted for 395 combustible items being removed and recycled. The fire service reported a reduction in unsolicited fires and attributes this to the work of the Team.

4) Summary of feedback, may include quotes, from people subject to CPOs about the **impact on them of an Unpaid Work Requirement. (Bullet points will suffice. Max 300 words.)**

We incorporate learning opportunities into unpaid work and prioritise the most vulnerable beneficiaries in our communities. This promotes rehabilitation and reintegration into communities whilst creating meaningful opportunities to make reparation.

"It was good to help the community by delivering food parcels. We helped people who were desperate and struggling"

"Unpaid Work saved my life! It would have been a completely different story if I never had UPW. It has changed my routine and pulled me into the light. It has opened my eyes and helped me learn new skills. I gained qualifications including lifesaving and after 4 years of being unemployed has developed my confidence to apply for work."

Two case studies evidencing the positive impact of UPW:

- 1) DW spoke about thinking that they were just doing an uplift of furniture but realised that it was more than that. He described attending the home of a beneficiary to help make space for a hospital bed by uplifting furniture with the aim being help someone get discharged home. He was positive and animated when talking about his unpaid work not just in terms of the certificates that he was gaining (H&S cert & CSCS card) but the impact of the work on him: *"the work I done made a difference to someone" and "made me feel acknowledged"*
- 2) SN: advised that he has enjoyed being on unpaid work and has been out in the van *"doing a bit of everything from pickups for the bonfires to collecting food for foodbanks*. He stated

that *“what I am doing is helping other people”*. He reflected that the biggest benefit to him as *“I have not worked in 10 years and this is helping me to get back into a work routine by getting me up and out early”*. He stated that through unpaid work he achieved an H&S certificate which enabled him to apply for his CSCS card. *“What we are doing, the people we are helping can’t do it themselves and being a small part of something bigger is really rewarding”*.

Young people under 18:

Unpaid work gave a structure to the days of young people, offering predictability and routine to support young people get a sense of normality. This can be as simple as getting up in the morning, self-travel and setting goals.

Often young people spoke of enjoying unpaid work as they got on with the other adults and often they felt a sense of achievement e.g. contributing to a product such as making/painting benches.

5) Types of ‘Other Activity’ carried out as part of an Unpaid Work Requirement. You may want to comment on the impact of completing Other Activities, for individuals or for the community. (Bullet points will suffice. Max 300 words.)

See section 1 also.

The Unpaid Work team has continued to develop and implement training pathways for clients undertaking an Unpaid Work Requirement. This starts with all clients completing SCQF award at level 4 in Health & Safety as part of their standard induction onto the Order. Clients have opportunity to undertake further SCQF qualifications including: First Aid, Advanced Health & Safety Training and Manual Handling. Working with the Community Lifelong Learning Team (CLL) a further pathway has been developed for clients to undertake a variety of training courses including; an Adult Achievement Award, CSCS Card, Digital Skills, An Introduction to Wellbeing or to undertake work improving their literacy and numeracy Skills. After completing the partnership run intensive 8 week Programme at Newbattle Abbey, 3 of the clients applied to College and continued into further and higher education.

Clients benefited from increased self-esteem and confidence as evidenced in the following case study:

Ms X completed SCQF Level 4 Health and Safety in the Workplace qualification as part of Unpaid Work ‘other activity’. Following this, Ms X successfully achieved an Emergency First Aid qualification. Ms X was interested in working in the Construction Industry and was supported by the Unpaid work team to apply for her Individual Training Account (ITA) funding online and liked in with the Communities Life Long Learning Team to complete her CSCS course. Ms X was also supported to apply for labouring jobs and was offered three different labouring positions, accepting one of the full time contracts. Ms X successfully completed her Unpaid Work requirement, gained qualifications and transferrable skills and is now in full time employment and been made permanent.

6) Summary of feedback, may include quotes, from beneficiaries about the impact of Unpaid Work on the community. (Bullet point will suffice. Max 300 words.)

100% of beneficiaries felt the service they received from the Justice Services was excellent or good. Quotes received about the work to the team include:

"They responded extremely promptly to my request to help a service user. The team communicated well and completed the house move very quickly." (Learning Disability Team – Social Worker)

"They were very helpful and friendly" (direct beneficiary)

"The team supported a care experienced young person by collecting and delivering 2 sofas to her new tenancy. Good service provided and this has helped the young person to continue to settle into her new home." (Children's Services 12plus Team)

My client is a looked after young person by the CF department. Without the support of the unpaid work team he would not have been able to secure this move to his own home. Great work by all. I appreciate the time and support given to move my young person." (Children's Services 12plus Team)

"The Community Payback Team has worked with us for a few years now and continues to provide help and support to our organisation and our community. They provide a team of able bodied people who can work with our staff and volunteers to move food donations, build and maintain structures within the garden and improve the facilities we provide. Some of the payback participants have come to volunteer and even work with us after their orders have completed and so this has further strengthened our organisation and the services we provide to our community. This is a valuable and fruitful partnership for both parties, which greatly contributes to our community wellbeing. We aim to continue and develop this partnership." (Community Trust Manager)

7) What organisational challenges have there been in completing orders effectively this year, both those with Unpaid Work and those with Supervision Requirements? Issues may or may not be related to the covid pandemic. (Bullet points will suffice. Max 300 words.)

Workforce Planning: This was a difficult year for the Justice Service due to the ongoing pressures of working through the pandemic and impact on the physical and mental wellbeing of staff. Lockdown restrictions and requirements for staff to isolate for periods of time, alongside annual leave and sickness absence, has had an impact on staff resilience and our ability to deliver a consistent service. We have utilised additional funding to support service delivery through recruitment of fixed term temporary posts. Whilst an effective short-term measure it does not offer job security. Due to staff absences towards the end of the reporting year, we paused delivery of phase two and phase three of the Stride Service.

Workforce Development: Covid-19 has had an impact on staff development as there have been limited numbers able to attend mandatory training and the frequency of the delivery of these courses has also been reduced. A consequence of this has been fewer staff in the team with the skills and knowledge to assess and manage individuals convicted of a sexual or domestic violence offence. This is an issue which continues to be discussed with Community Justice Scotland.

8) Outline the main barriers, if any, to accessing community support and wider services (eg drug and alcohol services, mental health services). How have these barriers been addressed?

Covid -19 has impacted services in terms of service delivery. Staff have indicated that the services we work alongside have worked hard to implement ways of working to reduce the negative impact, including joint working and use of digital technology. The co-location of Justice with colleagues in Mental Health and Substance Use teams has also supported collaborative working.

The third sector have highlighted a range of growing challenges that include the long term impact of COVID-19. Resource and staffing is a shared area of significant concern, in particular the short term fund streams that third sector are finding increasingly unhelpful to deliver essential services with such uncertainty around longer term funding.

An issue and barrier to accessing community support is age. There are no services in place for under 18's to access effective substance misuse services for those who are requiring medical intervention to support abstinence. Children Services are in contact with the Substance Use Service and MYPASS to consider how to increase support.

9) Is there **any other relevant information** you wish to highlight? For example, this may include:

- Areas for improvement and planned next steps
 - New ways of working and benefits achieved from these.
 - Examples of work carried out in collaboration with community justice partners and wider community partners, including the third sector, to deliver CPOs
- (Bullet points will suffice. Max 300 words).

An internal audit of Criminal Justice Social Work Reports led to us delivering training on the following:

- Trauma-Informed Court Report Writing Training,
- Working with people with Autism and Sexual Harm
- Minor Attracted People training
- Staff development days have been held to continue to deliver on staff wellbeing and service development.

We have worked closely with staff in the NHS to allow us to more effectively gather qualitative data on the journey of our service users subject to interventions, including a CPO. Training on Transformational Evaluation (TE) commenced in the reporting year and will continue into 2022-2023; delays in completion occurred as a consequence of staff changes and absence.

Given the ongoing and growing concerns of poverty and the links to crime it was felt DWP could provide additional support to individuals involved with justice services. DWP and Midlothian Community Justice created a bespoke monthly drop in within No11 to give individuals the opportunity to seek advice and discuss a number of factors including benefits and alternative supports. The drop-in has been live for 6 months within the reporting period, in this time 17 people have been supported while attending appointments at No11. Supports have ranged from referrals to bespoke DWP services through to debt management.

COMPLETED BY: Julie Jessup, et al

DATE: 23rd September 2022

CONTACT FOR QUERIES ABOUT THE REPORT

Name: Julie Jessup

E-mail: Julie.jessup@midlothian.gov.uk

Telephone: 07557317112