

North Lanarkshire Council Report

Education, Children and Families Committee

Does this report require to be approved? Yes No

Ref AG/SH Date 03/03/26

Community Payback Order Annual Report 2024/2025

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

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Executive Summary

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.

This Annual Report outlines activity during the period 1 April 2024 to 31 March 2025, including:

- The scale and nature of Community Payback Orders imposed in North Lanarkshire
- Examples of trauma-informed, person-centred practice
- Case studies demonstrating impact on reducing reoffending and addressing underlying needs
- Delivery and benefits of unpaid work and other activity requirements
- Feedback from service users and community beneficiaries
- Partnership working with third sector, health, housing and employability services
- Organisational improvements and ongoing pressures, including increasing MAPPA demand

In doing this the report highlights the positive contribution of Community Payback to communities across North Lanarkshire, alongside challenges associated with rising complexity of need, mental health demand, poverty, and public protection responsibilities.

Recommendations

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

- (1) Endorse the content of the Community Payback Order Annual Report 2024/25;
- (2) Acknowledges the contribution of Justice Services and partners in delivering Community Payback Orders which support community safety, reduce reoffending, and provide effective alternatives to custody.

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 Local authorities have a statutory duty to report annually on the operation of Community Payback Orders within their area. These returns are collated by Community Justice Scotland and laid before the Scottish Parliament.
- 1.2 Community Payback Orders are a key mechanism for delivering justice within communities, combining supervision, unpaid work and targeted interventions to address offending behaviour, support desistance, and promote public protection.
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2. Report

- 2.1 During 2024–25, North Lanarkshire Justice Services continued to deliver robust, person-centred Community Payback Order (CPO) interventions that prioritise community safety, reduce the risk of reoffending, and address the underlying needs of individuals subject to CPOs. A total of 898 new supervision requirements were imposed, with 551 of these also including unpaid work. The service maintained a strong rights-based and trauma-informed approach, ensuring interventions remained proportionate and aligned with assessed risk and need.
- 2.2 A range of targeted **case studies** throughout the report demonstrate meaningful progress achieved through intensive supervision, multi-agency collaboration, and structured intervention work. This has included emotional regulation support within the Women’s Community Justice Service, successful engagement in domestic abuse programmes, and coordinated mental health interventions that stabilised wellbeing and significantly reduced risk behaviours.
- 2.3 Addressing underlying needs has remained integral to practice. Partnerships with addiction recovery and mental health services, our tackling poverty and employability services, and third-sector providers ensured individuals were supported effectively and holistically. Over the year, £650,201 was generated through **income maximisation** efforts for justice-involved individuals and their families. Use of the **Outcome Star** tool expanded across all CPO cases, enhancing collaborative assessment and review.
- 2.4 **Unpaid Work** delivery remained strong, providing almost 91,000 hours of activity benefiting local communities. Placement types ranged from therapeutic allotments to woodwork, bike recycling, home improvement, and community-based squad projects. A total of 554 bespoke items were created for community use, and 364 refurbished bikes were donated—supporting health, wellbeing, and employability. Case studies show significant positive impacts on confidence, skills development, employability, and desistance. Appendix 2 contains examples of unpaid work in North Lanarkshire.
- 2.5 **“Other Activity”** continued to be delivered in partnership with multiple third-sector organisations, offering mentoring, counselling, mindfulness, yoga, accredited training, and digital learning resources. These interventions supported individuals with emotional regulation, mental health, substance use, and practical life skills.

- 2.6 **Service user and community feedback** remained overwhelmingly positive. Individuals valued consistent support, improved understanding of the impact of their actions, opportunities for personal development, and skill-building through unpaid work. Community beneficiaries highlighted the high quality, reliability, and significant added value delivered by the unpaid work teams.
- 2.7 North Lanarkshire continued to utilise a range of CPO requirements, with Conduct Requirements remaining the most frequently imposed after supervision and unpaid work. Innovative practice continued within the **Moving Forward to Change** programme and the **Up2U** domestic abuse intervention. While continuing to play a critical role in addressing risk through targeted interventions, these areas also experienced some challenges over this period due to staffing pressures and increased demand.
- 2.8 Other key organisational challenges persisted have included some aspects of recruitment, pressures within wider justice and mental health systems, and the continuing impact of poverty on the individuals managed and supported through the service and their families. Reflecting a continuing and longer-term trend **MAPPA (Multi-Agency Public Protection Arrangements) workload**, reflecting the service's role with high-risk offenders, increased by 8.5%, with both Level 1 and Level 2 activity rising.
- 2.9 As reflected in individual case studies and above **Partnership** working remained a major strength, with collaborative initiatives spanning employability (Routes to Work), community safety (Police Scotland), third-sector partners, and community-based organisations. These partnerships enhanced access to training, employment, wellbeing support, and meaningful community reintegration opportunities.
- 2.10 Looking ahead, the service is exploring the introduction of the **Caledonian Programme** to expand domestic abuse interventions and enhance consistency, capacity, and outcomes for individuals convicted of intimate partner violence. Broader development work is ongoing to strengthen structured support for individuals unsuitable for group programmes, ensuring risk-focused practice is maintained.

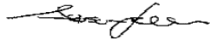
3. Measures of success

- 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).

4. Supporting documentation

- 4.1 Appendix 1 – Community Payback Order Annual Report 2024/25 (submitted to Community Justice Scotland)
- 4.2 Community Payback Order: Practice Guidance (May 2022) [Community Payback Order: practice guidance - gov.scot](#)

4.3 Appendix 2 contains examples of unpaid work in North Lanarkshire.



Alison Gordon
Chief Officer, Children, Families, Justice & Integrated Practice

5. Impacts

<p>5.1 Public Sector Equality Duty and Fairer Scotland Duty 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 type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>5.2 Financial impact 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>5.3 HR policy impact 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>5.4 Legal impact 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>5.5 Data protection impact 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? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>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 <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>

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?

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?

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: **2024/25**

LOCAL AUTHORITY: **North Lanarkshire**

TEMPLATE RETURN DATE: **Friday 31 October 2025**

Please return all completed templates to
CJS at CJSImprovement@communityjustice.scot and copy
the Scottish Government at cpo@gov.scot

1. Background

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.

2. Completing the template

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 2024 to 2025 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.

3. Questions to answer

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 Justice Service continues to provide Courts with a credible alternative to custody, by engaging individuals in their communities utilising a proportionate, trauma informed and rights-based approach, supporting individuals to address areas of identified risk and need seeking to reduce the likelihood of further involvement in the Justice system.

Effective intervention planning remains central to our wider goal of developing safer communities through reducing onward risk of re offending. Bespoke, person-centred case management plans are co designed with service users and informed by both structured assessment and professional judgment. Plans are developed to target identified priority areas with specific criminogenic potential.

From 1st April 2024 until 31st March 2025, 898 people were made subject to new Community Payback Orders with a supervision requirement. Of the supervision orders imposed, 551 people also received an additional requirement of unpaid work.

The following case studies demonstrate how Justice services support individuals to address their offending behaviour and reduce the risk of recidivism.

Women's Community Justice Service

Case Study 1	JS
JS was subject to a Community Payback Order with Supervision requirement and supported by our Women's Community Justice Service. JS had great difficulty regulating her emotions and had developed behavioural coping	

strategies that led to her being in conflict with the law. JS had also accrued substantial financial debt and was having difficulties sustaining her tenancy as well as maintaining familial relationships within her support network.

To address JS's presenting needs, the allocated Justice Social Worker worked in partnership with North Lanarkshire's Tackling Poverty Team to maximise JS's income as well as creating a debt repayment plan to consolidate and tackle all existing debts. The Social Worker developed a strong alliance with Housing colleagues to build a positive working relationship with JS. This enabled JS to be more receptive to housing supports and she was then able to address the issues that threatened to destabilise her tenancy. The Social Worker co-ordinated the multi-agency plan of support in a trauma informed way so that all professionals were sensitive to JS's past traumas and any subsequent triggers to her emotional dysregulation.

When JS's foundational needs were addressed and she felt more able to engage in structured intervention, the Social Worker planned a series of individual sessions that helped JS improve her emotional management and overall wellbeing. This involved learning and practicing breathing techniques when faced with moments of stress. JS also learned how to meditate and incorporate this into her daily routine to build connection between her physical and emotional wellbeing. By keeping a thoughts and feelings diary and reflecting on this in supervision appointments with her Social Worker, JS became more aware of her emotional triggers and how she reacts in certain situations. Overall, this work has had a significant impact on JS's decision making in situations where she would normally default to dysregulated responses that often reflect aggression and anger.

JS's ability to regulate and manage her emotions has had a positive impact on her family relationships which were strained and often conflicted. JS's Social Worker encouraged her to communicate with key family members in a pro social way which led to positive re-connection and improved relationships. Whilst there are still challenges for JS, she now has an

increased awareness of how to manage her emotions and a practical toolkit to use moving forward. Consequently, JS has reduced her offending behaviour and improved a range of aspects in her life.

Up2U Creating Healthy Relationships, Domestic Abuse Programme

Case Study 2	CM
<p>The Up2U Social Worker worked with an individual CM subject to a CPO of 36 months with conduct requirements to attend addictions services and complete the Up2U Creating Healthy Relationships programme. His offence involved distributing intimate images of his partner whilst under the influence of substances.</p> <p>Within the final year of his Order, this individual sustained a positive level of abstinence and was discharged from addiction services. CM progressed well through the Up2U programme and has successfully completed the assessed level of treatment. Since imposition to expiration of the order, and to the current date, there have been no reported incidents of domestic abuse offending. The Up2U work included monthly partner support meetings, and support provided by independent domestic abuse advocates, Aura. CM has maintained a relationship with the victim of the index offence, and the birth of their child is imminent. As part of the overall Up2U whole systems approach, there has been robust safety planning, including close partnership working with colleagues at the locality justice team, Police Scotland, and our local children and family's team, who have completed a pre-birth assessment. This assessment was positive, and it is anticipated that the case will be closed to the children and families team post-birth.</p>	

2) Support for underlying needs

Please provide a case study or example of your work with people subject to a CPO, which demonstrates how their underlying needs

(e.g. mental health, substance use) are identified, and how you work to address those.

North Lanarkshire Justice Service retains a strong focus on wellbeing and welfare, recognising the intrinsic links between need and risk. The impact of addiction, mental health and poverty is widely recognised, and people subject to Community Payback are supported to navigate access to key support services. Links with the recovery community and third sector partners continue to strengthen and broaden the spectrum of supports available.

People subject to Community Payback are also supported to reduce the impact of poverty, through benefit maximisation and provision of support to prepare for and access employment and training opportunities. Strengthening links with employability services continues to contribute to the opportunities offered through Community Payback. The total income generated for Justice service users and their families over the reporting period was £650,201.

North Lanarkshire has also expanded use of the Outcome Star tool to all individuals subject to Community Payback. This has enhanced capability to better understand individuals' needs and priorities and to enhance collaborative planning and review of progress.

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.

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.

Justice staff have undertaken training and awareness raising in trauma informed practice approaches and engage with service users using that knowledge and those strategies. The following case study demonstrates how underlying needs are identified, and the individual is supported to address them.

Case Study 3	RP
<p>RP was subject to a Community Payback Order as a result of a first offence and was assigned a Social Worker in the Women’s Community Justice Service. At the point the CPO was imposed LP’s circumstances appeared stable. However, following an apparent deterioration in her mental health there were numerous police concern reports received in relation to erratic behaviour in the community which presented a degree of risk to herself and others. Using a collaborative approach with Community Mental Health Social Work and the Lanarkshire Association of Mental Health, the Women’s Community Justice team were able to advocate for RP and secure medical intervention for underlying mental health needs. Given the challenges associated with accessing such medical intervention, the level of advocacy involved required a proactive and evidence-based approach from the Social Worker involved.</p> <p>RP’s mental health was stabilised, and she was then able to engage more meaningfully with services which led to a reduction in risk and an improvement to her overall health and wellbeing. No further police concern reports were received and the risk of RP being charged with further offending significantly reduced.</p>	

To support individuals address substance misuse, 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.

3) Unpaid work

Please describe a case study or provide examples of unpaid work activity.

The communities of North Lanarkshire have benefited from almost 91,000 hours of unpaid work delivered by the Restorative Justice Team. This year's figures evidence for the second year running the operational delivery of unpaid work has been maintained to levels commensurate with pre pandemic activity. Demand continues to grow and during the period of this report 139,024 hours were imposed by Courts in relation to Unpaid Work and Other Activity, which denotes a further rise of more than 5,000 hours imposed in this regard over the last year. In total 1013 Unpaid Work orders were imposed.

Main Activities of the Unpaid Work Service

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. In total 554 items have been constructed and situated within our communities.

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 transportation 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 which enables the provision of bike maintenance and repair within the local communities and to attend events in North Lanarkshire Council. During the reporting year, a further 5 members of staff have obtained Velotech Training in Level 1,2 & 3 bronze, silver and gold. This will assist with capacity due to positive engagement with service users and the demand for recycled bicycles. In total 1443 hours of unpaid work were completed through this initiative this reporting year, resulting in 364 bikes being donated to individuals within our community. The aim of this initiative is to ensure that every school aged child in North Lanarkshire has access to a bike. All schools and the tackling poverty team have been provided with the bike request for assistance proforma.

Squad placements have benefitted the local communities through activities such as landscaping. In total 2049 hours have been completed in squad placements within North Lanarkshire. These range from one to two-day pieces of work to larger projects with a duration of four to six months.

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 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.

The Restorative Justice community allotments in Townhead, Clydeside, and in Wishaw continue to thrive. These allotments 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. In total 2876 hours have been completed within our allotments with the produce being distributed to local sheltered housing complexes, foodbanks and the public.

Detailed below are 2 separate case studies which demonstrate the wide range of interventions associated with Unpaid Work.

Case Study 4	RZ
<p>RZ was subject to a Community Payback Order with a 12-month Supervision requirement and 120 hours of Unpaid Work. RZ had the maximum of 30 hours of 'other activity' available to him.</p> <p>RZ had expressed a desire to return to the workplace, and he was aware of several vacancies arising in the local warehousing sector. RZ was also aware that he did not possess the relevant qualifications to apply for these positions. RZ agreed to a referral to Routes to Work. Routes to Work Ltd are a registered charity that offer a free and confidential service helping unemployed people to access opportunities in employment, education and training. Following meetings with a Routes to Work Support Worker, RZ undertook a fully funded IPAF course. IPAF courses promote the safe and effective user of powered access equipment and are accredited by the International Powered Access Federation. A total of 17 hours of 'other activity' were deducted from the Community Payback Order for this activity. The hours comprised</p>	

of the time RZ spent with the Support Worker, the private study he undertook of the I-PAF app and his attendance at the full day course and the written and practical examination. RZ was successful and received the IPAF Card/IPAF certification in 'Mobile Vertical - Scissor lifts, vertical personnel platforms (mobile)'. RZ used the remaining hours of any other activity participating in online modules provided by CPO Connect. Among the modules completed were:

- Self-Reflective Practice
- Mental Wellbeing
- Overcoming Anxiety
- Emotional and Physical Wellbeing

These modules were appropriate in supporting RZ better manage his emotional regulation, which was an identified area that he wished to support to address.

The remainder of RZ's Unpaid Work hours were completed at an Individual Placement – a sheltered housing complex. This proved a very successful placement, both in terms of the beneficiaries but also RZ's self-esteem and confidence. RZ was held in high regard by the staff and residents at the complex. Regular updates from staff, praising his work were received as well as providing before and after pictures. RZ took a great deal of pride in his work and there were no issues with his performance, conduct or commitment. There was no known further offending by RZ.

Case Study 5	XF
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XF was made subject to a Community Payback Order at Court with an Unpaid Work Requirement of 240 hours. He was anxious during the infancy of the order as he was unsure what to expect. The post sentence interview was completed whereby all unpaid work opportunities were explained. XF advised that he was a trained chef and had worked in various restaurants around the country.

Capitalising on his skill set, XF was placed within one of squad sites and also included in the healthy cooking group.

As a trained chef, XF was able to use his skills to participate in the group as well as sharing his skills and knowledge to support other service users. XF was happy to write and share his recipes with staff and service users to ensure healthy cooking on a budget could be achievable. XF was involved in preparing and distributing soups and meals for other services users working on a community payback order, utilising the produce grown within the unpaid work allotments. XF shared that he feels being part of this project, he has been able to pay back to the community and gained a different insight and empathy for others. XF hopes that being able to share his skills and knowledge will assist to promote nutritious healthy eating among justice service users.

Other activity of a 12 week gym pass encouraged XF to engage in physical health and wellbeing activities. He fully utilised this support and was able to spend quality time with his son in this setting. He reported this had a positive impact on his relationship with his son, as well as the benefits to his mental wellbeing. Coupled with online course work, exploring mindfulness practices and gaining skills to manage situations in a more pro social manner, XF was able to reflect on his offending behaviour and feels more confident about his future. There was no further known offending from XF.

4) Other activity

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

The availability of Scottish Government Covid-19 recovery funding has enabled the continued commissioning of Third Sector colleagues to assist in the delivery of 'other activity' programmes. Co-production of this aspect of Community Payback Orders includes collaboration between Restorative Justice Service and the

following organisations:

- The Wise Group provided one to one mentoring support for 50 service users. Service users are 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.
- 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.
- 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.
- The Creative Change Collective provides online and in person Road to Change groups. This will involve service users being part of a group to develop a script/poem/song about prevalent societal topics. The end product will be viewed by Justice staff, friends and family of service users. These can be showcased in future open events with agreement for service users or service users blurred out.
- Yoga provided by Kelly Anne. Kelly Anne provides Yoga services to LAMH and has experience of working with people in residential rehab with addiction and mental health issues. Yoga sessions are one hour long and incorporate breath work. Through the provision of the yoga and breath work in person sessions, service users can reduce stress, improve mental and physical health and improve coping skills, thus supporting individuals with issues they might be facing. In total 431 individuals have benefited from yoga over the reporting

period.

- The Lanarkshire Counselling and CBT Centre (LCCC Scotland Ltd) is a family run centre dedicated to the practice of Counselling and Cognitive Behavioural Therapy (CBT). The sessions take place virtually or by telephone and can accommodate up to 80 individuals daily. Individuals are initially screened to ensure a bespoke counselling response which is implemented within one week of referral.

Justice Services provides a range of opportunities for service users to engage in Other Activity utilising the e-learning workbook resource pack provides blended digital learning which can be completed in partnership with staff. Individuals also use the resources of The Centre for Clinical Interventions as well as the NHS Mental Health Foundation Trust to undertake work 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.

Other activity resources also include:

- Addiction Recovery Team or Phoenix Futures if there is no conduct requirement
- Equal Say Advocacy for addiction support
- SACRO
- Peer support with the development workers
- Keep well Nurses
- Routes to Work
- LAMH
- Community Alternatives
- Engagement with worker, GP, housing and tackling poverty team to address long-term issues like mental or physical ill health, rent arrears, applying for benefits, benefit sanctions etc.

Within the reporting year the service also provided opportunities for accredited training in First aid at Work Level 5 SCQF, 23 individuals have successfully completed this award.

The following hyperlinks provide information on the range of other activity for staff and service users:

<https://sway.cloud.microsoft/fSDIbE4yp8IhIQMd?ref=Link> – Staff guide to third sector support.

<https://sway.cloud.microsoft/NR7peB9i4MOyXYoE?ref=Link> – Individuals guide to third sector support.

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:

- People subject to a supervision requirement
- People undertaking unpaid work or other activity requirement
- The community and beneficiaries of unpaid work

In the last year North Lanarkshire Justice service introduced an updated mechanism to capture service user feedback at the beginning, mid-point and conclusion of the Community Payback Order.

The information is captured through MS Forms which has enabled the service to capture individual feedback and to aggregate wider data to identify common themes and inform service improvement.

Positive benefits of Community Payback Supervision Requirement commonly identified the following:

- Having my own person to support me
- Being connected with other services

- Getting help to understand the consequences of my actions on other people.

The vast majority of respondents indicated that engagement with Community Payback had been helpful and had supported a better understanding of the impact of offending.

Detailed below is service user feedback quotes from individuals made subject to an Unpaid Work requirement:

- “Good guys, I enjoyed the teamwork and learning new skills”
- “I got to know what kind of work gets done and got to do landscaping work throughout North Lanarkshire in schools and retirement housing complexes”.
- “Listening to the mechanics of cycle repairs and learning through observation”.
- “I was happy to complete my unpaid work hours by attending the Clydeside. Being out in the open air and learning all about planting and growing food and giving the produce to those in need locally”.
- “I attended a local information session and met with Routes to Work; I found this very interesting as being new to the justice system I didn’t know this help was available”.
- “I enjoyed attending the yoga which helped me relax and de-stress”.
- “Service user JA- spoke positively about yoga in his review. He is new to yoga and now attends up to 3 sessions per week at unpaid work. He advised the yoga sessions “calm his mind”. He leaves unpaid work feeling more relaxed which reduces his anxiety and has subsequently boosted his confidence. He relies on cannabis to help

him sleep and stated the yoga and a relaxed mind has helped to reduce this, and, on some occasions, he is getting to sleep without cannabis”.

Some of the beneficiaries of unpaid work within the local community have provided the following feedback:

- “It's great service and getting our charities grass cut and we appreciate it very much”. - Spina Bifida Hydrocephalus Scotland.
- “Excellent service, landscaping project completed to a high standard - thank you!” - Moray Quadrant Retirement Housing.
- “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.
- “I thought that the Restorative justice team have been extremely helpful and have helped us greatly to complete the project with as little cost to us as possible. They worked extremely hard, and the area looks great. They were patient whilst we waited for tools and equipment to arrive. Thank you!” – Victoria Primary School.
- “As a local authority worker/organisation I have worked in partnership over the years with the community payback team. I have always found the staff and volunteers to be flexible, accommodating and professional in their approach to any project. I would not hesitate to recommend them to others” - Bellshill Locality Support Service (Disabilities),
- “Really pleased with the work that was carried out. There has been a lot of positive comments from people in the community” - Cumbernauld Village Community Council, Langriggs Project.

6) Benefits and challenges of other CPO requirements

Please mark with a cross the requirements that were imposed by courts in 2024 to 2025.

- 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 practice examples, challenges, and impact associated with each.

Compensation Requirement

This requirement was utilised 48 times in the reporting period and offers individuals opportunity to make direct reparation for their offending and is attractive from that perspective. 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 can be especially challenging where financial circumstances have changed and the compensation requirement becomes unaffordable. North Lanarkshire's Tackling Poverty team has supported individuals to maximise their income where appropriate, ensuring that benefit entitlement is maximised. Through income maximisation, service users have been supported to make reparation consistent with the compensation order promoting both their own engagement and ensuring that victims receive the

compensation set by the court. More broadly, alleviating poverty by increasing income offers powerful and tangible benefits for individuals and communities beyond the parameters of Community Payback.

Restricted Movement

When service users are supported through electronic monitoring, this can be very effective in reducing risk and assisting to break cycles. 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.

Effective use of restricted movement has contributed to the profile and effectiveness of community interventions and has strengthened the overall support offered as an alternative to custody and has been utilised at disposal on 20 occasions during the reporting period.

Similar in scope and function, Restriction of Liberty Order continues to be considered as a disposal option and is often but not always imposed concurrently with a Community Payback Order. In the reporting period RLO was imposed alongside CPO on 98 occasions, significantly in excess of a Restricted Movement requirement. Given the variance in compliance reporting, further analysis in this area could support a streamlining of the approach to electronic monitoring in North Lanarkshire.

Conduct Requirement

Excepting supervision and unpaid work, this is the most frequently included requirement, being utilised on 317 occasions during the reporting period. This requirement enables more dynamic support and risk management, particularly where requirements are articulated in a manner that enables supervising officer discretion. For example, a common Conduct requirement, particularly where individuals are subject to MAPPA oversight, requires the individual to reside 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 (CJSWR) writers routinely highlight conduct requirements which will support effective management of both risk and need. Challenges can emerge where Court elect not to include requested conduct requirements seen as crucial to effective risk management. While Supervising Officers retain the right to issue written instructions necessary and proportionate to risk management, this situation can create tension and anxiety for those involved.

Conduct Requirements are often favoured over alcohol treatment requirement, in situations where there is no evidence of alcohol dependence but where alcohol use is evidently contributing negatively to an individual's wellbeing.

Conduct requirement has also been utilised to support engagement with mental health services as directed. However, accessing mental health support, even when service users present as unwell can present challenges. The existence of a conduct requirement does not simplify or streamline individual access to health services or support, simply requiring engagement with services offered.

The overall preference for the conduct requirement is illustrated by the fact that only 1 alcohol treatment requirement was imposed in the reporting period with no uptake of the drug treatment requirement or the mental health treatment requirement.

Conduct/Programme Requirement

North Lanarkshire was one of the first areas in Scotland to pilot the Moving Forward to Change (MF2C) programme and it became fully operational in this reporting period. The MF2C programme is a structured, trauma-informed intervention aimed at reducing sexual offending through risk awareness, skill development, and desistance planning. There has been significant learning in this year, which delivered one rolling programme and trialled 2:1 support alongside the group to help participants. This combined approach disrupted the learning progress of individuals within the group, who developed at different stages. Overall the 4 consistent group members and 14 individuals were seen on a 2:1 basis.

Going forward, support will be focused in group. We will also be building more resilience within the programme as 3 social workers that were trained in delivering the programme have since moved on and gaining subsequent training places has been

difficult. Following undertaking of the programme, we are only aware of one participant who has reoffended further and we will continue to track this in 2025-2026.

Up2U Creating Healthy Relationships 2 has continued to be the domestic abuse programme used with perpetrators over the last 12 months. The programme was updated to create a rolling groupwork programme, to best meet service demands.

166 offenders were imposed with a conduct requirement and 11 were imposed with a programme requirement to complete Up2U, as part of their CPO. There were 127 perpetrators who participated in the programme: 104 of these were facilitated by social workers in the localities and 27 high risk treatment pathway individuals worked intensively with the Up2U team. Of the 27 high risk treatment pathway individuals, 4 participated in the groupwork programme, 21 worked on a 1:1 basis with the Up2U social worker/s and 2 worked on a 2:1 basis with an Up2U social worker and the allocated case manager.

There have been a number of challenges facing the centralised UP2U team during the reporting year which have impacted the service. This included staffing challenges and in the 2025-2026 period, resilience is being created across the workforce to ensure that individuals are progressed through the programme. Outcomes for those that participated in the programme have been good, with only one person known to re-offend within the reporting period.

7) Organisational improvements and ongoing challenges

Looking back at last year (2023-24), have there been any improvements to the challenges you noted? Are there any challenges you are still facing this year (2024-25)?

Improvements

As reported last year, NLC Justice Services designed and implemented a digital service user feedback form to gather the views of service users across the service. Using MS Forms as a platform enables the service to understand individual experience as well as supporting identification of thematic trends.

The service user feedback has now been incorporated into the performance management framework and is reviewed routinely by each individual service. NLC Justice staff now have a framework to ensure feedback is gathered at significant points over the course of an individual's involvement including the start, the mid-point and the end of orders.

As previously referenced, some challenges regarding recruitment remain. While it has been abated in localities, the position in centralised services was not as positive, and resulted in the deployment of interventions team staff to support other justice activity within the centralised teams.

Salary uplift together with a consistent approach to support within the post qualifying year has seen some progress in retaining staff. The service continues to develop our offering to trainee social workers joining North Lanarkshire as part of their professional learning and continues to strengthen links with universities and students.

Challenges

Justice Social Work continues to work within MAPPA arrangements to promote community safety and engage with people convicted of sexual offences or those considered to present a risk of serious harm to maximise public protection, whilst maintaining a proportionate and individualised approach to risk and need.

The number of individuals managed under MAPPA has continued to grow in part due to the rise in online offences contributing to increased demand pressures. Moving forward, demand will further increase through the inclusion of Terrorist Offenders within the MAPPA process. Preparatory work continues in this area to ensure that North Lanarkshire is well placed to manage relevant individuals effectively and safely. The increase in the number of individuals managed under the MAPPA process with no corresponding increase in resource continues to put pressure on the service. This is a situation which shows no signs of diminishing in the coming years. The logistical challenges of servicing the Unpaid Work requirements for RSO individuals is placing additional stress on the resource.

This reporting year has witnessed an 8.5% increase in MAPPA activity from the previous year. Overall, the number of individuals managed under MAPPA have grown significantly since arrangements were established 18 years ago. Level 1 MAPPA activity has increased by 9%, with Level 2 activity increasing by 14%.

MAPPA arrangements interface often with other public protection processes including child and adult protection and with adult social work more broadly due to the increasing number of individuals managed through MAPPA who have care needs relating to frailty or disability. MAPPA awareness sessions for wider staff groups are therefore held regularly.

Across North Lanarkshire the cost-of-living crisis continues to have an impact on individuals and communities including people in the justice system and significant people in their lives. Additionally, there has been an increasing demand for mental health and recovery services.

Well publicised pressure within the wider prison estate, and associated measures to relieve this have impacted community resources and led to increased demand in some areas.

8) Collaborative working across justice partnerships

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

In partnership with local housing colleagues and school staff, the Restorative Justice unpaid work team has also facilitated learning events at our community allotments in Townhead, Clydeside, and in Wishaw. These events enable children and people in the local community to sow seeds and learn about different growing techniques. Participants can take away some of the produce and can be invited back later in the year to experience the harvest taking place. This project has allowed for a creative teaching space which helps individuals to develop new skills which they can contribute to the benefit of the local community.

In partnership with Community Justice Scotland, South Lanarkshire and Glasgow City Council, the Restorative Justice team held Unpaid Work Learning Clusters. This

specific learning relates to the unique role of an Unpaid Work Supervisor. It is 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. Restorative Justice accommodated 10 events to date that have taken place from May 2024 until November 2024 and hosted local authorities from the West of Scotland.

The Restorative Justice Service has been working with Viewpark Gardens Trust since February 2025 to date. There have been two squads working at this site 4 days per week. The unpaid work squads have undertaken 5280 hours on site, removing 150 tons of green waste. With recycling a key feature of unpaid work, materials bound for landfill such as roller blinds have been used as a weed suppressant and salvaged planters reused to grow herbs and strawberries. The Trust and service users have transformed the overgrown gardens and are on target to meet the deadline, to open the gardens to the public by the summer of 2026. There have been significant benefits to service users observing and contributing to the transformation of this site that will benefit the local community. While undertaking work, a small pond with a bridge has been rediscovered. The community informed that this scenic backdrop was a regular feature in local couples wedding photographs. It is hoped that the local community will reconnect with the gardens, potentially inspiring couples to view the space as an ideal backdrop for future wedding photography.

Justice Services work in partnership with Police Scotland at open day events annually. This can be in the form of a fun open day for residents to come to Motherwell police station to walk around stall holders or a bike marking day where people can come and get their bikes marked in case of theft. The unpaid work bike recycling team work alongside the police on the day and carry out health checks on bikes. The service also collects bikes from 3 police locations in the Strathclyde region every 6 months. These bikes are refurbished by unpaid work service users and are handed back out to residents in the local community for free. The Unpaid Work service has donated over 950 bikes in 5 years.

There have been a range of activities implemented, and specific operational initiatives delivered to further develop the relationship between employability stakeholders and community justice service users in North Lanarkshire. These are the result of a long-

term relationship and partnership that has evolved over a number of years and based on the provision of employability support in North Lanarkshire being targeted at those on the margins of the labour market. This close working relationship has also been supported by external factors such as the emergence of a new post pandemic labour market in North Lanarkshire, changes to the funding landscape for employability support and the ambition of community justice partners engaged in improving employment outcomes for people in the justice system.

The Council ALEO, Routes to Work Ltd has a dedicated team supporting people in the justice system. They engage individuals before and after liberation equipping them with job skills and access to employment. The RTW worker also proactively engages with community justice colleagues to generate referrals for employment support. There are usually around 150 clients (including MAPPA) at any one time who are referred directly by community justice services to our employability services alongside a number who will have been referred by other services such as NLC Housing Solutions or Tackling Poverty Teams. During the reporting period, 192 people who registered for support reported having a criminal conviction, 17 females and 175 males, 56% of people advised they felt their criminal conviction was a barrier to work. Other barriers reported included financial hardship, long term health conditions, limited work experience, substance related conditions and family/relationship breakdown. 42 people were supported to achieve a qualification and 55 progressed into employment.

Over the course of the year, significant progress has been made to improve access to Routes to Work for people who have been convicted of sexual offences and are subject to MAPPA oversight. Following collaboration and discussion with MAPPA partners, Department of Work and Pensions and with Routes to Work, an improved information sharing mechanism has been approved which will enable RTW to appropriately access crucial, risk relevant information more quickly, supporting their ability to intervene effectively and safely.

The relationships built with multi-agency partners through CPOs has enabled us to bring together partners quickly for new initiatives such as Emergency Early Release from prison, where statutory and what have become essential partners such as the Tackling Poverty Service plan together on an individual and a strategic basis.

9) Additional information

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

- Any new and/or notable trends in the CPO cohort (e.g. changing needs, offence types, demographics)
- Areas for improvement and planned next steps.
- New ways of working and benefits achieved from these.

As detailed, the proportion of Community Payback Order cases subject to MAPPA oversight continues to increase with no sign of abatement.

Wider challenges remain regarding the impact of poverty and mental ill health in local communities. Timely access to necessary mental health services continues to be inconsistent and can present real challenges for services users seeking support in this area.

It is also significant to note the substantial proportion of individuals subject to Community Payback Orders who are convicted of offences involving intimate partner violence. To date the service has offered structured intervention utilising the UP2U programme, largely as a partnership between supervising social workers and staff from the interventions team.

Consideration is currently being given to North Lanarkshire Council introducing the Caledonian Programme to work with male perpetrators of domestic abuse against women in the 2025-26 period. If successful in gaining funding, a Caledonian Team will be formed, with a greater staff number than the current Up2U team, and this will also include workers for the Women's and Children's Services (an integral part of the programme). A likely option is that the Caledonian Team will work with perpetrators from the onset of the Community Payback Order being imposed and will deliver the Individual Stage (pre-groupwork), the Groupwork, and the case manager (in partnership with the Caledonian Team) will complete the Maintenance Stage until order expiration. This will ensure that greater numbers of perpetrators will be in receipt of domestic abuse offence focussed work, throughout the whole period of their

order. It will also allow for greater consistency and continuity with the service user group as it is a rolling programme.

Development work has been ongoing to provide a structured resource pack to engage individuals with specific risk profiles who have been assessed as unsuitable for programmed intervention. This resource will provide a valuable tool to support social workers engage effectively and reduce risks.

Justice Social Work

Unpaid Work Examples 2024 to 2025

**LIVE
LEARN
WORK
INVEST
VISIT**

Unpaid Work in North Lanarkshire



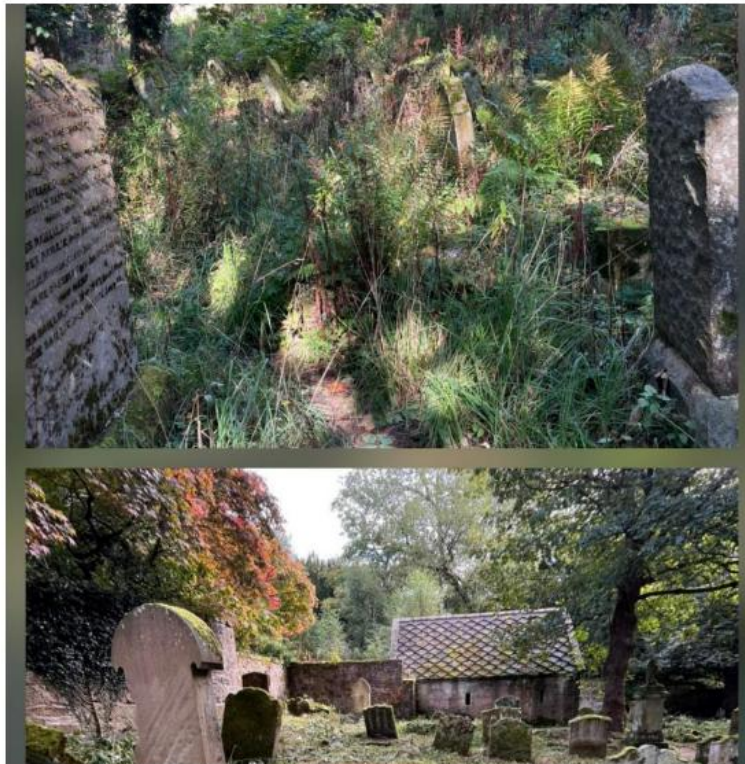
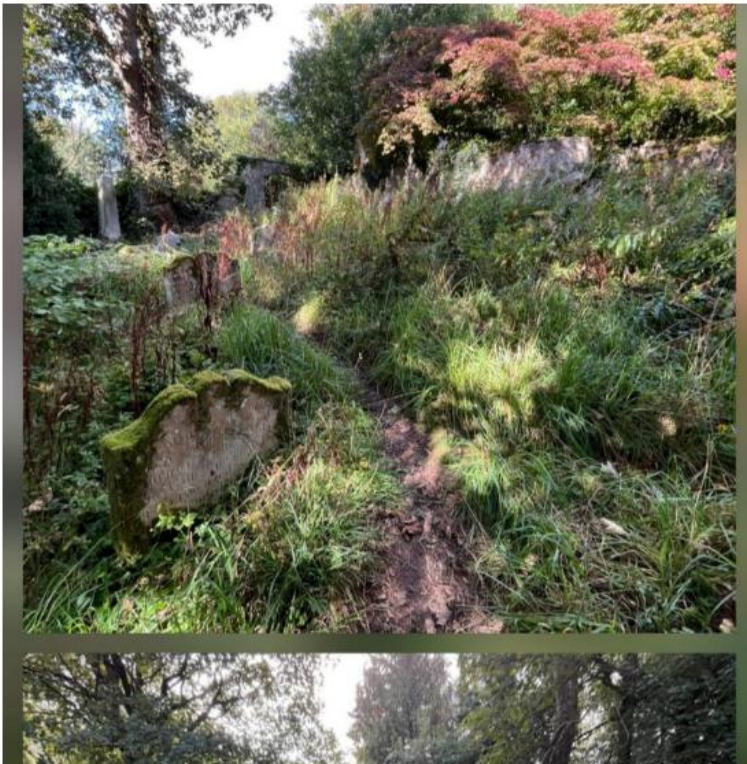
Unpaid work in North Lanarkshire takes place in a number of different settings across the Local Area –

- Individual Placements.
- Squad placements
- Our Restorative Justice Hub in Belshill
- Our Justice Hub in Motherwell
- Our Allotment Hub at the Clydeside
- Council satellite allotments and gardens.

Squad Placements

Small unpaid work groups take place in a number of different settings across the Local Area. Examples include:

- Landscaping
- Maintaining gardens of community buildings.
- Being part of North Lanarkshire's gritting plan.



Individual Placements

At times it is in the best interest of the community for service users to be placed in individual placements. A range of these take place across North Lanarkshire including –

- working in charity shops
- maintaining parks
- community facilities
- Local Food Banks
- Sheltered Housing Complexes



Restorative Justice Hub

Our Restorative Justice Hub in Belshill contains a number of workshops which focus on utilising existing skills or creating new skills for service users to make a practical contribution to North Lanarkshire. This includes wood work, the bike workshop, home improvement workshop, laundry and preparing food parcels to name a few.



Justice Hub Placements

Unpaid work in the Justice Hub in Motherwell is focused on practical skills that do not involve machinery. Examples include making crafts to be sold for the local community and healthy cooking on a budget.



Clydeside Allotment Hub

Unpaid work at the Clydeside allotment hub provides outdoor placements in nature, which help individuals to get involved in the growing of fruit and vegetables which benefits our local community. This supported by a cooking a group which follows the journey of seed to plate. The allotment also hosts a number of rescued battery chickens offering an opportunity to learn animal care.



Impact of Unpaid Work

- In 2024 to 2025 we carried out 91,000 hours of activity benefiting local communities.
- 364 refurbished bikes were donated—supporting health, wellbeing, and employability.
- A total of 554 bespoke items were created for community use including schools.
- Significant positive feedback from local communities.
- Recognition nationally of impactful unpaid work in North Lanarkshire from Social Work Scotland and Community Justice Scotland
- Unpaid work services will be visited by the national programme board for Community Justice in March 2026, following visits from Social Work Scotland and Community Justice Scotland.

