

# North Lanarkshire Council Report

## Education, Children and Families Committee

Does this report require to be approved?  Yes  No

Ref AG/GR

Date 19/11/24

## Community Payback Order Annual Report 2023/2024

**From** Alison Gordon, Chief Social Work Officer (Children, Families, Justice and Integrated Practice)

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### Executive Summary

This report informs the Committee of the Annual Community Payback Report for the fiscal Year 2023 – 2024 which is attached as Appendix 1.

Section 227ZM of the Criminal (Procedure) Scotland Act 1995 places a duty on local authorities to prepare an annual report outlining the operation of Community Payback Orders (CPOs) and to submit this both to the Scottish Government and Community Justice Scotland. The report provides an overview of service delivery, performance, key issues and outcomes relating to Community Payback whilst also providing information on the impact on individuals who are subject to Community Payback Order (CPO)s and on the tangible benefits provided through this Court disposal to our local communities.

The Scottish Governments Vision for Justice, and the revised National Community Justice Strategy sets out 4 national aims for Community Justice, and 13 priority actions and provide context for the delivery of justice social work services at local level. During the reporting year, the North Lanarkshire Community Justice Partnership Board (NLCJPB) also published the North Lanarkshire Community Justice Outcome Improvement Plan for 2023-28. This strategy and other relevant supporting documents are attached for reference. Whilst the work described within the report is guided by the national vision and policy as well a core statutory responsibilities in this area, this report reflects also that, the role of Justice Services within North Lanarkshire is aligned to the Programme of Work and supports the wider ambitions of the Council's vision, key priorities and goals.

### Recommendations

It is recommended that the Education, Children and Families Committee.

(1) Endorse this report and the ongoing approach to service delivery outlined within this.

### The Plan for North Lanarkshire

Priority All priorities

Ambition statement (14) Ensure the highest standards of public protection

Programme of Work Statutory / corporate / service requirement

## **1. Background**

- 1.1 Community Payback Orders were initially introduced in 2011 and provide an alternative to custody. The intent of this Court disposal is to ensure that people who are convicted of offences make restitution to their community and engage in services which support rehabilitation and social inclusion.
- 1.2 The attached Community Payback report provides detailed information about the scale and scope of the activities and developments in place for those made subject to a Community Payback Order. It also outlines the range of opportunities for unpaid work within North Lanarkshire Council. The role of unpaid work is to support reparation, rehabilitation, reintegration and restriction. Within those parameters it endeavours to hold individuals accountable for their actions and ensure that they engage in activities which benefit the communities who have been impacted by their offending behaviour.

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## **2. Report**

- 2.1 During the reporting period 2023/2024 the communities of North Lanarkshire have benefited from 92,624 hours of unpaid work delivered by the Restorative Justice Team. This constitutes an increase in activity of just over 20% since the last reporting year. Of note, service activity in this area has risen by 54% over the last 2 years following a fall as the justice system was impacted by and recovered from the COVID pandemic.
- 2.2 Demand continues to grow and during the period of this report 133,941 hours were imposed by Courts in relation to Unpaid Work and Other Activity, a 69% increase in the hours imposed in this regard over the last 2 years.
- 2.3 The following paragraphs provide an overview of some unpaid work activities. More detail on specific activities is referenced in the attached Community Payback annual report.

### **Unpaid Work**

- 2.4. The bike recycling workshop refurbishes bikes which are donated by individuals or have been discarded in local recycling centres. The bikes are repaired to a gold standard and are distributed to local community groups, schools and individuals. This helps to maximise opportunities for better health and wellbeing and provides greater transport access. Service users within the workshop also undertake bike repair for individuals who are unable to afford the cost of this. Due to the success of this workshop, a mobile bike recycling trailer has been purchased and this enables the provision of bike maintenance and repair within the local communities. In total 8,746 hours of unpaid work were completed through this initiative in 2023/2024. This represents a significant increase in activity over the last 2 years when 1,075 hours were completed in 2021/2022, and 6,213 hours were completed in 2022/2023.
- 2.5 The woodwork workshop teaches joinery skills which enables bespoke items to be made from reclaimed wood pallets which were destined for landfill. Partnership working with family learning centres, nurseries, schools and communities have allowed for unpaid work service users to be involved in the construction of outdoor classrooms, and play equipment in the form of trucks, trains, cars. This approach has helped to promote outdoor play for children throughout our community.
- 2.6 Squad placements have benefited the local communities through activities such as landscaping. The yearly replenishment of grit bins continues to be a feature of squad

work as well as grass cutting and pathway clearances. In total 54 squad projects have been completed within North Lanarkshire. These range from one to two-day pieces of work and larger projects with a duration of four to six months.

- 2.7. The home improvement workshop provides opportunities for service users to gain experience in decorating, painting and plastering. Once the individuals are proficient in these disciplines, they utilise the skills on projects within the local community.

### **Other Interventions/Activities**

- 2.8 Offence focused work interventions and activities are undertaken on an individual and within a groupwork setting. As part of the Community Payback Order Unpaid Work requirement 30% of the hours imposed or a maximum of 30 hours can be completed through what is termed 'Other Activity'. Examples of structured work include inputs on handling conflict, tackling impulsivity, risk-taking behaviours and managing strong feelings.
- 2.9 In addition, the Centre for Clinical Interventions and the NHS Mental Health Foundation Trust resources are used to support service users to address difficulties such as poor mental health, substance misuse and gambling addictions. The Justice Outcome Star is employed to identify the service users priority areas of need, and this also helps to measure progress and outcomes. More specialised individual and groupwork interventions are targeted at those convicted of sexual offending or intimate partner violence through the provision of MFMF (Moving Forward Making Changes) MF2C (Moving Forward 2 Change) and UP2U Creating Healthy Relationships.
- 2.10 A number of Third sector organisations continue to be commissioned to support the provision of the 'other activity' element of unpaid work. The following examples provide an indication of this.
- 2.11 The Wise Group provided one to one mentoring support for 50 service users. Between 1st June 2023 and 31st March 2024 each of these service users were allocated a mentor for an average of one month and received approximately 12 hours of support throughout that period. As part of their agreed action plan service users can have access to a small discretionary fund to help with their social inclusion through participation in community activities. Following review, an extension to the mentoring period can be provided if necessary.
- 2.12 Reel Time Music project provides service users with an opportunity to undertake sessions in developing skills in relation to creating and producing music, podcasts, or videos. These groups accommodate 8 to 10 service users at a time and their videos, and songs are publicly featured and celebrated.
- 2.13. SACRO provide practical support to service users which is delivered using a mentoring approach. The workers act as role models and assist individuals to build self-esteem and improved motivation. Examples of the work undertaken includes help to secure and attend appointments with their GP and other relevant agencies together with encouragement to gain more independence in this aspect of their lives.
- 2.14. Ten for Zen provides service users with options to develop mindfulness techniques and to experience the emotional, mental, psychological, and physical health benefits that can be gained from this. Examples of these sessions include changing unhelpful habits, managing stress, anxiety, or a lack of hope or anger.

## **Improvement, Development and Partnership Activity**

- 2.15 Ongoing organisation improvement and collaborative working with community partners is an important consideration for the service and some examples of this are referenced below:
- 2.16 To aid continuous improvement, consultations continue to take place with individuals who are subject to Community Payback Orders. This assists to support and shape the future service delivery model through listening to the voices and perspectives of those with lived experience. In addition, two justice development workers with lived experience of the justice system have been employed and they continue to play a key role in the ongoing improvement of service delivery, it's culture and practice.
- 2.17 Progress has been made in sustaining community consultation and evaluation of services. A digitised questionnaire has been designed and this has increased the availability of customer feedback, and opportunities for analysis and service improvement.
- 2.18 North Lanarkshire Council Justice Services now highlight service development and positive areas of practice through the launch of a dedicated X account.
- 2.19 In partnership with Community Justice Scotland and two other local authorities, Justice Services in North Lanarkshire have taken part in a test for change aimed at improving the knowledge, understanding, skills and values of para-professional members of staff working within unpaid work teams. Nine 'taster modules' in various aspects of social work theory and practice have been completed. Due to the success of these sessions, this training is now being rolled out across all Scottish local authorities.
- 2.20 The Women's Community Justice Service have commissioned a new intervention resource entitled 'Managing Emotions and Relationships. This approach enables staff to utilise Cognitive Behaviour Therapy to facilitate structured conversations that help Women to develop better coping strategies such as mindfulness, and trauma informed techniques. This intervention can be delivered in a group work format or in individual settings.
- 2.21 In partnership with South Lanarkshire Council and MAPPA partners two multi-agency events were hosted in September 2023. Staff from Social Work, Police Scotland, Housing, and NHS Lanarkshire attended a full day input in relation to Risk Practice which was delivered by Professor Hazel Kempshall. This offered a valuable opportunity for colleagues to reflect on shared responsibilities, joint practice and strengthened collaborative approaches to managing risk and enhancing public protection.
- 2.22 In March 2024, a further local multi-agency event was held, and this focused-on people being managed and supported under the Justice system with a diagnosed learning disability, or with neurodiversity challenges. This event was provided delivered by NHS colleagues.
- 2.23 In August 2023, the Bike Recycling team were invited to be part of an open day at Motherwell Police Station. This attracted approximately 5,000 people from our communities. The event provided another opportunity to show case the benefits of unpaid work, rehabilitation, and reintegration. Due to this partnership approach, Police colleagues now routinely provide unclaimed stolen bikes to the Restorative Justice Team for repair and donation to the public.
- 2.24 The partnership working between the Tackling Poverty Team and Justice Services has generated £714,737.24 for people in the justice system and their families. This

partnership approach ensures that individuals and their families benefit entitlements are fully maximised.

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### **3. Measures of success**

- 3.1 Reduction in re offending.
- 3.2 Community Benefits from unpaid work.
- 3.3 Individuals are supported to improve life outcomes and reintegrate into the community (change measured through outcome star).

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### **4. Supporting documentation**

Appendix 1 Annual Community Payback Report 2023-24

Appendix 2 [The Vision for Justice in Scotland 2022](#)

Appendix 3 [Revised National Strategy Community Justice 2022](#)

Appendix 4 [Revised National Strategy Community Justice Plan](#)

Appendix 5 [north Lanarkshire community justice outcome improvement plan - Search \(bing.com\)](#)



**Alison Gordon**  
**Chief Social Work Officer (Children, Families, Justice and Integration)**

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## 5. Impacts

<p><b>5.1 Public Sector Equality Duty and Fairer Scotland Duty</b> Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>The service supports the council in these duties through its contribution to public protection and community safety. It also impacts on the life chances of those within the justice system who are disproportionately impacted by a range of issues associated with poverty, mental health and addiction.</p> <p>If Yes, has an assessment been carried out and published on the council's website? <a href="https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments">https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments</a> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p><b>5.2 Financial impact</b> Does the report contain any financial impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>There is no direct financial impact as the service is fully funded through Scottish Government Grant Funding. This has included additional temporary Scottish Government monies to support system recovery and service delivery following the COVID-19 pandemic.</p>
<p><b>5.3 HR policy impact</b> Does the report contain any HR policy or procedure impacts? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p><b>5.4 Legal impact</b> Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p><b>5.5 Data protection impact</b> Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject?</p>

Yes  No

If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to [dataprotection@northlan.gov.uk](mailto:dataprotection@northlan.gov.uk)

Yes  No

**5.6 Technology / Digital impact**

Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?

Yes  No

If Yes, please provide a brief summary of the impact?

Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?

Yes  No

**5.7 Environmental / Carbon impact**

Does the report / project / practice contain information that has an impact on any environmental or carbon matters?

Yes  No

If Yes, please provide a brief summary of the impact?

Aspects of service delivery such as bike recycling, wood workshops as well as the activity groups have positive impacts on the environmental/carbon targets.

**5.8 Communications impact**

Does the report contain any information that has an impact on the council's communications activities?

Yes  No

If Yes, please provide a brief summary of the impact?

**5.9 Risk impact**

Is there a risk impact?

Yes  No

If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?

The service supports the overall management of public protection and community safety. Staff retention and difficulty to consistently recruit new staff to existing vacancies has directly impacted service delivery. Despite an improvement on the previous year, the difficulty is attracting experienced professionals. Additionally, the service has seen an increase in imposition of Community Payback Orders this reporting year.

The additional temporary pandemic funding from Scottish Government has permitted the service to continue to deliver Justice services. This provides additional support to staff to meet the demand from Court, Parole Board and Procurator Fiscal activity. Withdrawal of this additional temporary funding could negatively impact service delivery.

This reporting year has witnessed an 8.4% increase in MAPPA activity from the previous year. Overall, the number of individuals managed under MAPPA have grown significantly since arrangements were established 17 years ago.

These issues remain under review with staff and resources being moved to the most critical area of need.

The full implementation of the Home Office Information System (VISOR) and the replacement system MAPPS is a further challenge, and this is fully referenced in the Corporate Risk Register.

**5.10 Armed Forces Covenant Duty**

Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?

Yes  No

If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

**5.11 Children's rights and wellbeing impact**

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes  No

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

The unpaid work service positively impacts the children right's Article 31 development by enhancing the right to play through the donation of imaginative play items created by the wood workshop and by the donation of bicycles.

The offence focused work interventions seek to reduce risk associated with harm which supports the freedom from violence, abuse and neglect of Article 19.

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes  No



# COMMUNITY PAYBACK ORDER (CPO)

## ANNUAL RETURNS TEMPLATE

FINANCIAL YEAR: **2023/24**

LOCAL AUTHORITY: **North Lanarkshire Council**

TEMPLATE RETURN DATE: **29<sup>th</sup> of September 2024**

Please return all completed templates to  
CJS at [CJSImprovement@communityjustice.scot](mailto:CJSImprovement@communityjustice.scot) and copy  
the Scottish Government at [cpo@gov.scot](mailto:cpo@gov.scot)

## Background

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Under the Community Justice (Scotland) Act (2016), local authorities have a statutory duty to report on the operations of Community Payback Orders (CPO) within their area on an annual basis to Community Justice Scotland (CJS). CJS will then collate these returns and summarise them in a report which is laid before Scottish Parliament.

To assist with this reporting duty, CJS, in collaboration with representatives from Justice Social Work, the Scottish Government, and Social Work Scotland, has developed a template of questions for local areas to complete. This template is designed to support the reporting requirement.

## Completing the template

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Please answer the following questions contained in this year's CPO template. When answering the questions, please ensure that all case studies and feedback are anonymised. We understand that maintaining anonymity may be more challenging for some local authorities. If this applies to your area, you may provide a more general response to the questions.

Please ensure all answers are relevant to your local area within the 2023 to 2024 reporting year.

If you need any support in completing this template and or have any questions, please do not hesitate to get in contact with CJS. Contact details can be found on the title page of this form.

Thank you for taking the time to answer the questions in this template.

## Questions to answer

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### **1) Reducing risk of reoffending**

Please provide a case study or examples of your work with people subject to a Community Payback Order (CPO), focusing on how you work to address their offending behaviours and reduce the risk of reoffending.

North Lanarkshire Council's Justice Service continues to offer individualised support to all service users subject to community supervision. Person-centred case management plans are informed by LSCMI, other relevant accredited risk assessment tools, the service user's views, and professional judgement.

Offence focussed interventions remain a priority area of work. For example, group work and one-to-one sessions seek to facilitate changes in attitude, behaviour, and relationships. This is a crucial element of supervision, particularly for those convicted of sexual offending, physical violence, and intimate partner violence. Such interventions are delivered by a dedicated staff group who work in collaboration with the service user, significant others, and relevant agencies. The following case study seeks to provide an example of the intervention work undertaken with service users in North Lanarkshire:

In this instance, a service user had been convicted of assaulting his ex-partner. This occurred within the context of co-parenting arrangement and a number of family disputes regarding this. This service user was supported to consider his behaviour and its consequences not only for his then partner but also for his children. This was facilitated through participation in the UP2U intimate partner violence programme. This approach aligns with the principles of Safe and Together. Consequently, the service user in question was helped to explore the development of the skills he needed to create and sustain healthy relationships, to recognise the thoughts and feelings associated with his intimate partner violence, and to apply consequential thinking and problem solving in these situations. He was also encouraged to accept responsibility for the trauma caused to his ex-partner and their children because of his actions. Through sustained engagement, even when there was some resistance to an acceptance of his offending behaviour and the need for change. some positive outcomes have been achieved. In particular, this service user has since entered another relationship which has required no Justice or wider Social Work involvement. He has also been assessed as co-parenting more effectively than had previously been the case.

The following case study from Women's Community Justice Service (WCJS) illustrates a further example of work being undertaken to address offending behaviour.

A woman was made subject to a community payback order with a supervision requirement because of an assault on her child. This Service User was initially reluctant to accept responsibility for her involvement in the offence or consider the impact of her actions on her child's safety, well-being, and development. As a consequence, the child was placed on the child protection register and restrictions put in place in relation to contact with her child which was supervised by Children and Families Social Work.

Both the WCJS and Children and Families Social Worker worked collaboratively to build a positive relationship with the woman and her family. Using the Solihull approach and GIRFEC (Getting it Right for Every Child) principles, the allocated workers from WCJS and Children and Families designed and structured conversations that enabled the service user to reflect on her parenting skills, accept responsibility for her actions and gain a better understanding of the impact of trauma and the needs of her child. Regular liaison took place with the child's kinship carers, school, and other key agencies. This co-working approach formed part of the child protection plan and assisted in monitoring progress and ensuring that the child's needs and safety were at the forefront of decision making.

The structure of the community payback order and the collaborative support and interventions provided by the WCJS and Children and Family colleagues led to notable positive outcomes. Crucially, supervised contact was reduced and eventually removed following evidence demonstrated by the service user of her improved care giving capacity, her increased knowledge of child development, and a reduction in the risk of future offending.

## **2) Support for underlying needs**

Please provide a case study or examples of your work with people subject to a CPO, focussing on how you work to address their underlying needs (e.g., mental health, substance use).

North Lanarkshire Justice Service retains a strong focus on wellbeing and welfare. Those subject to Community Payback Orders are often significantly affected by drug and alcohol use and fluctuating mental health and emotional wellbeing issues. Justice staff continue to work in collaboration with partner agencies to ensure that individuals are helped to engage with the right supports. The following initiatives show the commitment of North Lanarkshire Council Justice Services to addressing the underlying needs associated with mental health and substance use.

Mental Health needs:

Our Health & Wellbeing focus promotes participation by service users in health checks with the Keep Well Nurses, suicide awareness, prevention, and mental health awareness. Service users are also given opportunities to undertake first aid and naloxone training and have had access to interventions which promote holistic health benefits, such as healthy eating classes and exercise through the provision of leisure passes and bikes from our Bike Recycling workshop.

North Lanarkshire Council Justice Services have allotments which are situated locally in both urban and rural areas of the authority. These provide peaceful and therapeutic unpaid work placements and are of particular benefit to those service users with mental health challenges which would prevent them from undertaking more traditional unpaid work assignments. These placements allow for the planting and harvesting of fresh produce. This is given to people in the local community. Because of this initiative service users learn skills associated with growing fruit and vegetables which they are encouraged to use beyond the life of their CPO.

A healthy cooking group utilises the fresh produce from our allotments. In that setting our supervisors teach individuals how to batch cook food and provide instruction on safe food storage, all of which ensures cost effectiveness and limits food waste. As a result of this placement service users also can gain food related qualifications.

An Unpaid Work Activity Group facilitates the involvement of service users in therapeutic art, creative design, and craft projects. The items made are subsequently offered for sale and the money raised is donated to local charities. This placement was specifically designed to create an environment for those service users who might otherwise struggle to engage with a CPO in a more mainstream group or unpaid work squad placement.

In addition, home working is also being utilised for those who struggle physically or emotionally to attend unpaid work. Home working tasks include creating rags to rugs for dog charities, draught excluders which are distributed to care homes etc, and anti-bullying plaques which are fitted and displayed throughout local communities.

Our commissioned Other Activity Services provided by The Wise Group includes an online programme which is delivered on a group work basis. This gives information and awareness raising on topics such as, emotional regulation, and maintaining positive mental health, and wellbeing.

The Creative Change Collective uses creative arts to support people to explore and address a variety of issues affecting their lives. Those taking part in this activity have written songs, poems and scripts which have been performed to a live audience. Ongoing engagement with third sector and creative arts has led to positive feedback from our Service Users. In particular, people have reported an increase in self-esteem and confidence, as well as a reduction in social isolation.

In addition to the availability of NLC leisure passes the service promotes constructive use of time for service users through community resources such as walk and talk sessions and street soccer.

Staff have undertaken training and awareness raising in trauma informed practice approaches and engage with service users using that knowledge and those strategies.

### Substance use needs

Justice Staff undertake brief interventions and awareness raising work. More intensive support is provided by our Addiction Recovery Teams, the Recovery Community, Phoenix Futures, and other substance use support agencies. Staff encourage sustained engagement by service users by going with those who need help to attend meetings as and when required. Support to maintain recovery is also promoted through motivational interviewing techniques, regular discussions about progress or difficulties and at formal service reviews. Collaborative approaches to working alongside Addiction Services is a key feature of this work.

Justice staff signpost individuals to the Recovery Cafés which run throughout North Lanarkshire. Collaboration with people with lived experience, including the Recovery Community has further enhanced and supported individuals to develop hobbies, explore pro-social interests, and get ready for employment or further education. Within this area of practice there is a focus on service user empowerment, ownership, and partnership. For example, the support plan which results from an Outcome Star is jointly undertaken and agreed by the worker and service user. Staff and service user feedback suggests that within the context of a CPO this approach helps to create and sustain more consistent and trustful relationships.

Other partnership developments that have been progressed throughout this reporting period year, particularly in relation to early intervention include a test for change Alcohol and Drug Solutions Court.

In September 2023, NLC Justice Services recruited two Justice Support Workers funded by the North Lanarkshire Drug & Alcohol Partnership (ADP) to provide person centred intervention using Structured Deferred Sentence through the aforementioned Pan Lanarkshire Alcohol & Drug Solutions Court. This 12-month test for change based at Hamilton Sheriff Court adopts a public health approach to working with those who have a drug or alcohol difficulty, and who are in conflict with the law. The target age range for this court is 35 to 55 with plans for a phased extension for individuals aged 21 to 55. When a structured deferred sentence has not been assessed as having achieved a successful outcome for the individual concerned and to better support the journey of change the more robust option of a CPO has been imposed by the Sheriff at a later stage.

In many instances, those who are supported by Justice Social Work Services face a range of challenges in their day-to-day life. Those challenges directly affect the individuals concerned, but also their friends, families, and wider communities.

The Community Bridges, voluntary throughcare service, is a longstanding provision funded by NLADP (North Lanarkshire Alcohol and Drug Partnership) and delivered by Justice Social Work for residents of North Lanarkshire serving a short-term prison sentence in HMP Addiewell and who are impacted by drugs and/or alcohol. Many individuals who access this service have previously been subject to CPO and still require support to prepare for reintegrating back into the community following a period of custody. This support is also aimed at trying to ensure that there is no requirement for the imposition of another CPO due to further offending. During the reporting year, Community Bridges have supported 53 individuals in North Lanarkshire providing person centred outreach to support positive community re-integration. In 2024, following more funding from North Lanarkshire's employability fund this provision was extended and now offers support to North Lanarkshire residents serving short term prisoners in other prison establishments. Evidence of the practical benefits of voluntary support through the Community Bridges service can be seen by accessing the following video link.

[Community Bridges \(youtube.com\)](#)

### Domestic Abuse

The following case study from the Women's Community Justice Service (WCJS) illustrates how the service addresses underlying needs associated with intimate partner violence and safety planning for survivors of domestic abuse.

A woman subject to a community payback order with a supervision and unpaid work requirement was supported by the WCJS throughout the period of her CPO. In this instance there was a particular focus on an improvement to her quality of life, self-confidence, and emotional and physical safety. This service user was a survivor of domestic abuse and when the perpetrator of the abuse returned to the local area, she was forced to flee her home and seek a safe refuge elsewhere.

The Social Worker involved worked collaboratively with other partners and colleagues to respond to this crisis. Safe housing was timeously found by housing colleagues, a Scottish Welfare fund grant was secured to furnish her new home and provide other essential items. Effective communication with colleagues in Police Scotland enabled the Social Worker to maximise safeguards for the woman at her new property including urgent Police response markers and community police monitoring. An introduction to Women's Aid led to a long-lasting connection to this service which continues to be a source of support and help.

Additionally, the Social Worker and Unpaid work staff were able to adapt a trauma informed plan which enabled continued participation in unpaid work in a

reduced capacity throughout this challenging period. The placement in question was in a local charity shop where this woman remained as a volunteer beyond the conclusion of her CPO.

During her involvement with WCJS the Service User was also able to access a family holiday through funding secured through the local authority direct payment scheme.

The intervention examples provided by the WCJS in partnership with other agencies led to an improvement in this woman's emotional and physical safety, an increased sense of self-confidence, a reduction in her feelings of social isolation and barriers to employment.

### Financial Inclusion

Referrals to our Tackling Poverty Team ensures that our service users benefit entitlements are fully maximised. In this reporting period Justice Services have generated £714,737.24 for service users and their families.

## **3) Unpaid work**

The communities of North Lanarkshire Council have benefited from 92,624 hours of unpaid work being delivered by the Restorative Justice Team. This activity is an increase of just over 20% on the 75,465 hours delivered during the previous year's reporting. During this period 133,941 hours were imposed in relation to Unpaid Work and Other Activity which denotes a rise in the hours imposed by Courts from the previous year's figure of 127,057. North Lanarkshire Council are committed to offering a diverse range of unpaid work placements and programmes available to individuals subject to CPO. The following information details some examples of those initiatives.

During the reporting period, the Unpaid work teams have completed 54 squad projects within North Lanarkshire Communities. These range from one to two-day pieces of work to larger projects with a duration of up to 4 to 6 months.

The work completed by services users helps them to use skills learned while subject to unpaid work. Throughout the period of unpaid work and at its conclusion people can put into practice the skills learned in our home improvement workshops such as painting and decorating, Mono blocking, slabbing, and fence construction. These abilities are employed in unpaid work activity throughout North Lanarkshire and complement other activities such as ground clearances, grass cutting and hedge trimming when requested.

Larger unpaid work projects have involved the renewal of a 400-meter pathway at Auchinloch and a project at Salt Lane Woods which involved the removal of overgrown bushes and rubbish. When completed this allowed local residents to walk in the area safely and without hinderance.



Partnership working with family learning centres, nurseries, schools, and communities have allowed for many garden developments and the construction of outdoor classrooms and play equipment. This has enabled the creation of safe and fun activity spaces for pupils and pre school children. Because much of the material used by unpaid work is recycled before it reaches landfill the work undertaken can be done at a fraction of the cost that might otherwise be expected. Such an approach also has environmental benefits. In total the woodwork workshop has serviced 8746 hours of unpaid work in this reporting period.

The bike workshop refurbishes bikes that are donated to community groups, schools, and individuals. Over 304 bicycles have been distributed to aid and support individuals to maximise their health and wellbeing. The people in the local community also benefit from bike repairs if they cannot afford the financial cost of this. Working in partnership with Police Scotland the service has been able to supply replacement bikes for those who have been the victims of bicycle theft. In total the bike workshop has completed 8341 unpaid work hours.

The Home Improvement workshop provides opportunities for service users to gain experience in decorating, painting, and plastering. In addition to increasing the opportunities for unpaid work in the community this initiative is intended to give service users with skills that can help them in the labour market. Once the individual is proficient in these disciplines, they utilise the skills learned on a project within the local community. This provides more experience to enhance employment pathways.

Accredited training through the auspices of the Unpaid Work Requirement has taken place. Nine sessions of Emergency First Aid at Work SCQF level 5 courses were delivered, and 44 unpaid work students gained certificates in this. A Manual Handling SCQF Level 4 Course was delivered as a new initiative and 3 unpaid work students passed the requirements for this. Garden Machinery Safe Use has also been completed by service users undertaking unpaid work.

In terms of employability Justice staff ensure that ongoing discussions take place with all service users about their potential to access employment. The following services are utilised in this regard.

- Skills Development Scotland
- Enable
- Remploy
- Routes to Work

Service users are encouraged and supported to gain employment qualifications such as CSCS card and Forklift truck qualifications. The healthy cooking group also promotes the use of online courses for food hygiene. In total, 218 individuals supported by justice services received help from Council funded employability programmes in this reporting year.

As highlighted the allotments located in different areas of North Lanarkshire have been instrumental in supporting individuals subject to unpaid work to learn horticultural skills which promotes self-sufficiency. The allotments enable service users to learn how to plant, grow, cultivate, and harvest fresh fruit and vegetables. The fresh organic produce is provided to the community including local foodbanks, sheltered housing complexes, and children's houses. Individuals can transfer these skills to their own home setting and are provided with the materials to grow their own produce. In total 721 bread baskets filled with fresh produce were donated to the local community. Unfortunately, our Clydeside allotment was out of commission for almost 4 months due to a fire at the site. Despite this set back, staff and the unpaid work service users worked to reestablish the project and ensure that it became fully operational.

When harvested some of the vegetables are used in the healthy cooking groups. This promotes healthy diets and cooking on a budget. This provision of fresh fruit and vegetables is intended to assist the health, nourishment, and wellbeing of people who might not otherwise have access to fresh produce.

#### **4) Other activity**

Please describe the main types of "other activity" carried out as part of unpaid work or other activity requirement.

Commissioned Third Sector 'Other Activity' Programmes continue which has enabled the service to work in conjunction with third sector organisations to support the 'other activity element of unpaid work. The commissioned third sector organisations and their interventions are detailed below.

##### **Wise Group**

The Wise Group provided one to one mentoring support for 50 service users in North Lanarkshire between 1st June 2023 and 31st March 2024. Each service user was allocated a Mentor for an average of one month and received 12 hours of support throughout this period. Following an initial discussion the service user's main support needs are identified, and an agreed personalised action plan is put in place. As part of the action plan service users can have access to a small discretionary fund to help with their participation in community activities. Following review, an extension to the mentoring period can be considered if necessary.

##### **Reel Time Music**

This project provides service users with an opportunity through the creative arts to undertake sessions in a studio/workshop where they can develop skills in

relation to creating and producing music/podcasts/videos. The groups comprise of 8-10 service users and their videos, and songs etc are featured and celebrated.

### **SACRO**

SACRO provide support to service users which is delivered using a mentoring approach. The workers act as role models and assist individuals to build self-esteem, confidence, independence, and improved motivation. Examples of the work undertaken includes help to secure and attend appointments with GPs or other agencies and attend appointments with support services. Assistance to complete housing applications, referrals for grants and or help with debt issues.

### **Ten for Zen**

Ten for Zen provides service users with an opportunity to develop mindfulness techniques and experience the emotional, mental, psychological, and physical health benefits that can be experienced from this. Examples of these sessions include changing unhelpful habits, boosting self-esteem, managing stress, anxiety and worry, or a lack of hope or anger.

In addition to the above commissioned third sector organisations, Justice Services provides a range of opportunities for service users to engage in Other Activity. The e-learning workbook resource pack provides blended digital learning which can be completed in partnership with staff. The Centre for Clinical Interventions as well as NHS Mental Health Foundation Trust resources are utilised to complete workbooks in the following:

- Anxiety, Self-Care, Social Anxiety, Bereavement, PTSD, Self-harm, Sleeping Problems, Depression and Low Mood, Obsessions/Compulsions and Panic.
- Alcohol and You, Cannabis and You, Cocaine, Gambling, Anger Management and Procrastination.
- Goal Setting, Self-Development, Writing applications and Interview techniques.

## **5) Feedback**

Please provide a summary of quotes or feedback on the impact of supervision requirements and or unpaid work or other activity requirements from the following perspectives:

The following information has been provided through the use of digitised feedback questionnaires. This allows the service to gather information about the service user experience and assists to help shape the future of service delivery.

- People subject to a supervision requirement

“Can I say that whole aspect of this process has been so helpful to me. It has changed everything for the better and I will miss not having the contact. I was able to discover more about myself through discussions I could never have with friends or family.”

“Appreciate everything you have done, and I wouldn’t be where I am without your help.”

“The support I have had in the last couple of months since coming on to my CPO has been first class. I was in a very difficult situation with my physical health due to injuries I sustained after being attacked by a dog. I was anxious about the order however everything was explained to me to help me understand what I need to do. I know I need to do work, but I am not anxious as I know I can ask if I need advice.”

“I have benefited massively with supervision by discussing any challenges or issues it has also helped me build my confidence and makes me want to better my life.”

- People undertaking unpaid work or other activity requirement.

“I enjoyed working with the rescue chickens at the Clydeside allotments and learning animal care skills.”

“I really enjoyed the home improvement workshop and learning new skills from the helpful, nice Supervisor.”

“I worked on really rewarding projects, for myself and the community.”

“I found the structure and routine of unpaid work was good for my mental health, it has given me an appetite to get back into employment.”

“I enjoyed completing unpaid work and learning about repairing and maintaining bikes in the bike workshop.”

“I found the online information sessions from CPO Connect informative and beneficial.”

“I think the quality of the work and the workers are of a high quality and they all treated me with respect.”

“At the Clydeside allotments I felt included and part of the team, discussing and making decisions jointly in terms of what would work best.”

“Felt I was making a difference and paying back to the community for my crimes, whilst learning new skills.”

“I enjoyed seeing the end of projects I started, the satisfaction of completing something.”

- The community and beneficiaries of unpaid work

The service continues to promote and advertise the benefits of unpaid work to local communities in North Lanarkshire. An example of this was the engagement event held by Justice Staff with local Community Boards on the 27<sup>th</sup> of March 2024. The breadth of the unpaid work being undertaken by Justice Services in North Lanarkshire was highlighted and examples of this were shown. The pathway for requests for unpaid work was also given. In addition, there was a focus on public protection and the benefits of reintegration not only for the service user and their family, but also to the wider community. These insights were followed by a question-and-answer session.

Beneficiary comments are noted below:

“It’s a great service and getting our charities grass cut, we appreciate it very much” – Spina Bifida Hydrocephalus Scotland.

“We are truly grateful for the work that restorative justice has undertaken in our grounds and is ongoing. We are delighted to be able to provide space for private placements and squads and look forward to working with Restorative Justice on an ongoing basis developing our Woodland and Polytunnel areas as a community resource” – Kilsyth Primary School.

“At least twice a year a squad from Restorative Justice visits Barnshaugh Old Graveyard & Mausoleum and the Globe Cemetery, carrying out jobs that we would struggle to complete without their assistance, cutting back

overhanging branches, strimming overgrown grass and wild flowers, we are always pleased when we see that the squads have been in and done a fantastic job, please thank the entire team on our behalf, this year we are having a military grave restorer working at Barnshaugh and your timely intervention will make his job so much easier” - Commonwealth War Graves Volunteers.

“The workers are hardworking, dedicated and committed to undertaking the tasks that are required to improve the environment, enhance the area and encourage nature” - Coatbridge Locality Support Service (Disabilities), community garden project.

“Garden fence completed within good time frames and to a high standard to benefit a family struggling in managing daily living. Youngest child has autism and was placing herself at risk in the back garden. She is now able to play outside safely which is beneficial to her emotional wellbeing, and this also allows mum some respite and will improve the overall home circumstances” – North Lanarkshire Children & Families Social Work.

“Workers tidied our communal gardens, weeded etc. What a fantastic job they done. The tenants can now enjoy their outside space, weather permitting. Thank you again” - North Lanarkshire Council Retirement housing complex.

“Delighted with the work that has been carried out so far. Recent allotment visit for children and staff was exceptional, with lots of learning opportunities for both staff and children” – Devonview Family Learning Centre.

“We are absolutely delighted with the work undertaken; it would have taken us months. It has been very well received in the local community” - Uddingston litter pickers.

“Very grateful as NO ONE in our church is fit or able enough to keep the grasses tidy and this makes the building seem so much nicer and more welcoming” - E.U Congregational Church Bellshill.

“This project made it possible for more than 90 children to have fun cycling on the day and at least 10 children benefitted from receiving a bike of their own, which they would never otherwise have been able to access. Major thanks to the team, they were fantastic with the children.” – St Dominic’s Primary School Summar Fayre.

## **Benefits and challenges of other CPO requirements**

Please mark with a cross the requirements that were imposed by courts in 2023 to 2024.

- Compensation requirement
- Programme requirement
- Residence requirement
- Restricted movement requirement
- Conduct requirement
- Alcohol treatment requirement
- Drug treatment requirement
- Mental health treatment requirement

For each of the requirements that were imposed (up to a maximum of 300 words) please describe innovative and best practice, challenges, and impact associated with each.

### **Compensation Requirement**

This requirement offers individuals opportunity to make direct reparation for their offending and is appreciated by some of the victims of crime. However, where payment compliance issues arise this can present challenges both for the individual subject to supervision and for the victim who may feel that they are being denied the compensation directed by the Court. This often happens when financial circumstances which could not have been anticipated at the Criminal Justice Social Work Report writing stage have changed and the compensation requirement becomes unaffordable for the person who has been given such a requirement. One example of this resulted in the need for an additional Court review. This was a stressful for the individual concerned and the victim of the index offence who was frustrated and disappointed at the lack of compensation received. Because of these considerations in North Lanarkshire compensation requirements are only suggested within a CJSW (Criminal Justice Social Work) Report when there is a fair degree of certainty that a victim will not be further let down by a failure to pay.

## **Restricted Movement**

The use of RMR will continue to increase over coming years as a means of effectively managing risk in the community. Where supported through electronic monitoring, this can be very effective. Within North Lanarkshire liaison with service providers continues to ensure that future introduction of GPS monitoring is well understood and utilised to its potential when available.

## **Conduct Requirement**

Conduct requirements are helpful management because they can be varied based on the supervising social workers professional judgement. For example, a common Conduct requirement, particularly where individuals are subject to MAPPA oversight, requires the individual to live only in accommodation as approved by the Supervising Officer. This helps the supervising officer and Police colleagues to effectively manage changing circumstances and dynamic risk without the need to return to Court to vary the order as would be needed had a residence requirement been imposed.

Within North Lanarkshire Criminal Justice Social Work Report writers highlight those conduct requirements which will support the effective management of both risk and need.

Conduct Requirements can be favoured before an alcohol treatment requirement in situations where there is no evidence of alcohol dependence, but where alcohol use is contributing negatively to an individual's wellbeing.

UP2U – Creating healthy relationships 2 is the updated version of the domestic abuse intervention programme. Staff have begun to use the updated programme with individuals convicted of intimate partner violence and who are subject to a requirement to undertake UP2U. Integral to this intervention is the offer and provision of partner support for those who have been or are still the victims of intimate partner violence.

## **6) Organisational improvements and ongoing challenges**



Looking back at last year (2022-2023), have there been any improvements to the challenges you noted? Are there any challenges you are still facing this year (2023-2024)

The recruitment and retention of Social Work staff has been a particular challenge over the last few years. The situation within Justice Services in North Lanarkshire is now more stable and can be partly attributed to the level of support being offered to newly qualified social workers, particularly in their first year of practice. A recent increase in salary entitlement linked to local re-evaluation and modernisation of social worker job roles, and the ongoing training and professional development opportunities available to staff in North the authority has also been helpful in this regard. A further significant challenge, however, has been that the allocation of the section 27 grant has not kept pace with the required salary increases for qualified Social Workers.

In addition, the increase in the number of individuals being managed under the MAPPA process with no corresponding increase in resource in funding and staff continues to put pressure on the service. This is a situation which shows no signs of diminishing in the coming years.

To meet the increased demand for the provision of unpaid work placements following the Covid-19 pandemic recent recruitment has had a particular focus on the employment of unpaid work supervisors and sessional workers. All posts have now been filled and the service is better placed to continue delivering diverse and effective unpaid work opportunities that benefit the needs of local communities and meet the demands of increased court business.

Securing quick access to mental health or psychological services is still a barrier to achieving positive outcomes for many of the service users who are currently within the criminal justice social work system. To mitigate against delay in addressing emotional wellbeing, staff link with the Keep Well Nurse provision and undertake brief interventions. In partnership with the service user staff utilise the suite of Other Activity e-learning associated to support the individual to manage their emotional wellbeing.

Uncertainty over the future direction of the National Care Service and the outcome for Criminal Justice Social Work is a challenge in terms of sustaining staff morale.

Progress has been made in sustaining community consultation and evaluation of services. A digitised questionnaire has been designed and this has increased the availability of customer feedback, opportunities for analysis and service improvement.

Justice Services bought a bespoke trailer in 2024 which allows for further outreach into our local communities, particularly in relation to the offer of bike repairs and maintenance.

## **7) Collaborative working across justice partnerships**

Please provide any examples of work with community justice partners, including the third sector, to effectively deliver CPOs (Community Payback Order).

In March 2023, the unpaid work supervisors and service users attended Strathclyde Cycle Fest. It was hosted within the grounds of Strathclyde Park and was funded by the council, Event Scotland, Cycling Scotland, and the Community Cycling Fund. This offered an opportunity to promote the benefits of cycling particularly in terms of maintaining good physical and mental health. The unpaid work Team was included in the advertisement of the event and had the opportunity to highlight the availability of the drop-in bicycle maintenance services being provided and how those who cannot afford the purchase of a bike can have one donated.

In August 2023, the Bike Recycling team were also invited to be part of an open day at Motherwell Police Station which attracted approximately 5,000 people from our communities. This provided a further opportunity to show case the benefits of unpaid work, rehabilitation, and reintegration. Because of this event Police colleagues now routinely give stolen bikes which stay unclaimed to the Restorative Justice Team to repair and donate to the public. In addition, Network Rail also give the team discarded bikes that are removed from the railway lines.

In partnership with South Lanarkshire Council and MAPPA partners two multi-agency events were hosted in September 2023. Staff from Social Work, Police Scotland, Housing, and NHS Lanarkshire attended a full day input in relation to Risk Practice which was delivered by Professor Hazel Kempshall. This offered a valuable opportunity for colleagues to reflect on shared responsibilities and practice and improve on collaborative approaches to managing risk and enhancing public protection.

In March 2024, a further local multi-agency event was held, and this focused on people being managed and supported under the Justice system with a diagnosed learning disability, or with neurodiversity challenges. This event was provided at no cost and was delivered by NHS colleagues.

Keep Well Nurses continue to work in partnership with the Restorative Justice service within North Lanarkshire.

Service users are offered a holistic health check with a focus on cardiovascular disease prevention. This is followed up by any necessary referral that might be needed because of the results received.

75 people attended the clinic during 2023- 2024 resulting in 168 referrals to other support services. 67% of people were actively helped by Justice staff to aid their engagement with those services.

28% of attendees were referred to their GP practice for further management of the health concerns identified.

48% accepted a referral to leisure services within North Lanarkshire.

20% accepted testing for Blood Borne Virus testing and 3% accepted referral to NHS Lanarkshire's Harm Reduction Team for more detailed support to help reduce harm from substance use.

13% were referred to Homelessness Cancer Screening and Sexual Health Nurse Specialist.

8% of those who smoked accepted a referral to smoking cessation classes.

8% accepted referral for specialist dietetic support from the Community Dietetic team.

Referrals were also made to other services including Bowel Screening Programme, Health and Homeless Team, Addiction Recovery Services, Carer support services, Lanarkshire Weight Management Team, and Practitioner Services for GP allocation.

Despite staffing pressures within the NHS, the partnership between the Keep Well Nurses and Justice Social Work continues to be maintained.

## **8) Additional information**

Is there any other relevant information you wish to highlight? This may include:

- Areas for improvement and planned next steps.
- New ways of working and benefits achieved from these.

North Lanarkshire Council Justice Services have promoted service developments and positive areas of practice through the launch of a dedicated X account.

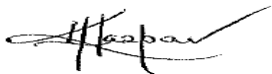
Staff from Victim Support attended an awareness raising session within Restorative Justice. Information was provided on the work undertaken by justice Social Work across North Lanarkshire. This has resulted in an agreement to jointly develop a victim focused plan of work which will include a Pan Lanarkshire Victim Strategy and the development of learning modules with a specific focus on victim issues.

A Community Justice Scotland partnership Board Online Engagement Event was held. This provided an overview of all Justice Services in North Lanarkshire and the work they undertake to support reparation, rehabilitation, reintegration, and public protection. Emphasis was placed on the role of Community Justice Scotland and the local benefits of partnership approaches to providing a partnership approach to rehabilitation and public safety.

To review and improve services consultation continues with individuals who are subject to a Community Payback Order. Two development workers with lived experience of the justice system are employed within Restorative Justice and this consultation work forms part of their remit.

In partnership with Community Justice Scotland and 2 other local authorities Justice services in North Lanarkshire have taken part in a pilot aimed at improving the knowledge, understanding, skills, values of paraprofessionals working within unpaid work teams. Nine 'taster modules' in various aspects of Social Work theory and practice that are highly relevant to the particularly to Placement Managers and Supervisors. It is envisaged that this pilot will be rolled out to all local authorities.

The Women's Community Justice Service have commissioned a new intervention resource entitled 'Managing Emotions and Relationships.' This was created by the author of the UP2U programme. This resource enables staff to utilise Cognitive Behaviour Therapy to facilitate structured conversations that help Women to develop better coping strategies using CBT, mindfulness, and trauma informed techniques. This resource can be delivered in a group work format or in individual settings.



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**Education & Families Manager (Justice)**

**26 September 2024**