

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2016/17**

LOCAL AUTHORITY: **East Lothian Council**

Types of unpaid work projects and activities which have been carried out; the total number of unpaid work hours completed during the year; and information and examples that help to demonstrate how communities benefit from unpaid work.

Unpaid Work Orders Completed

In relation to all orders and all ages involving unpaid work, the following is confirmed:

- Total number of hours **completed** during 2016/17 = 18,538
- Total number of hours **made** during 2016/17 = 21,511

The above figures do vary from the previous year. During 2015/16, there were 1,215 more hours completed. However, with regard new orders made, there were 2918 less hours given to individuals.

Unpaid Work Projects and Activities

East Lothian Council provides a range of unpaid work projects and activities across the county. Examples of unpaid work projects carried out during the past year includes:

- Landscaping - due to geographical set up of the county, this type of activity is the most common within East Lothian. Projects vary from general landscaping of gardens, through to larger and ongoing projects such as coastal paths and public parks.
- Within landscape work, building work can also be included. This includes wooden raised beds; and car barrier repairs (at beach front locations)
- Internal and external painting projects (eg. village hall)
- General environmental projects, including communal litter cleaning activities (eg. with members of the community); allotment maintenance and upkeep; and ground clearance.
- a variety of personal placements in charitable organisations

Following a presentation to a local Community Council, the Community Payback Work Supervisors led the work squads to deliver:

- an upgrade to a path resulting in easier access to the local railway station
- a working agreement to maintain grounds around a historic battle site memorial enhancing the experience for visitors

A local trust acquired an area of an NHS hospital's grounds as a growing project. The trust subsequently engaged with the Community Payback Team requesting support to assist them with their activities by managing the physical environment (e.g. strimming, path maintenance, etc).

Working alongside Tranent Allotment Association, the Community Payback Team continues to be responsible for the allocation of six plots within this allotment area. This has included a variety of third sector community groups, with support and advice (if required) being given to help them develop and maintain their plot.

This development is illustrated in the photo below:



Placements continue to be available in local parks and cemeteries, as well as a golf course in Dunbar. Clients work alongside paid staff members undertaking training in the use of tools, equipment and machinery. Paid team members report that working alongside CPO clients is motivating for them in that they gain enjoyment from helping others obtain new skills while working towards completion of Orders.

As this team is a stand out in terms of opening themselves up to work with Criminal Justice clients, the Community Payback Work Team Leader nominated the Amenity Officer managing this team for a 'Star Award' for demonstrating a 'One Council' approach to work.

A relationship has developed between Community Payback and a local organisation focused on supporting refugees arriving in East Lothian and those currently living in transit camps in Europe and the Middle East. Community Payback have been involved in the transport of donations to a warehouse and loading shipping containers of donated aid. This activity would appear to have allowed clients to think more about need on a global rather than local scale.

The following photo illustrates the start of a landscaping project within East Lothian.



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

Client Feedback:

In respect of UW, what would you change or do differently?

- *Be consistent with rules*
- *Sometimes not enough to do with the amount of folk in the van which makes the day longer*
- *I wouldn't change anything – I was lucky enough to be around and work with some great people who have helped me along the way*

Attitude to offending behaviours

- *The CPO has impacted in my decision making in a positive way*
- *I have made a commitment to change*
- *To get on with the community and not do anything that would cause harm to other people*
- *It has made me stop and think about my actions and made me focus on my future*

- *I have strongly been changed in the way of re-offending and have thoughts on how it did make the person suffer by my actions*
- *It's made me realise it's not worth it*
- *I feel like a changed man, working in the community helped me want to do more*
- *It has made me realise my actions have repercussions on others*
- *I need to think about who I am friends with because some encourage me to do things I shouldn't*

Impact on self

- *Made me fitter*
- *Helped me learn new skills*
- *More confident*
- *Has been quite good, the better of the alternatives*
- *Meeting new people*
- *Made me realise my role in the community and how to best help others*
- *I've learned a lot from this experience and had time to think about what I did was wrong*
- *It has made it better for me to go and find employment*
- *Haven't been able to commit to get full-time job*
- *I enjoyed myself on placement*
- *Unpaid Work made me grow up and helped me gain confidence again. It has also made me realise what I done was extremely wrong*
- *My decision making is a lot more structured, I think about how they affect others around me*
- *Seeing how my work helped to improve things for people made me feel better about myself*

Impact on communities

- *Of good benefit to wider community*
- *Helps all different kinds of people work together, building new relationships with the community*
- *Jobs can get done for free for folk who need it*
- *The Community sees offenders as actual good folk at heart*
- *A positive way to payback*
- *Helping the kids by working in schools is a good thing*
- *There should be more of this*
- *Improves play areas*
- *Keeps people who commit minor crimes out of jail*
- *Helps people that can't do things for themselves*
- *I felt bad when I was unable to attend*
- *Doing gardens was beneficial for people and you could see a difference the work had made*

Other

- *Placement staff made everything very clear so I would be working in a safe and friendly environment*
- *The Recycling Project I was placed with helps people who are in less fortunate circumstances*

What would you change or do differently?

- *Allow phones (or at least headphones)*
- *If someone has a grievance you should be able to discuss it with someone higher up*
- *Jobs which can teach new skills other than shovelling*

Feedback from placement provider

- *Mr T applied himself well throughout the Order demonstrating excellence in sales and customer service. Indeed such was his impact, the Area Manager invited him to consider applying for a vacant post.*

Feedback from Tenancy Support Team

- *Being able to refer to the Community Payback Team (for upgrading work in gardens) has been of real benefit to tenants in that the risk of formal action has been significantly reduced. All the Work Supervisors have been extremely supportive and accommodating and clients have produced outstanding results way beyond what had been expected in some cases. Having the initial clearance done can have the impact of motivating some of the Council's more vulnerable tenants to take an interest in the garden and in one case upgrading the garden has led to a total transformation in lifestyle.*

The following photo is an example of this. A man with significant mobility issues (and being a wheelchair user) moved into a new build house which had a garden that was not accessible for him. Through discussion with him, and a better understanding of his needs and interests, an unpaid work team built raised beds and laid paving stones to enable access for him within his garden. Through being able to re-ignite his love of gardening and growing vegetables, his mental health and well-being have improved dramatically.



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

During 2016/17, we have engaged with our partners with the aim of improving and developing 'other activity' activities. During this year, there have been a couple of additions to the work that we are undertaking. These include:

NHS Lothian Community Health Inequalities Team

Two Health and Wellbeing Sessions, delivered by the above have taken place. The option of one-to-one nurse consultation was also offered as part of the session. This is something that we want to continue as we move forward. As such, we are looking at how best to do this.

Changes

Changes are a local mental health support project. They are now assisting us within our workshop in relation to the Bicycle Repair Project. Due to joint working, CPO clients and volunteers are now working together to repair bicycles.

Adult Learning and Support Services

Individual clients have accessed employment, adult learning and counselling / support services throughout the year. This is one area that we want to encourage and will be a primary focus as we move forward in 2017/18.

During 2017-2018, we plan to continue developing 'Other Activity' further by working together with one of our third sector partners. This gives flexibility to helping address client needs. Particular focus will be on delivering employment and personal development sessions.

Activities carried out to consult prescribed persons and organisations, pursuant to section 227ZL of the 1995 Act, and wider communities on the nature of unpaid work and other activities and how the consultation results helped determine which projects were undertaken.

Presentations have been made to local Community Councils and faith groups on the principles and aims of CPOs. This has allowed us to give examples of the type of work carried out across the county as well as advise of the process for how referrals for Unpaid Work projects can be made.

Attendance at an Area Partnership meeting which specifically focused on the management of allotment sites managed by Community Payback working alongside other organisations.

Within East Lothian Council, the CPO Annual Report 2015/16 was presented to the Public Performance and Review Committee for consideration. Elected members were able to acknowledge the work that was being done, as well as be advocates within the community for unpaid work projects.

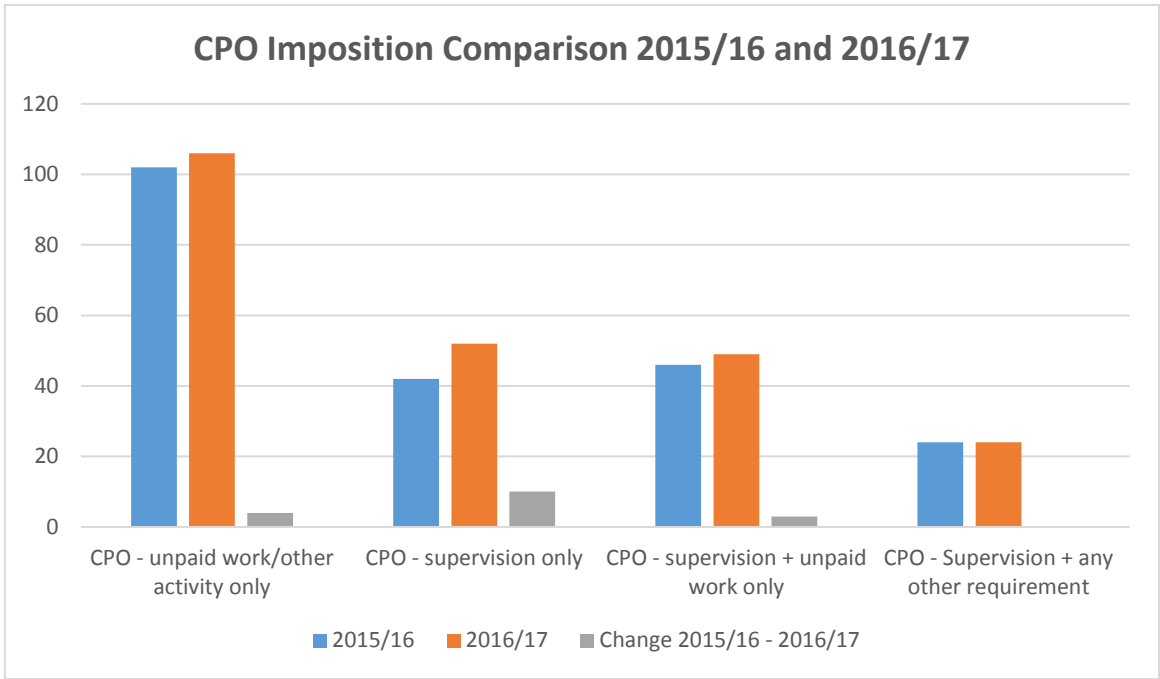
Use by the courts of CPO requirements other than unpaid work, for example what, and in what way, different requirements are being used for those whose offending is driven by drug, alcohol and mental health issues; or how requirements such as programme or conduct are being used to address offending behaviour.

229 Community Payback Orders were imposed in 2016/17, compared with 214 the previous year. Whilst only a small increase, it is encouraging that the Courts continue to view these Orders as being suitable and appropriate alternatives to custody.

	2016/17	2015/16
Unpaid work (only)	106	102
Supervision (only)	52	42
Supervision + UW	49	46
Programme	8	10
Compensation	8	11
Conduct	5	1
Alcohol Treatment	1	2
Drug Treatment; Mental Health Treatment; Residential	0	0
Total Number of CPOs	229	214

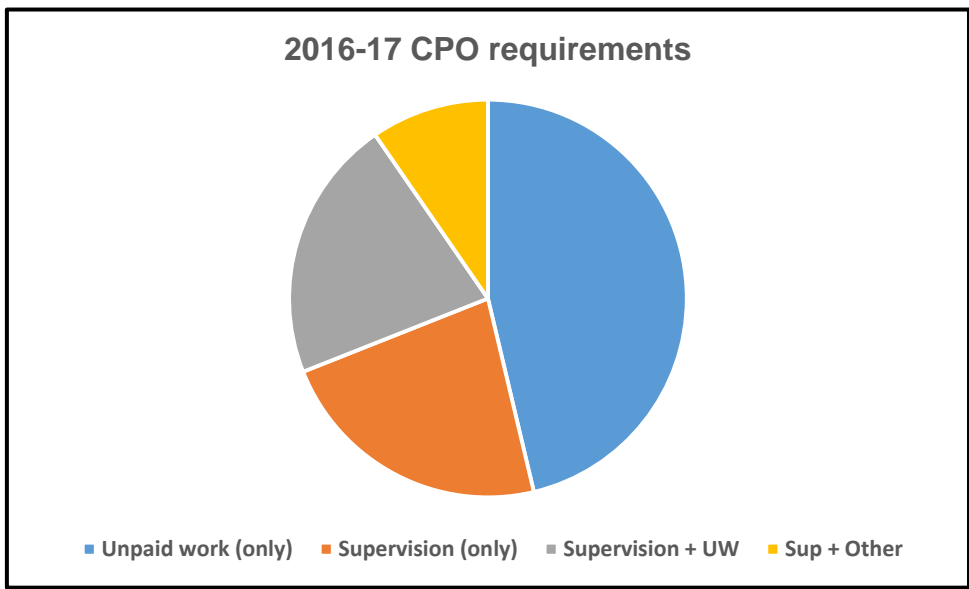
The use of the three health treatment requirements (alcohol, drug and mental health) continue to be very low. This does not suggest that these issues do not exist. Rather, they are often addressed as part of a supervision requirement. Further, the use of Drug Treatment and Testing Orders reduces the need for, or use of, the number of drug treatment requirements as part of a CPO.

The programme requirements imposed were in relation to the Caledonian programme (domestic abuse) and Moving Forward Making Changes programme (for sexual offending).



As can be seen, Unpaid Work/other activity only, continue to be the preferred option of the Courts when making CPOs. However, supervision requirements have increased. It is important to promote the work done within this requirement as this can potentially have a significant positive impact on an offender's attitude to future offending.

The following graph offers an effective visual aid for demonstrating which CPO requirements are predominatly used for clients within East Lothian (for 2016/17):



Connect: Women's Group

Connect is run holistically by a multi-agency group which includes workers from both East Lothian Council and 3rd Sector Partners. This includes the Criminal Justice Service, Adult Services, Women's Aid and SACRO. This enables a more coordinated and effective service to be delivered to women who may be at increased risk of offending as well as having complex needs. This may include social exclusion, isolation, complex multiple trauma, domestic violence, substance misuse, homelessness and poor health and wellbeing. Connect is open for women to attend on a voluntary basis although the Court can issue a requirement to attend as part of a Community Payback Order.

Women are asked for feedback on the group and this can be varied – some examples of feedback are:

- *Since coming to Connect I have learned how to focus on myself, learned other women share some of the same problems and have learned how to take compliments which has given me my femininity and identity back. The group has generally given me confidence.*
- *The group has taught me new coping strategies.*
- *It has given me other courses to join and has me thinking about my future. This is something which I never done before.*
- *I have enjoyed the cheery lunches more than anything. I used to be very self-conscious about eating in front of other people*
- *I have stopped drinking through the support and knowledge I have learned in my time here.*

The intention is to build in more formal agreements with our partners so that the group has more robustness with regard service delivery. It is viewed as crucial to the early intervention/prevention agenda and has a commitment to trauma informed practice.

Any issues affecting access to services which are provided by other partners (e.g. drug and alcohol services) and, where such issues have been identified, what work is underway to resolve them?

Team Member mix

Our decision to employ a Social Work Assistant was taken to increase the flexibility of service delivery and respond to client needs. This has enabled the social inclusion agenda to be prioritised by addressing the individual's welfare needs.

Universal Credit

Within East Lothian, the impact of Universal Credit on our client group has been significant. Clients require to be supported to access and use the online journals which are required. Our Social Work Assistant established a Universal Credit Clinic whereby clients who needed help, could report to him and receive practical advice and support.

Suitable Accommodation

East Lothian has significant housing difficulties particularly in relation to accessing suitable single tenancies. Factors such as the bedroom tax; growing population; more complex housing needs, etc, are all impacting on what accommodation is available. We are working closely with our housing colleagues who are working on a 5-year Housing Strategy. This will be critical in providing stable, suitable accommodation for those who require it.

Drugs and Alcohol Services

The impact of cuts to drug and alcohol services – it is not yet known how this will affect us in the longer term. However, we are developing links with local partners as well as improving the Criminal Justice Social Work Team's understanding of substance misuse and its implications for those subject to CPOs. Further, we are actively involved in helping to develop and shape future service delivery within East Lothian.

Community Justice

The New Model for Community Justice has already improved partnership working in that the Third Sector were actively involved in the creation of the Local Outcome Improvement Plan. Further, we are meeting on a monthly basis as the Reducing Reoffending Group with a focus on the Action Plan.

Any other relevant information. This might include details of work which is carried out with people on CPOs to address their offending behaviour but which does not fall into the category of a specific requirement.

During 2016/17, there have been a number of developments within East Lothian Criminal Justice Social Work Service relating to our management of CPOs. These include:

- NEXUS group – we ran a 12-week group programme for adult, male offenders which focused on citizenship and personal development – this was in conjunction with partners from SACRO. We are currently reviewing the impact this has had and assessing whether further groups are required.
- We have developed the use of Entry and Completion Questionnaires. These are now linked to our database and allows for more accurate and specific data capture. In turn, this enables us to better allocate our resources as well as getting direct feedback from individuals. The Completion Questionnaires are completed for all those individuals placed on a CPO who are subject to unpaid work and/or supervision requirements.
- We have moved to annual and end of CPO LSCMI re-assessments. This allows us to evidence shift in client risk levels throughout the life of an Order.
- We have introduced an Ontario based Gambling Programme. This was a gap in service delivery as there are no current gambling support programmes in East Lothian.

- We have built into our Local Outcome Improvement Plan (Community Justice Scotland) trauma-informed practice learning. This acknowledges that at the root of successful working with our clients, trauma informed practice is vital to effective and appropriate engagement.
- In East Lothian we have focused on the early intervention/prevention agenda seeing this as key to reducing reoffending.

Completion Questionnaires

There have been some interesting comments collated via the completion questionnaires from those who completed a CPO with Supervision during 2016/17. These include:

Q) Do you think that being on supervision has helped you?

- *I feel like a new person, keeping my relationship and doing my mum proud.*
- *Basically thinking, what's important in life, instead of drinking because basically that's how I got it (the order)*
- *[My social worker] has helped me mend my family life*

Q) What has been helpful for you in reducing or stopping your offending?

- *Someone to listen to me. I have been getting on with [the Social Work Assistant], he's good.*
- *Speaking to someone that understands.*
- *[It has made me be] more patient, more understanding of others, being more appreciative*
- *Me. My fear of going backwards and not controlling my anger*
- *I have learned a lot about myself and how to manage myself.*

Q) During your supervision have you looked at why you offended?

- *Looked at my behaviour, responses and body language.*

Q) Please tell us how you feel you have changed, or why your attitudes have not changed.

- *Think logically in hard relationship situations.*
- *I have changed because I have stopped drinking. As soon as the order started I stopped. I used to also smoke cannabis but I stopped that as well... It was either that or lose everything*

The relationship between the social work staff member and client is an important one. As can be seen from the above comments, there is a lot of effective work that is done on supervision and highlights the importance of Community Packback Orders. In summary:

- *Everybody's been good. I've been treated with respect, definitely.*
- *My attitude has changed because I know what my problem was and have tackled it*

From information collated in the questionnaires, we are using this to analyse our practice and service delivery. Improving what we do, how we do it, and what outcomes we are achieving, are all pivotal to the success that Community Payback Orders can bring – whether it be to the client, the Courts, or the community itself.

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