

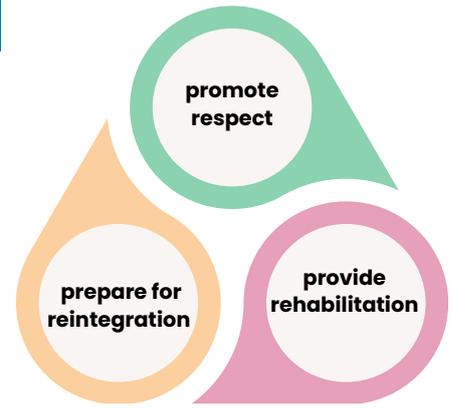
Justice Social Work
Annual Report
2023 - 2024

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Introduction

This is the last Justice Social Work (JSW) annual report related to the Business Plan 2021–2024. A new Service Plan 2024–2027 was published in April 2024. This report will highlight the key activities and developments in East Lothian JSW since 2020, as well as focusing on service user outcomes provided by JSW practitioners from all aspects of the service.

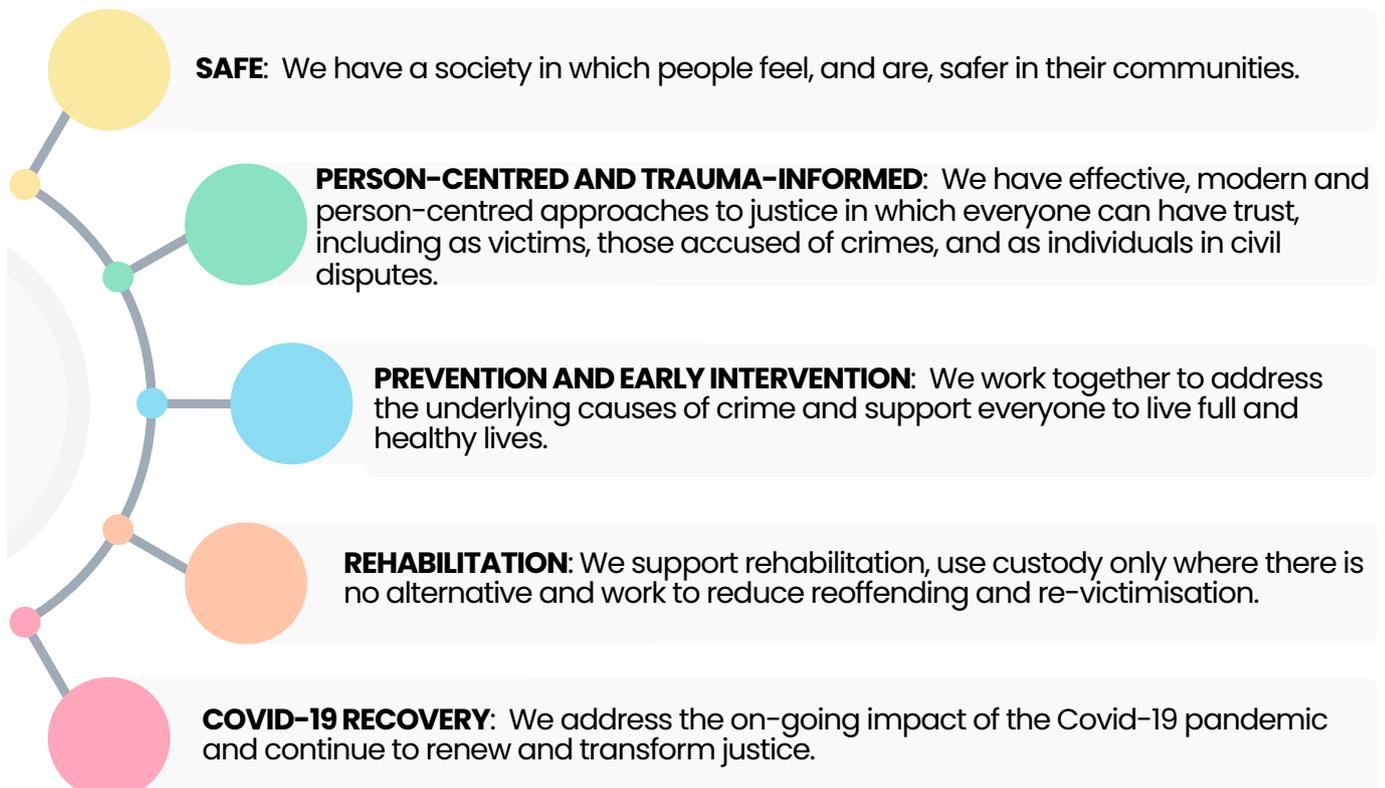


Justice Social Work services provide all statutory and associated functions identified in S.27 Social Work (Scotland) Act 1968. Over the last five decades this Act has been further consolidated and updated by legislation relating to pre-conviction, court/sentencing developments, community disposals, post-release supervision and associated tasks relating to 'offender' and offence types, for example domestic abuse, sexual offending and hate crime.

The Vision for Justice in Scotland (www.gov.scot) sets out key aims, highlighting what will be achieved and what success will look like. The Vision has three elements:

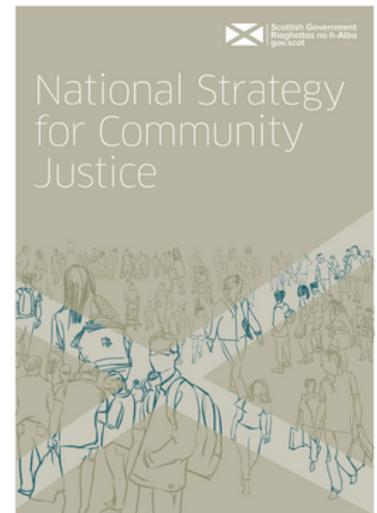
- A just, safe and resilient Scotland.
- Issues of Justice affect us all.
- Justice is the concept of fairness.

The transformation priorities include being person-centred and trauma-informed, with early intervention and prevention driving public services to improve outcomes for individuals. Additionally, the Vision wants to improve the experiences of women and children in the justice system, listen to the voices of victims and shift the balance between the use of custody and justice in the community. The key aims are:



The [National Strategy for Community Justice 2022](http://www.gov.scot) (www.gov.scot) has these National aims:

- Optimise the use of diversion and intervention at the earliest opportunity.
- Ensure that robust and high quality community interventions and public protection arrangements are consistently in place across Scotland.
- Ensure that services are accessible and available to address the needs of individuals accused or convicted of an offence.
- Strengthen the leadership, engagement and partnership working of local and national community justice partners.



Practice Developments and Activity 2020–2024

2020
2021

The service was responding to and recovering from the Covid-19 pandemic and was yet to fully understand the impact on all people within the justice pathway. There was some backlog forecasting that expected to see increased activity up until 2026 and additional budget was made available by the Recover, Renew, Transform (RRT) Board to meet Local Authority need.

- We delivered the inaugural JSW Business Plan, which stated the service vision, outcomes and priorities. The Business Plan detailed the different roles, demands and statutory duties of JSW throughout the justice system, with specific reference to the core expectations of:
 - proportionality,
 - the use of non-custodial interventions to reduce reoffending,
 - development of early intervention and prevention across the lifespan,
 - delivering reparative options that are visible and integrated into the community,
 - public protection and service confidence,
 - seeking the voices of those with lived and/or living experience.
- The annual report provided a clear picture of the East Lothian context and the demographics of those people with whom JSW interact, highlighting key data around service user characteristics as well as the impact of social and economic inequality or deprivation.
- An initial review of where East Lothian sits regarding to their comparator Local Authorities (Family Group 2) in relation to sentencing, community disposals, non-prosecutorial alternatives and post-release engagement was undertaken.
- Improvement planning was set for 2021/22.
- Evaluation Programme 2021–23 was embedded into the JSW quality assurance framework.
- Early Intervention & Prevention Strategic Needs and Strengths Analysis had been commissioned and was delivered in February 2021 by SACRO.

2021
2022

The Justice Social Work staffing provision was reviewed, with an increase in both Senior Practitioner and Social Work Assistant (SWA) complement. The former provided a more robust management offering and opportunity for mentoring and co-working of newly qualified or less experienced justice social work practitioners. The latter allowed for a more holistic approach to the delivery of paraprofessional tasks, notably voluntary throughcare and pre-conviction or non- prosecutorial activities.

- Justice Outcome Star was rolled out for all service users beginning the process of identifying and measuring outcomes for those engaged in the service.
- Trained staff to deliver the Caledonian System Groupwork Programme – the first groups in East Lothian began in February 2022.
- An 'Opportunity to Think' was developed – this is an individual six session intervention for those who are being diverted from prosecution.
- Developed the Blended Learning Pack – a book of activities to support the delivery of the 'other activity' component of an unpaid work/other activity requirement as part of a community disposal.
- TRANSITION – following the summer 2020 early release of prisoners, TRANSITION was developed to provide a multi-agency group of professionals to improve a prisoner's transition from custody back into the community.
- To support risk management, East Lothian alongside colleagues across the Lothian and Borders MAPPA area agreed to purchase and use eSafe – software that monitors devices (laptop, tablet, mobile phone) of individuals whose offending behaviour is inextricably linked to their online activity.
- Completed the remand and hate crime scoping exercise – the former resulted in our ability to better target our resources to those most likely to be remanded, while the latter led to the purchase of ADAPT a bespoke anti-discrimination training package that was delivered to all front-line social work and paraprofessional practitioners.
- Relevant templates and assurance documentation was developed to support the Evaluation Programme, with learning being taken from the 2018-2019 Care Inspectorate CPO activity. The decision was made to review every Justice Social work Report (JSWR) resulting in a custodial sentence to assure that, where appropriate, community disposals were made available to the court.
- Building on the Family Group activity in 2021, a more extensive activity was undertaken to benchmark East Lothian with its comparators across the previous five years, to identify what activities or delivery gaps needed addressed.



2022
2023

Improved clarity was provided on the roles and expectations of all team members, covering professional, paraprofessional and business support staff.

- The Operational Management Team were given key areas of responsibility and a single point of contact for one of five themes:
 - Early intervention & prevention
 - Community sentencing
 - Community payback work
 - Custody/detention
 - Post-release engagement
- Identification of JSW components in which we root our practice:
 - Professional curiosity
 - Defensibility Test
 - Desistance – unconditional positive regard, citizenship, keeping the victim in the room
 - Canaries – early warning signs to aid intervention
- Developed Bail Supervision/Electronic Monitoring Bail Orders in line with colleagues across Scotland to offer an additional assurance to courts to decrease the use of custodial remand.
- Structured Deferred Sentences (SDS) were rolled out at the beginning of March 2023, aimed at service users assessed as presenting a low or medium risk of reoffending; an effectively managed SDS has the potential to divert individuals away from the Justice System.
- The East Lothian Caledonian System Team were finalists at the Scottish Social Services Awards excellence in justice category.
- The JSW annual report delivered detail relating to five-year trend data relating to the statutory duties provided by the service, which noted:
 - Stability and little movement in relation to:
 - CPO completion and breach rates.
 - Engagement with voluntary throughcare.
 - Requests for Home Detention Curfew assessments.
 - JSWR conversion rates between the preferred option and final disposal.
 - Delivery issues relating to:
 - 2017–2018 was an anomalous year for a number of key tasks and activities.
 - The steady decline of DTTO impositions.
 - The virtual eradication of Fiscal Work Orders since Covid-19.
- Quality assurance activity identified areas of strength and improvement across community disposals, throughcare, JSWRs and work with individuals convicted of sexual or domestic abuse offences.
- In May 2022, the 'month of engagement' started and the operational managers took the feedback to support service improvement as identified by those with living experience.

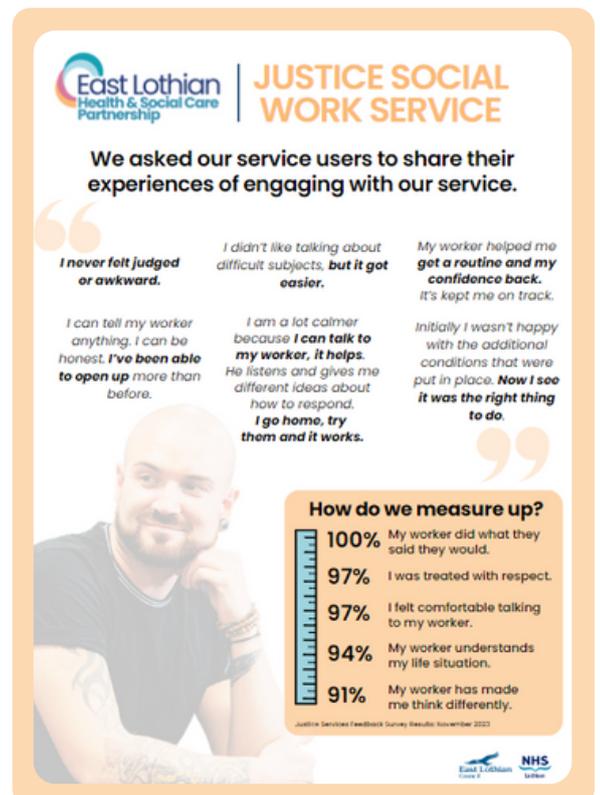


- East Lothian was chosen as one of only six Local Authorities across Scotland to be part of a pilot to potentially validate the use of the CPORT/CASIC risk assessment tool for a Scottish population of adult men who have been convicted of accessing indecent images of children and their potential for reconviction.
- In June 2022, City of Edinburgh stopped providing a Drug Treatment Testing Order (DTTO) service to new East Lothian residents and this began a review process which involved communication with key stakeholders including the Scottish Government, Scottish Courts and Tribunal Service, NHS etc., that progressed into 2023–2024.
- The decision was made to dedicate funding to a capital build within the Community Payback Work Team Midroad Unit to allow for meetings with service users for inductions as well as small group sessions on weekdays or weekends.

2023
2024

One of the Justice Team Leaders took over responsibility for Chairing MARAC on a quarterly basis – this has increased capacity across Mid and East Lothian to meet the safety needs of women subject to or at risk of domestic abuse.

- Operational and Senior Managers were engaged in the East Lothian Anti-Social Behaviour Policy Review – our focus was to deliver a more equitable system whereby, those with convictions did not receive additional penalties. The review is ongoing and it is hoped that the new policy will provide a more holistic and integrated approach to identification and resolution for the individual and their neighbours or community.
- There was a total overhaul of the Community Justice (CJ) Partnership, with the lead responsibility passing to the JSW Service Manager for the oversight and management of the Community Justice Lead Officer. The CJ Group will now report directly to the newly formed Community Safety and Justice Partnership.
- Following service user and benefactor feedback, the service commissioned promotional material and posters to give clarity to the JSW task and role. This focuses on explaining the risk and need delivered within the expectations of the therapeutic relationship. The service has also rolled out 'we asked, you said, we did' posters to keep service users informed of developments based on their comments.
- Following challenges in City of Edinburgh DTTO service, East Lothian made the decision to fully review and update delivery of community disposals for those with drug-related offending behaviours. Through communication with key stakeholders, it was agreed to withdraw from the service delivered by Edinburgh and develop an in-house, responsive service which would meet the needs of individuals with alcohol and/or drug related offending by way of the CPO with the relevant additional requirements.



- In December 2023, we held a development session to disseminate the learning from the Serious Incident Reviews submitted in the preceding 12 months. This proved to be an excellent opportunity for all staff to reflect on their individual practice as well as that delivered by the team as a whole. Key areas of learning included:
 - Cross-border oversight/management
 - Information sharing
 - Significant occurrence – as identified in CPO guidance
 - Accountability and responsibility development sessions held by each Team Leader for SSSC Codes of Conduct compliance
 - Use of additional requirements for impulsive/transient service users.
- In September 2023, APEX Scotland began delivering Arrest Referral to East Lothian residents, primarily from St Leonards Police Station. This is an 18-month pilot and has been financed by the double ring-fenced S.27 budget which must be used to commission third sector services.
- East Lothian arranged for SARA Refresher Training to be delivered by Community Justice Scotland and we understand this has been progressed to other Local Authorities thereafter.
- In December 2023, with the clinical oversight and management by NHS Lothian colleagues, JSW embedded a Community Justice Outreach Nurse into the team.. This has fully supported the move away from DTTOs and has increased the availability of both bespoke Orders or Licences and the delivery of a health conduit to access local services for both physical and mental health issues.
- To better understand the challenges in delivering unpaid work hours as part of work groups, we can now deliver monthly data relating to the numbers of individuals instructed to attend against the number who attend. This has allowed for further extrapolation of the annual work group hour capacity across the service.
- In March 2024, we changed the profile for delivering Structured Deferred Sentences – with the original option for lower level/threshold offending now supplemented by a higher threshold option to test an individual's ability or motivation to comply with a community sentence.



Quality Assurance

The 2023–2024 Interim Evaluation Report of the JSW service in the context of quality assurance concluded that there were themes emerging through the course of this reporting year, including practice of a good standard and some that could be improved.

Community Payback Order (Supervision) – Case file audit June 2023

Areas of strength

- Evidence of excellent relationships with other professionals
- Service user contact in line with NOS

Areas of development

- Consistency of home visits
- Completing risk assessments in line with with practice guidance
- Gathering service user feedback at key points
- Consistent completion of service user logs and case notes

Community Payback Order (Unpaid Work / Other Activity)

Case file audit – June 2023

Areas of strength

- Good case management
- Good communication and engagement with service users
- Induction document is clear
- Enforcement is timeous and proportionate
- Case recording is in line with departmental expectations

Areas of development

- Maintain contact with service users in line with guidance
- Improve process for request of risk assessments from SPS

Statutory Throughcare Case File Audit – August 2023

Areas of strength

- All risk assessments completed in line with manuals
- Where OFW was not completed it was clear why not
- The Home Background Report (HBR) was thorough and included family in the plan
- Referral to support agencies was timeous
- Appropriate use of Social Work Assistants
- Excellent communication with Police partners
- Clear evidence of an investigative approach and understanding of risk
- Home visit undertaken on day of release – excellent idea
- Clear benefits of maintaining contact with family
- Licence conditions in HBR are important for management of risk but also proportionate
- There is a strong sense that the social worker has taken the time to investigate and formulate the case and the plan reflects that – it is focused but nuanced

Areas of development

- Maintaining contact with service users in line with guidance
- Improve process for request of risk assessments from SPS

Justice Social Work Report Quality Assurance – November 2023

Areas of strength

- Easy to read and coherent
- Risk assessments identified pattern, nature, seriousness and likelihood of offending behaviour
- Action required to promote desistance was identified
- Proportionate and appropriate conclusions and preferred options
- Appropriate range of risk assessments used relating to both the nature of the offending and the preferred options for disposal

Areas of development

- Increased verification of service user report
- Spell and grammar checks should be used
- Consistent use of the updated and agreed JSWR template

Diversion From Prosecution – November 2023

Areas of strength

- Very high standard of presentation (grammar, spelling)
- Thorough assessments
- Extensive information gathering
- Excellent communication with partners
- Appropriate outcomes and interventions offered

Areas of development

- The template will need reviewed due to the section entitled 'risk assessment'
- Case recording processes and expectations need to be revisited

Custody JSWR Quality Assurance – 2023–2024

There were 29 custodial sentences imposed following a JSWR in the reporting period. This is comparable to 2022–2023 when 27 custodial sentences were imposed. In 2023–2024, seven such sentences were considered inevitable, and the assurance process noted that for those reports where custody was not inevitable:

In all cases:

- The JSWR report author offered appropriate community disposals
- The report provided an insightful analysis of background information that contributed to the formulation of risk
- The risk assessments were appropriate, analytical and identified options for desistance via community-based disposals
- The range of disposal options was commensurate with the seriousness of the offence and correlated to the identified risks and needs



Outcomes

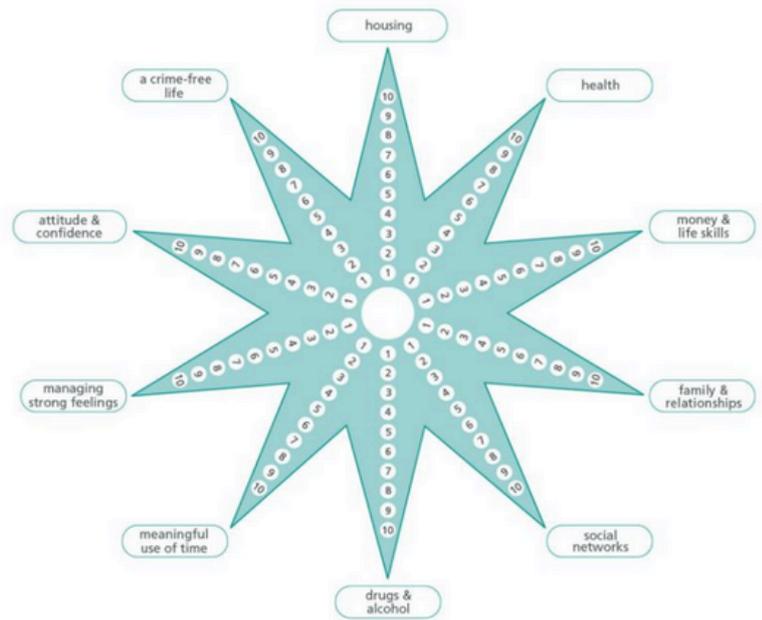
This year the JSW annual report is focusing on outcomes using the Justice Outcome Star, service user engagement questionnaires, the month of engagement in November 2023 and staff comments on the work they have been undertaking.

The Justice Outcome Star

The Justice Outcome Star allows us to map an individual's journey of change in ten key areas that we know impacts on their ability to remain crime free. These include; accommodation, living skills, mental health, relationships, substance use, managing strong feelings, parenting, friends and community, positive use of time, and living a crime free life. This creates a visual snapshot of life that can help an individual target areas to be supported to make changes.

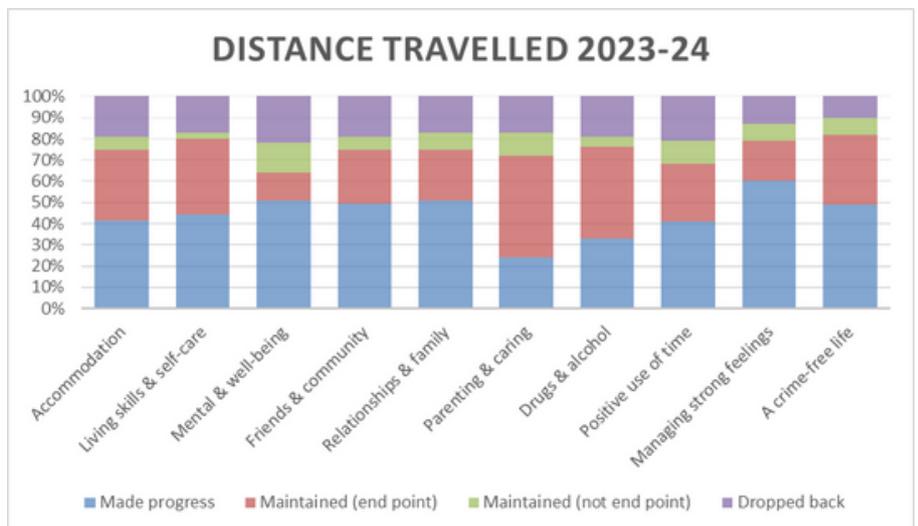
In 2023-2024 the Star was used for anyone engaging with JSW – either subject to a statutory Order/Licence or working with paraprofessionals around early intervention / prevention activities or to reduce the use of custodial remands.

Of note, in every domain service users assessed their outcomes as having improved, most significantly in 'managing strong feelings', which is a key factor in emotional regulation and setting internal controls to promote an individual's ability to make informed decisions that improve life chances and positive outcomes. In considering the areas where people indicated they felt they had 'dropped back', it is noted that the domains of positive use of time and mental health/well-being are often extremely difficult to address with service users due to the stigma attached to their offending and/or anti-social lifestyles.



Service users were given an evaluation form at the beginning and end of their engagement with the service.

The graph opposite indicates their self-scored progress as a percentage across each of the elements of the Justice Outcome Star categories; accommodation, living skills and self care, mental health and wellbeing, friends and community, relationships and family, parenting and caring, drugs and alcohol, positive use of time, managing strong feelings, and a crime-free life.



Service User Questionnaires

We were heartened to hear:

“
Enjoyed working in the charity shop and [is] hoping to continue as a volunteer after UW order complete.
”

“
I feel it was worth while helping OAPs and the community.
”

“
Just like to say that working with the Supervisor has been good. Made to feel at ease, especially at the beginning of the order when I felt a bit apprehensive.
”

“
I looked forward to unpaid work it helped me get [through] things. Supervisors were supportive and listened to me and never judged me but advised me. Helped my mental health.
”

“
No complaints, staff all genuinely decent.
”

“
[My social worker] reassured me and made the process better than I could have imagined. He communicated very well with me.
”

Service User Exit Questionnaires

We were equally pleased with the results from our service-user exit questionnaires, specifically the way in which the interventions and interactions with JSW services changed an individual's perspectives from their initial on-boarding questionnaires.

“
I appreciate all the support I've been given, I am a better and happier person now.
”

- ***I struggle to change parts of my life:***
33% of those who agreed with this statement had changed their mind at the end of their engagement.
- ***Offending has affected my opportunities and relationships:***
53.3% of those who disagreed changed their view and recognised the impact of their behaviour.
- ***I (still) want to change how I react:***
Of the service users who disagreed with this statement at the beginning of their Order, 72% had changed their mind by the end.
- ***I will ask other people around me for help:***
Of those that disagreed with this statement previously, 71.4% changed their mind.

Learning for the Justice Social Work Team

Collecting feedback from our service users also gave us opportunities to reflect on our current practices, and how we could improve our service delivery.

- ➔ *It would have been good to speak to someone about employability earlier in the order – the referral wasn't made until the end of the CPO.*
- ➔ *[The Social Worker] was an excellent discussion partner but was at the limit of their own experience in respect of employability.*
- ➔ *It would have been helpful for the wider family to have been offered additional support - advice on mental health support, therapy, and counselling.*
- ➔ *[Unpaid Work] has affected my social life and my family life as I am a keen golfer and a family man, missing both while on UW. I am looking forward to getting back with my family and golfing as this helps me wind down at the end of the working week.*
- ➔ *I was not happy with social work. [I] felt they never listened or offered any support. [I] was looking for help and support but was offered nothing, and felt let down.*

Partner Services

East Lothian JSW partnered with various organisations to support our service users.

These included:

- Heavy Sound
- Police Scotland
- Changes (Mental Health)
- The Esk Centre
- East Lothian Council Housing Services
- Change Works (supporting fuel poverty)
- Access to Industry
- NHS Lothian Psychological Therapies
- Occupational Therapy
- Recycle First
- Citizen's Advice Bureau
- Venture Trust
- Community Justice Outreach Nurse
- East Lothian Foodbank
- Clothing Store
- 12 Step Programme (AA / NA)



HEAVY SOUND



venturetrust



Practice Examples From The Justice Social Work Team

AA

AA has multiple road traffic accident convictions and had a driving ban, but was persistently driving his van, which happened to have his name on it! **AA** lives in a rural part of the county though it is well connected on the public transport system. He wasn't age-entitled to a bus pass but one of the SWAs met with him and thought he might be entitled to additional funds through PIP and potentially then qualify for a disability-related pass. That was exactly the case, and he got his bus pass, registered his van as SORN and hasn't offended since.


AB


I worked with **AB** on alcohol use / mental health / use of time. In January / February this year we focused on increasing activity outside the home – for **AB** this involved helping a mate with removals and odd jobs.

AB was able to identify that being more active and sociable made him feel less anxious, sleep better and have less cravings for alcohol.

AC

An ex-service user called me last week and asked for my help – my line manager and I always say that the door is never closed. After providing him with some emotional and practical support, he sent me this text: ***'Listen [social worker] thank you very much yet again for taking time out of your already busy schedule from work. You're literally the only person I can talk to and trust who has known me a while now and circumstances.'***



AD is about to finish her CPO – she has not offended since being on her CPO, managed to stop drinking and had a healthy baby girl. She engaged fully with her Order, worked with MELD [substance use service], and collaborated so well with Children's Wellbeing they did not progress Child Protection. **AD** is being discharged by Children's Wellbeing and MELD and will only need support from [local Children's Centre] and her Health Visitor.

AD

It is worth noting that **AD** also engaged with CONNECT briefly but stopped attending because she recognised other group members weren't as far along as her in their recovery process. I am endlessly impressed by **AD**.

AE

When I met with **AE**, they presented as extremely nervous and anxious. They explained about their lifelong struggle with mental health, depression, anxiety, suicide attempts and hospitalisation. They tell me they carry significant trauma from childhood and had spent of much of their life in treatment or on medication without making great progress.



Over a period, I discovered a couple of shared interests that **AE** and I had and would open sessions with an informal chat about these subjects. This appeared to relax **AE** and widen their window of tolerance meaning that we could have a bit of time in the session to discuss their mental health and childhood trauma.

Following their inability to manage offence-focused work in the groupwork setting, we agreed to progress a period of individual trauma-focused interventions. As offence focused work continued **AE** was able to talk about how they behave in ways that cause self-harm or engage in destructive behaviours and can appreciate that this is a consequence of their trauma – they shut down, isolate themselves, stop eating, showering or dressing and can have periods where they completely dissociate, so hours or days can pass without them being aware of their actions or activities around them.

At the time of their offending **AE** had recently attempted suicide and had been detained under mental health legislation. On discharge from hospital, they were still deeply unwell and were experiencing dissociative period(s), during which time they had no recollection of the offending behaviour. During one session, we discussed if the behaviour was an attempt to self-sabotage [by committing new offences] as a form of self-harm. **AE** had never contemplated this scenario but accepted that this may have been the case.

On completing the course, **AE** has reported a marked and persistent improvement in their mental health and an ability to speak insightfully about [their] trauma so no longer has self-loathing which could result in self-harming behaviours [including further offending].

AF

AF did not like counsellors, but enjoyed coming to engage with Justice services as **AF** didn't feel judged. By working through small pieces of work like the Shame Pit, **AF** could see that he had made lots of small decisions, which he thought were irrelevant, but that resulted in the offence and losing his driver's licence. **AF** now has a better understanding of why he drinks, and what he can do to keep himself safe and crime free.

AG

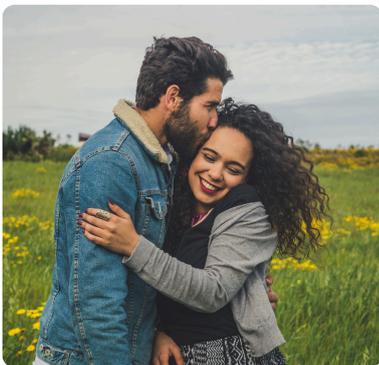
Initially it proved quite difficult to motivate **AG** to attend unpaid work regularly (he had a number of other needs being addressed via supervision). Over time I felt I built up a good working relationship with him, where I found out that what he really enjoyed doing outside his unpaid work, was gardening activities. I tried wherever possible to focus on this with **AG** and this resulted in him attending regularly and even on occasions working extra work days with me to complete his hours. I was told he often brought up in his supervision appointments how much he enjoyed this work and that he liked working with me – it is always good to hear that service users feel they can bring this up at supervision and **AG** may continue volunteering with a third sector organisation doing gardening work.

**AH**

A member of the Caledonian System group who had been attending for several months said that his partner had commented that she could see a real change in his behaviour since he had been attending group. He was able to identify that his reaction to hostile situations had changed and rather than become aggressive, smashing things about, shouting or swearing at his partner he was able to walk away, calm down and talk things through when they were both ready.

AI

AI agreed to try voluntary work. She did give it up after a very short period of time, but she took the step of trying something that was well outside her comfort zone. This came on the back of the increased confidence and enjoyment of social interaction via CONNECT. **AI** wanted to do something more to improve her use of time and she has since gone on to attend a cookery group with a local employability service.

**AJ**

AJ's focus was on managing strong feelings, dealing with frustrations in a non-abusive/less impulsive way. He worked on considering triggers for anger and the impact on others. **AJ's** lightbulb moment was when completing a 'timeline' – he acknowledged that when relationships deteriorated, he had been inclined to put his 'head in the sand and blame other people' and spoke about bottling things up and excessive rumination. **AJ** feels that by taking more responsibility, his self-esteem has improved – he is speaking more to his partner to make better choices and avoid overthinking the negatives.

AK

AK has entrenched criminality from a young age relating to diverse and frequent offending behaviour(s) and, when made subject to his first CPO in East Lothian, still had numerous outstanding matters. **AK** has experience of custody and witnessed significant domestic and substance abuse by his parents growing up – he had to look after his sister and himself during their childhood. **AK** has an Acquired Brain Injury due to being seriously assaulted, was untrusting of social work, has been subject to legal limitations on contact with his children and has a chronic pattern of violent offending against males and intimate partners.



Initial contact in supervision aimed to build a trusting relationship, whilst reinforcing that poor compliance or further offending would likely result in a custodial sentence. As the Order progressed we completed offence focused work around his triggers to violence, including looking at “the Whole Person”, “Self-Talk” and “Physical Warning Signs”. **AK** was also completing the maximum allowed hours of unpaid work. Throughout this time he was travelling back to the west of Scotland for court appearances, became a father and supported his wife through pregnancy and illness. Through focused work and determination, **AK** has broken ties with all peers, including his family and started afresh in East Lothian. He presents and engages well and impresses with his insight. He regularly discusses how he does not act impulsively now and thinks situations through before responding. For the first time in his life, **AK** has experienced positive relationships and friendships. He speaks of his guard coming down and that he can now back down and as well as arranging to continue volunteering at the placement.



AL was in ‘preparation’ stage in the Cycle of Change and was intent on taking action to address her addiction. **AL** had several light bulb moments during CONNECT, challenging her self-talk and understanding how her thoughts and feelings affect her behaviours. She heard about Venture Trust from another group member who shared her five-day outdoor experience and the benefits of being part it. **AL** was pro-active in seeking advice and a meeting was organised with one of the course leaders. She joined a group of women and took on the adventure with enthusiasm. When she returned to CONNECT she shared her powerful story, the experience of being part of the group and how it has helped her move into ‘action’ stage. She has made positive changes and is in the pre-rehabilitation stages prior to going into residential rehabilitation.

AL**AM**

AM attends the Caledonian Group and said during a CPO Review that he would definitely have been arrested again if it wasn’t for the group. He said that the work he was doing had affected how he responded to his partner when he felt frustrated. He was aware that he was being triggered and used what he had learned to calm himself and think differently – he was proud of these changes.



AN

Through childhood neglect **AN** had taken a view of the world as a hostile place where no-one could be trusted and responded to it with disinhibited language and behaviour. This presentation continued into the supervisory process and there were concerns about the risk to the public and to him.



BB (the social worker) responded to this by giving **AN** space to express himself while gently challenging his more discriminatory phrases. BB demonstrated her care for **AN** through her communication, her persistence and her plan for supervision which focused on trying to better regulate those emotions, improving his coping mechanisms and positive activity, thereby engaging with others in a calmer, non-discriminatory manner. As a result, he is more integrated within his community, is pursuing his interests through voluntary work, has not been arrested on any new charges in over a year and is able to see, possibly for the first time, that not everyone is against him.

AO

During the unpaid work induction, **AO** reported that he lived alone and didn't have much of a social life, only really leaving his house for essential tasks such as shopping, pay his bills etc. **AO** was assessed as suitable to work in a placement setting where he carried out tasks such as cleaning and assisting with deliveries of stock in a large furniture warehouse. Due to **AO's** social anxieties, he only attended once a week but after a few weeks, **AO's** confidence grew and he was able to attend two or three days per week.



AO successfully completed his hours within the given timescale and is now a volunteer at the charity. The placement built up his confidence, to the point where he now enjoys working with others within the community – he now gets out of the house more to do outdoor activities such as cycling and playing table tennis at his local community centre.

Public Engagement Survey Results 2023–2024

Across 2023–2024 the Justice Social Work team gathered information through in-person questionnaire completion, largely on World Social Work Day at the Brunton Hall.

Additionally the team offered an online survey through East Lothian Council's Citizen Space Hub.

This year's survey followed up on last year's in respect of awareness of unpaid work / other activity, and also asked questions about new developments in Justice Social Work within the early intervention and prevention sphere.



Respondents ranged from 16 to over 85 years old, with 70% being members of the public and the remainder being people on the justice pathway (perpetrator, family member, victim, supporting organisation etc.).

Questions and responses

1. Have you heard of:

- | | |
|------------------------------|-----------------|
| ▪ Arrest referral | 22% replied yes |
| ▪ Bail supervision | 48% replied yes |
| ▪ Diversion from prosecution | 70% replied yes |
| ▪ Electronic monitoring | 81% replied yes |

2. Did you know people are doing unpaid work in their local communities?

- 56% replied yes

3. Do you think unpaid work helps to repay communities?

- 67% replied yes

4. Which of the following activities do you think people should carry out as unpaid work?

Respondents were to tick as many options as they agreed with.

- Gardening - 85%
- Painting and maintenance - 75%
- Path repair - 68%
- Litter picking - 79%
- Seasonal work, e.g. snow clearing - 59%
- Working in a charity shop - 59%
- Supporting community initiatives e.g. foodbanks, recycling - 67%

5. Have you heard of the Community Payback Order requirements of:

- | | |
|---------------------------|-----------------|
| ▪ Supervision | 52% replied yes |
| ▪ Drug treatment | 39% replied yes |
| ▪ Alcohol treatment | 36% replied yes |
| ▪ Mental health treatment | 34% replied yes |

Improvement Planning Progress

31 March 2024

Improvement	Task / Action	Progress
Business Plan	Review Business Plan 2021-2024	Complete - Service Plan 2024-2027 was published in March 2024
	Identify and embed agreed trend data	
Delivery Themes	Develop and agree the key outcomes /outputs that will evidence service user progress	Complete - Service Plan 2024-2027 published March 2024
Evaluation Programme	Utilise the report from 2021-2023 to instigate development session(s), training activities (internal/external) and deliver on key areas identified	LS/CMI and SARA refresher training has been completed Six-week SP checks suspended and team members are responsible for compliance Internal reviews undertaken to ensure adherence to CMPs in line with NOS
	Promote identified strengths and develop strategies to embed into practice	QA and Audits are ongoing with positive feedback reinforced in team meetings and supervision
Case Management Planning	Using formal supervision increase efficacy of CMP review and update in line with RNR and evidence-based practice	Ongoing work through supervision to encourage best practice in line with NOS and departmental standards
Service User Engagement	Progress 'month of engagement' twice a year	Complete - November 2023
	Develop a programme for Service Manager to meet with service users	This has not been delivered in 2023-2024
Feedback	Develop a suite of feedback mechanisms for service users, local communities, beneficiaries	Month of engagement embedded into practice. CPO survey completed annually Exit / entry questionnaires delivered, and CJ Lead Officer delivers annual collation
Early Intervention and Prevention	Deliver Arrest Referral Service in East Lothian	Complete - September 2023 (APEX)
	Deliver review of Bail Supervision processes	Ongoing (2024-2025) - Service Manager is Prevention & Early Intervention SWS JC Subgroup Chair
	Scope the use of Structured Deferred Sentence disposal options for sentencers	Complete - SDS is now available to low and high threshold service users
Payback Supervision	Develop a modular format to address the offending behaviour of adult males	This has not been delivered in 2023-2024

Improvement	Task / Action	Progress
Payback Unpaid Work /Other Activity	Focus delivery of placements and work groups to meet the local needs of the most vulnerable and integrate service users into local communities	Complete – One Council presentations delivered to key internal partners
	Promote use of classroom and unit for work groups and delivery of provision	Complete – inductions and modules are delivered in the classroom
Evaluation Programme	Address the issues identified in the Evaluation Report Improvement Plan	Complete – individual feedback provided following any/all evaluation activities
	Deliver audits in line with the Evaluation Timetable	Complete / ongoing

Outputs and outcomes

In this section we are delivering data from both the JSW Business Plan 2021–2024 and, where available, that which will be expected going forward in the Service Plan 2024–2027.

Service Area	Measure
Early Intervention and Prevention	
Diversion from Prosecution	Diversion Reports – 91 Number of Diversion interventions – 85
Bail Supervision and/or EM Bail	Bail Supervision Assessments (requested) – 160 Bail Supervision Assessments (progressed) – 46 Bail Supervision Assessments (suitable) – 33 (of which 7 were remanded) Bail Supervision Orders imposed – 8 (24% conversion)
SDS	SDS was recommended in 10 JSWRs and imposed on 5 occasions
Arrest Referral	Since September 2023 APEX Scotland have delivered Arrest Referral for East Lothian
Fiscal Work Orders	FWO assessed as suitable – 9 assessments of which 4 were suitable
Court	
Justice Social Work Report (JSWR)	JSWRs requested – 420 JSWRs submitted – 280 (89.3% in timescale) <ul style="list-style-type: none"> • 56.4% had a preferred option of CPO, RLO or post-release supervision JSWR conversion data (recommendation/final disposal) <ul style="list-style-type: none"> • 149/132 (88.5%) – CPO (any requirement) 20 custodial sentences imposed
Custodial Sentences	
Voluntary (31/03/24)	17 individuals engaged in the community and 11 in custody
Statutory	22 HBRs were submitted and 100% were seen on the day of their release

Service Area	Measure (outputs)
Community Sentences	
DTTOs	East Lothian no longer provide DTTO
CPO (all)	173 – CPOs imposed (any requirement)
CPO (supervision requirement)	113 – CPOs imposed, of which 51 included unpaid work, 62 were standalone supervision
CPO (UW/OA)	10,942 hours imposed and 8,680 completed with 11,614 work group hours instructed, of which 73.8% were delivered alongside more than 400 hours of other activity
CPO (Caledonian)	There were THREE Caledonian Requirements imposed 34 Women were offered a service and 25 accepted (73.5%) One child was offered and accepted a service
Forced Interventions	
Supervision (all)	<u>MFMC:</u> THREE individuals attended groupwork with a further FOUR completing 1-2-1 work CISSO staff were in East Lothian weekly for individual work/assessments until 12/23 <u>Caledonian:</u> TWO groups held in East Lothian
Demand / Function	
Performance and Assurance	Final Evaluation Programme Report 2021-2023 delivered and Improvement Plan implemented for relevant audits (1) CPO Supervision – 09/2023 (2) CPO UW/OA only – 09/2023 (3) DfP CFA – 11/2023 (4) JSWR QA – 11/2023 (5) Throughcare CFA – 09/2023
Corporate	JSW annual report 2022-2023 published September 2023 CPO annual report delivered to CJS within timescales – September 2023 Community Justice annual report – delivered September 2023
Specific Activity	
Risk of Serious Harm – 12 RMCCs convened	
Sexual Offending – JSW were the Responsible Authority for 25 individuals in the community on 31/03/24	
Domestic Abuse – of the JSWRs requested 121 were related to domestic abuse/aggravations	
There were 13 referrals to the CONNECT Group to support women in the justice system	

Justice Social Work Service Plan 2024–2027

Vision

Our vision is to balance the risks and needs of people on the justice pathway to promote public safety and social parity.



As we progress into 2025 and beyond, the East Lothian Justice Social Work service will use these outcomes and priorities to focus our next steps, alongside the areas identified from our quality assurance activity and stakeholder feedback.

The Service Plan identifies these stretch aims:



Lived experience voice - this will be progressed by the Community Justice Lead Officer in conjunction with JSW operational managers.



Community engagement - the Community Justice Lead Officer and JSW Team Manager SPoC will progress the Annual Survey with a follow-on engagement event.

- ➔ **14–25-year-old offer** – work with Children’s Services to undertake a scoping exercise to consider how best to meet the needs of this age group, with a focus on addressing inequality and tackling antisocial and/or criminal activities.
- ➔ **JSWR preferred option and final disposal scoping** – undertake a scoping exercise to better understand the use of community sentences and incidence of preferred option being the final disposal.
- ➔ **Digital / IT innovations** – engage with national partners to support the use of additional AI/IT/digital options to improve efficiency and effectiveness of JSW service delivery.
- ➔ **Community Justice Outreach Nurse** – provision of trauma informed intervention to improve health and wellbeing outcomes for all service users subject to statutory and voluntary JSW engagement. Process of routine referrals for wellbeing health checks, currently under development for females, will be extended to include men.

Conclusion

Justice Social Work has remained committed to, and focused on, improving service user outcomes whilst holding individuals to account for their offending behaviour and promoting public protection strategies. The ‘business’ of justice has changed over the years with social work providing a critical bridge between multiple partners, whether their role is to manage risk or address need, to deliver a service that is fit for purpose and in line with national and local strategies.

This annual report has showcased the work of the service, with the focus on outcomes for individuals and communities. The Service Plan 2024–2027 has articulated our longer-term goals, and these, in conjunction with what we have learnt from assurance activity and feedback has structured our planning for 2024–2025, where we will prioritise:

- KPI and data collation to evidence performance
- Continued focus on using Justice Outcome Star to assess outcomes
- Timeous access to and completion of risk assessments at points of transition
- Review and update relevant templates