COMMUNITY
PAYBACK ORDER
ANNUAL REPORT

FINANCIAL YEAR: April 2016 – March 2017

LOCAL AUTHORITY: North Ayrshire 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.

This is the sixth Community Payback Order Annual Report prepared by North Ayrshire. Previous reports have identified that North Ayrshire has provided a wide range of projects and services that have had tangible benefits to the residents of North Ayrshire, whilst providing service users with opportunities to desist from further offending as well as opportunities to provide payback and learn new skills. We have several long term Unpaid Work projects that provide positive placements that have been noted in previous annual reports and we will once again provide a summary of these as they reflect the good work undertaken.

Justice Social Work Services in North Ayrshire engage with approximately 450 service users at any given time. This past year has been a particularly challenging year for us in terms of our core criminal justice services being able to respond to the needs of service users. In 2015/16 we saw an increase of 31% in the number of Community Payback Orders (CPO's) from the previous year. In the Scottish Government Criminal Justice Statistics for 2015/16, published in February 2017, it showed that North Ayrshire had the highest number of CPO's in Scotland per 10,000 population. However, our 2017/18 funding allocation has been cut by 5%. We continue to try to balance the demand for quality justice services in the community with the resources available to us.

The success of the justice services we provide can be seen in the reduction in recorded crime in North Ayrshire in 2015/16. The Scottish Government’s publication, “Recorded Crime in Scotland 2015/16”, showed that in the Ayrshire Police Division between 2014-2015 and 2015-2016 North Ayrshire had a 6% reduction in recorded crime, with East Ayrshire showing a 2% reduction and South Ayrshire a 4% reduction. The Scottish average reduction for this period was 4%.

What's new in this year’s Report? During this past year we have held a very successful art exhibition showcasing art produced by service users on a CPO with an Unpaid Work Requirement. We have also made progress in developing our Employability Project which seeks to support service users into work or further education/training. We embarked on a Service User Engagement Project with Strathclyde University in 2016/17 which has been hugely successful. We continue to progress with our desistance approach with service users and our work with the Mutual Aid Group (MAG). Similar to last year’s report, we have included some case studies which demonstrate the effectiveness of Justice Social Work Intervention in helping service users desist from further offending and engage in a pro-social lifestyle.

A total of 769 Community Payback Orders (CPOs) were managed in 2016/2017 and, of those, there was a total of 615 with Unpaid Work Requirements. The total number of hours imposed for Unpaid Work was 79,676 and, during 2016/2017, 65,420 hours were completed. North Ayrshire has a diverse range of unpaid work projects and the following are examples of some of our current projects. Photographs are also provided to help illustrate the work undertaken.
Smithstone House

Smithstone House is a well-established long term project, which we have provided information on in previous CPO Annual Reports. Smithstone House is managed by the Sacred Heart Fathers and CPO Unpaid Work teams undertake a range of work over the 12 acres of the House’s grounds that provides mutual benefits (see photos below). We have one CPO team working there on a daily basis, but this can often be increased to two, especially at weekends. The work undertaken involves maintaining the grounds; landscaping, building and joinery work and gardening work. The service users learn new skills and can see the benefits of their work. Smithstone House is well used by the community who can also see the good work undertaken by service users on CPO Unpaid Work Requirements. Smithstone House is run like a market garden producing vegetables, fruit and flowers. Produce can be sold to generate income to help sustain the project and any excess is donated to charities such as Victim Support, Women’s Aid, the North Ayrshire Foodbank and Crosshouse Hospital Neonatal Unit.
CPO Workshop

Our workshop was refurbished five years ago using proceeds of crime monies given to us by the Scottish Government. A range of items are fabricated and sold to the general public. The following pictures show some of the garden furniture that has been made, and the story teller chairs that we continue to make for local schools, which have been constructed by service users on CPO Unpaid Work Requirements. We employ a time served joiner in the workshop who can pass on his skills to the service users.
Income Generation Sale of Goods

We have several sale days throughout the year when the items grown at Smithstone House and the garden furniture/items produced at our workshop are sold to the public. These sale days are well attended and the photo below is from one of these days. The main beneficiary this year was the Crosshouse Hospital Neonatal Unit. (See photos).
Irvine Maritime Museum

We have worked closely with the Maritime Museum over the past five years and they, in turn, have offered many of our service users both team and individual work placements. Service users have worked in the museum’s reception area and we have placed skilled tradesmen at the museum where they have helped with electrical work, joinery and restoration work. We have also placed artists who have created murals within the museum. In 2015 we built a pond for model boats and in 2016 we helped with the restoration of the Puffer’s Cafe. (see photos below)
Eco Greenhouses

We have had an ongoing project of building eco greenhouses in schools made by recycling plastic bottles. This is another environmental project which links with the school curriculum. See below a picture of one of the greenhouses.

Arts and Crafts

Within our workshop we have an arts and crafts project for service users who require lighter duties. The photographs below show some of the items created. The art and craft work includes ceramics, photography, painting and drawing. Some of paintings and photography won gold, silver and bronze awards at the Koestler Trust Awards in past years. The Koestler Trust is the UK’s best known prison arts charity which encourages and supports art by offenders. Due to our art exhibition this year we did not submit work to Koestler. However we are now starting to prepare submissions for next year’s awards.
**Miscellaneous Work Carried Out in 2016/17**

Our Unpaid Work Teams are out in the community every day undertaking a range of jobs and assisting community initiatives and residents.

Many local charities have our service users assisting in their shops and teams frequently deliver large furniture items to residents who could not ordinarily afford delivery costs. We continue to provide support to the North Ayrshire Foodbank and undertake weekly collections from local supermarkets and offices across North Ayrshire Council and deliver these to the Foodbank for sorting. The teams then deliver the packs to community centres across North Ayrshire for distribution. Vegetables grown at Smithstone House also go to the Foodbank. We are looking at a proportion of these vegetables also going to Cafe Solace (see below).

Some gardening, ground maintenance work, painting and decorating is undertaken upon referral from a variety of agencies and individuals where particular need is identified, and usually where there is a vulnerability and there are no family members or friends able to assist. The photos below show the work we have recently carried out on benches at Saltcoats Harbour. The previous Leader of the Council advised us of the need to refurbish these benches. There are also photos included of a team painting the railings at Haylie House Residential Home in Largs.

As the winter approaches our teams are now out checking and refilling roadside grit bins.

Unpaid work teams have assisted local community groups to set up parks and open spaces in preparation for local community events, such as firework displays and fetes. Following these events our team undertake litter picks to ensure the areas are clean and in a condition local residents would expect.
Employability Project.

Many of our service users struggle to obtain employment for a range of reasons. We recognise that employment can be a significant factor in improving the life chances and choices of our service users and can contribute greatly towards desistance and the development of a pro-social lifestyle.

We are in the process of setting up an Employability Project linked to our Unpaid Work Service. One of the Council's priorities is to grow our economy, by increasing employment and regenerating towns. This project contributes to this priority, by considering how to help those furthest from the labour market in the hardest to reach communities back to work. North Ayrshire Economic Development Team have secured funding from the European Social Fund to provide two Peer Mentor Employability Workers to support staff and service users in Unpaid Work. These posts will look at the employability prospects and signpost service users to better employment opportunities within North Ayrshire or surrounding areas. The Project has made links with local employers and Third Sector organisations to further its objectives.

Unpaid Work Art Exhibition

Our Unpaid Work Team organised and presented an art exhibition at the Harbour Arts Centre in Irvine in April 2017 entitled "Anonymous Visions". It featured the work of first-time artists taking part in a unique Creative Arts Project. Income generated from sales of the works went towards the presentation of a cheque for £1,000 to the Neonatal Unit at Crosshouse Hospital, thereby presenting an opportunity for service users to ‘give back’ to the communities where they committed offences. The exhibition was officially opened by professional artist Dronma Mailley, a past President of the Glasgow Society of Women Artists, who was full of praise for the work on display. She said, “All in all I thoroughly enjoyed the exhibition and congratulate all the artists, their tutor David Martin, and the unpaid work team as well as the Harbour Arts Centre for bringing this to the public. It was amazing to see such creative spirit especially as most of the artists had, I believe, never expressed themselves visually before”. The exhibition also featured prominently in the local press. The photos below show some of the exhibits with descriptions from Dronma Mailley:
“The graphic quality which encompasses illustration and poster design is shown in “Elemental”, “Snake in the Grass”, “Belong” and “From Fairlie”. “Elemental” not only has a great sense of humour with the mischievous expression on Pan’s face but also shows the clever use of negative space in bringing forward the trees. “Snake in the Grass” uses powerful contrasting colour. The abstraction and colour use in “From Fairlie” shows sophistication usually found in students at art school".
“The Flitter Pickers Baccanal” is one of my favourites and reminiscent of Stephen Campbell’s work. The clever morphing of the black plastic bag into porpoises and the facial expressions and figure work look as if this artist has previous experience. This artist could go far.

Furniture restoration

We are very fortunate in having a number of very talented and skilled Supervisors who work with our teams every day and introduce them to a wide range of skills. We have established a furniture restoration service which is going really well and is much appreciated by service users. The furniture is sold to the public and service users with the proceeds going to the Income Generation Fund.
Cafe Solace is a community resource run by volunteers in recovery, all with appropriate training, experience and qualifications, who want to support their local community. Café Solace is established in three communities in North Ayrshire and provides low cost, good quality food and opportunities for the people of North Ayrshire. Unpaid Work had a meeting with the Café Solace manager and have agreed to try and support them with individual placements. There are links at the Cafe to support groups and therefore this is a good placement for those who have addiction issues. Café Solace brings in chefs to teach volunteers how to cook some basic dishes and complete food hygiene certificates and our service users will also be included in this.

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

**Feedback from Service Users**

“My experience was positive. What I learned while working with Davy Martin in his art classes and lessons – which I really enjoyed – will help me being distracted from problems in the future. My time at CPO has helped me focus and concentrate and have already looked into attending art classes at the Harbour Arts Centre in Irvine.”

“I have enjoyed my CPO work and it's taught me a lesson”.

“There was nothing worse – it’s taught me my lesson. I got to do all different jobs, and I liked them all”.

“My treatment by officers/supervisors has been excellent. It made a tough time a bit easier”.

“Don’t have any complaints, I enjoyed it. Getting to meet new people and got a taste of being back at work, which I love”.

“Met decent people”.

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**WORKING TOGETHER IN PARTNERSHIP**

North Ayrshire Council  NHS Ayrshire & Arran  TSI North Ayrshire  Scottish Care
Feedback from Beneficiaries

The following quotes are representative of the feedback we received during 2016 to 2017:

“Just a note to thank you and the guys for the help with Picnic in the Park last week. Without the help the day would not have gone so swiftly. I’ve acknowledged the guys help on the facebook page, twitter and in a press release. Please pass on my thanks”.
Donald xxxx (Organiser, Kilwinning Community Events) 18 Aug 2017

“Thank you to you and your boys for the job that was carried out at the Hallmark Hotel Irvine. Streetscene have the responsibility of maintaining the footpath going through the grounds of the hotel. We have been unable to edge the path for a number of years and it had gotten out of hand. Your boys have done a marvellous job in the reclamation of the footpath and I would like to thank you, and for you to pass my thanks on to your boys”.
Stuart xxxxxxxx (Streetscene Area Officer) 3 May 2017

“Just to say a BIG thank you from Robert xxxxx and myself (Joyce xxxxxxxx). Peter and the squad were brilliant, went above and beyond to help move Robert into his house. All furniture was picked up and the squad worked really hard getting the couch, etc., into the building as it was up 20 odd stairs – it was not an easy task. Really don’t know how Robert would have managed without the help and support of Peter and his squad, as Robert has no family that could have helped out”.
Joyce xxxxxxxx (Social Work Assistant) 3 August 2017

“I just wanted to say thanks again for arranging support today, at such short notice! The family have asked me to pass on their thanks too, as they really appreciate that support at a difficult time for them”.
Patrick xxxx (Social Work) 8 August 2017

“Thank you very much for sending two teams on Saturday to help with our annual beach clean. We collected a total of 128 bags/large items from Portencross car park to the Waterside, and your guys did a great job for us in the morning. Please pass on

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

As noted in previous years’ annual reports the uptake of “other activities” has not been particularly high, with service users preferring to undertake unpaid work, and this pattern has continued. The following are some other activities used:

- The Turnaround Service provides a range of services and a member of their staff is collocated within the Unpaid Work office. Turnaround provide individual work with service users which covers relationship difficulties, substance misuse problems, benefit issues, housing issues, bereavement, anger management and employability. In addition, for service users who have received residential support for their substance misuse problems, some of their attendance time at groupwork sessions within the residential unit is accepted as “other activities” and contributes to the hours in their Unpaid Work Requirement.
The Princes Trust. Some of our service users undertake this programme and some of this work can be credited as “other activity”, particularly their community project.

The Shine Mentoring Service for Women. Some of our service users are involved with Shine and some of the work undertaken has also been credited as “other activity”.

It should be noted that all hours credited as “other activities” require to be supported by accurate and reliable information.

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.

Consultative Presentations

The main consultation undertaken is with the Safer North Ayrshire Partnership (SNAP), North Ayrshire’s Community Safety Partnership. The SNAP is Chaired by a DCI from Police Scotland and is attended by a number of agencies including Health, the Fire Service, Victim Support, Women’s Aid, Elected Members and the Procurator Fiscal Service. The SNAP are provided with a presentation on the unpaid work undertaken on an annual basis.

North Ayrshire Council Social Services and Ayrshire and Arran Health Board entered into the North Ayrshire Health and Social Care Partnership (NA-HSCP) on the 1st April 2015. Criminal Justice Social Work Services sit within this partnership. A presentation on this CPO Annual Report will be given to the NA-HSCP Integration Joint Board, which has Elected Member representation. A report will also be presented to North Ayrshire Council Cabinet, which is the main decision making body of the Council.

Health and Social Care locality planning is part of the new locality approach being adopted across Scotland. North Ayrshire has six localities and a series of staff events hosted by our Health and Social Care Partnership have taken place across the locality areas. Included at these events, involving NHS, NAC, the Third Sector and Independent Sector, is a marketplace stall opportunity which our Criminal Justice Social Work Team has taken advantage of in order to showcase our work.

We continue to use every opportunity to communicate the value of Unpaid Work both to Elected Members and through the media to the public.

The Peoples Panel

The introduction of CPO’s placed a responsibility on Social Work Justice Services to promote the benefits of Unpaid Work and to consult with communities regarding Unpaid Work as a community sentence. The following chart is taken from the Peoples Panel Report published in October 2015. The Peoples Panel is a survey of 2000 residents in North Ayrshire. The Peoples Panel was asked, “What do you think the main priorities should be for the type of work carried out by offenders”? The responses are ranked in the table below.
### Priorities

<table>
<thead>
<tr>
<th></th>
<th>Rank 1</th>
<th>Rank 2</th>
<th>Rank 3</th>
<th>Total Rank in top 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Scale</td>
<td>33%</td>
<td>29%</td>
<td>17%</td>
<td>79%</td>
</tr>
<tr>
<td>Litter Picking</td>
<td>35%</td>
<td>30%</td>
<td>13%</td>
<td>78%</td>
</tr>
<tr>
<td>Gardening/Landscaping</td>
<td>17%</td>
<td>21%</td>
<td>35%</td>
<td>73%</td>
</tr>
<tr>
<td>Painting/Decorating</td>
<td>5%</td>
<td>8%</td>
<td>11%</td>
<td>24%</td>
</tr>
<tr>
<td>Joinery &amp; Building Work</td>
<td>4%</td>
<td>6%</td>
<td>7%</td>
<td>17%</td>
</tr>
<tr>
<td>Helping with Removals</td>
<td>1%</td>
<td>2%</td>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
<td>0%</td>
<td>4%</td>
<td>8%</td>
</tr>
</tbody>
</table>

The following chart is taken from the Peoples Panel data over the last five years regarding community awareness of Unpaid Work completed in North Ayrshire. As indicated, there has been an increasing awareness of Unpaid Work by the public over the last five years.

![Peoples Panel Awareness of Unpaid Work Undertaken](chart.png)

### Performance Information

This year 93% of Level 1 Orders were completed in three months and 96% of Level 2 orders were completed in six months. This shows an improvement from last year, when 90% of Level 1 Orders and 92% of Level 2 Orders were completed within the required timescales. The reasons for failure to complete CPOs within the timescales are due almost completely to service users’ unavailability due to illness, being in custody or due to their non-compliance.

Comparative benchmarking data is no longer kept nationally, however a range of Justice Social Work performance data is shared across the three HSCP’s in Ayrshire. The following table compares percentage completion rates for the East, South and North Ayrshire HSCP’s during 2016/2017 (note percentages have been rounded up or down to the nearest whole figure):
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.

The following table provides details of all Requirements made including transfers from other local authorities:

<table>
<thead>
<tr>
<th>Type of Requirement</th>
<th>CPO CPO</th>
<th>Disposed by Court</th>
<th>Transfers</th>
<th>Total Number of Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervision</td>
<td>CPO</td>
<td>443</td>
<td>34</td>
<td>477</td>
</tr>
<tr>
<td>Compensation</td>
<td>CPO</td>
<td>42</td>
<td>1</td>
<td>43</td>
</tr>
<tr>
<td>Alcohol</td>
<td>CPO</td>
<td>19</td>
<td>0</td>
<td>19</td>
</tr>
<tr>
<td>Programme</td>
<td>CPO</td>
<td>56</td>
<td>5</td>
<td>61</td>
</tr>
<tr>
<td>Drug Treatment</td>
<td>CPO</td>
<td>7</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>Conduct</td>
<td>CPO</td>
<td>15</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Mental Health</td>
<td>CPO</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Residence</td>
<td>CPO</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unpaid Work</td>
<td>CPO</td>
<td>587</td>
<td>28</td>
<td>615</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>1170</strong></td>
<td><strong>68</strong></td>
<td><strong>1238</strong></td>
</tr>
</tbody>
</table>

As evidenced above, Unpaid Work and Supervision Requirements are imposed by the court most often and there has been a limited use of some Requirements. This does not mean that alcohol, drug misuse and offending behaviour, for example, are not being addressed. These issues are being routinely addressed but without the need for a specific Requirement in the CPO.

**Justice Social Work Intervention**

A key part of the Justice Social Work function is the supervision of those convicted of offences through either a CPO Supervision Requirement or a Throughcare Licence. Such cases provide a wide range of risk and need factors and it is hoped that the following three anonymised real life case examples offer an insight into such, as well as illustrating the significant life changing work we are involved in:
Case example 1:

A young service user who was subject to a CPO for his first involvement in offending behaviour, for a relatively minor episode, attended the office with his mum to inform us that his offer of an engineering apprenticeship had been immediately withdrawn when he disclosed his conviction and sentence to his employers. Understandably so, both he and his mum were extremely upset and felt that he was being discriminated against on the grounds of his conviction. With his permission, one of our Team Managers contacted the Company’s HR Department and explained to them, not only the context of the offence and his status as a ‘first offender’, but also how their decision could possibly impact on this young man and his future job prospects. The Team Manager highlighted the potentially life changing consequences this decision could have for the young man. It was also emphasised that he had already been punished for his involvement in offending behaviour and that he should now be given the opportunity to learn from this and move on with his life. As requested, this plea was forwarded to their HR Department in writing. In light of this approach and information, they re-interviewed this young man and his apprenticeship was reinstated.

Case example 2:

Recently, our Court Social Work staff dealt with a first offender at Kilmarnock Sheriff Court. The Procurator Fiscal (PF) alerted us to mental health concerns while the person was being held in the cells. He was seen by our social work staff and this was relayed to the PF. This staff member pro-actively pursued the option of Diversion from Prosecution, which the PF had not considered, and this was eventually agreed. This proved a very positive outcome in relation to both the immediate assessment of need from custody and the potential avoidance from prosecution and formal Court proceedings for the service user.

Case example 3:

Mr J is an individual who has been known to Justice Social Work Services for a number of years. After the Court imposed a Community Payback Order in late 2016 there were concerns regarding his compliance and general well-being. This then resulted in numerous attendances at Accident and Emergency and admission to two different hospitals over a period of three months from January 2017. He was also admitted to a local N.H.S Residential Unit for a short period. Mr J was continually self-harming with non-prescribed medication. This resulted in his CPO being returned to Court with concerns regarding his personal safety and non-compliance with his community based disposal.

In an attempt to break this cycle and move forward, multi-agency meetings were held involving; Justice Social Work Services, the Turnaround Residential Unit in Paisley, the Richmond Fellowship, the North Ayrshire Drug and Alcohol Recovery Service, Housing Services and the N.H.S. This resulted in Mr J being being admitted to the Turnaround Residential Unit in Paisley in April 2017 for a six week period. Since that period there have been no further concerns regarding self-harm and Mr Jones has made significant progress.
Criminal Justice Services have spent a considerable amount of time and effort to make a meaningful change to this man’s life, which has included assistance in relation to his general welfare, finances, and assisting Mr J in moving house. There was intensive intervention provided by our justice social work support worker regarding these issues. In addition to this, Mr J continues to attend the Turnaround Community Service regarding alcohol use. The Richmond Fellowship also assisted Mr J in volunteering at local allotments and attending Cafe Solace.

Mr J continues to engage fully with all services and has not further offended.

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.

There have been no particular issues regarding access to services by our service users.

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

During 2016/17 Courts continued to make use of programme requirements for the Caledonian Domestic Violence System and the Moving Forward Making Changes Sex Offender Programme. North Ayrshire HSCP employs and manages all the staff who deliver these programmes to the three Ayrshire HSCP’s.

### Caledonian System

<table>
<thead>
<tr>
<th>MEN’S SERVICE – Cumulative Referrals Data</th>
<th>Of those assessed as suitable:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Referrals</td>
</tr>
<tr>
<td>Year 5: April 2016 – 2017</td>
<td>29</td>
</tr>
<tr>
<td>EA</td>
<td>44</td>
</tr>
<tr>
<td>NA</td>
<td>14</td>
</tr>
<tr>
<td>Total</td>
<td>87</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WOMEN’S SERVICE</th>
<th>AYRSHIRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referrals</td>
<td>90</td>
</tr>
<tr>
<td>Engaged</td>
<td>62</td>
</tr>
<tr>
<td>Did Not Engage</td>
<td>13</td>
</tr>
<tr>
<td>Safety Planning</td>
<td>15</td>
</tr>
</tbody>
</table>
Ayrshire Women’s Service

The Ayrshire Justice Social Work Partnership established a Women’s Service. The team members are employed and managed by North Ayrshire HSCP and they offer a case management and groupwork service to female service users. We believe that this specialist service better meets the needs of the women that we work with. This resource will put Ayrshire in good stead in terms of the current Prison Service plans to develop five “community based custodial units” across Scotland. These “community based custodial units” will link with local communities and our Women’s Service could play a key role in the Throughcare and rehabilitation of women.

In 2016/17 the Womens Service carried out the following work:

- From April 2016 to March 2017, 122 Court Reports (JSW, Breach, Progress) have been completed.
- From April 2016 to March 2017, Women’s Service had case management responsibility for 104 women.
- From April 2016 to March 2017, 95 women successfully completed their CPO.
- Only 5 Orders were revoked.
- The Team input and update LSCMI and liaise with other services / agencies as required.
- The workers continue to support women to appointments such as with Housing Services, Addiction Services, Mental Health Services and Rape Crisis.

Service User Feedback

Of women who completed exit questionnaires:

<table>
<thead>
<tr>
<th>Moving Forward Making Changes 2016/17</th>
<th>Referrals</th>
<th>Pre-Group</th>
<th>Unsuitable</th>
<th>Withdrawn</th>
<th>Started MFMC Group work</th>
<th>Completed MFMC Group work</th>
<th>MFMC 2:1</th>
</tr>
</thead>
<tbody>
<tr>
<td>EA</td>
<td>10</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>NA</td>
<td>21</td>
<td>11</td>
<td>1</td>
<td>1</td>
<td>10</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>SA</td>
<td>11</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

100% (67) were seen at their appointment time.
100% (67) were able to put their views forward in interviews.
100% (67) were able to identify problem areas.
100% (67) were able to contribute during the review process.
100% (67) felt that the service has reduced their offending behaviour.
100% (66) felt that the service helped to improve their lifestyle.
• 100% (63) felt that the advice, support and relationship that they had with their worker was the most important part of supervision.
• When asked what the least helpful part of the supervision, 7 women didn’t like to discuss their offending behaviour and its impact on others, 2 did not like a change of worker, 1 preferred the group and 1 did not like attending appointments due to work commitments.
• 2 women commented on improving the service and felt most strongly about retaining their worker for the duration of the contact and 1 woman wanted more practical support and less offence focused work.

**Group Programme: Women**

The Women’s Groupwork Programme runs for 16 weeks and is delivered 52 weeks per year. The group lasts around 5 hours and Unpaid Work hours can be deducted. It is currently run in Kilmarnock, Kilwinning and Ayr.

**Qualifications Gained**

Sixteen women gained formal qualifications in Food Hygiene and First Aid. This was the first time that many of these women had achieved any form of formal qualification and the boost to their self-esteem and confidence was significant. It also led to one woman enrolling in college.

**Positive Destinations**

Several women have undertaken and completed the Venture Trust Programme and one women has been trained as a Mentor. Three women have gained employment and one women is currently attending college.

**Social Inclusion**

Attending the Women’s Group has led to some women being involved in other community based groups i.e. Yoga, Church Groups.

**Service User Feedback**

Of women surveyed following their participation in the group:

| 100% (39) felt that the group environment was supportive | 100% (38) felt included in the group. | 100% (35) felt that the sessions were well structured | 95% (37) received enough information about the programme before they started. | 92% (33) felt that the length of the sessions was about right. | 53% (18) commented about the venue or its facilities, all feedback was positive. |

• 100% (34) found the arts and crafts useful
• 100% (28) found the guest speakers useful
• 100% (32) found the cooking useful
• 31% (12) women would have added to existing sessions with:
  ➢ Money Matters (3)
  ➢ Career advice / getting back to work (3)
  ➢ More workshops, e.g. nails, beauty, groupwork, relationships, first aid, heath & hygiene, cooking, peer sessions, a charity event.
Service User Impact Statements

37 women commented on how the group has made positive changes to their lives in the following ways:

- Building confidence (15)
- Meeting new people (10)
- Providing positive support in a safe environment(9)
- Helping to avoid offending (8)
- Enjoy attending sessions (5)
- New skills / qualifications (3)
- Structure (3)
- Helped with anxiety / Improved mood (2)
- Positive Thinking (1)

20 women commented further on the positive impact that the group has made to their lives, their thought process, self-esteem and the supportive manner in which it was delivered. From April 2016 to March 2017, 88 women were referred to the group.

Youth Justice

North Ayrshire has a policy of maintaining young people in the youth justice system up to the age of 21 when it is believed that a more child centred approach is required. This ensures that any transition from youth justice to adult criminal justice is a managed process that meets the needs of the young people that we work with. Our youth justice Programmes Approach Team works with young people on CPO Supervision Requirements and undertakes the case management responsibilities. During 2016/17 the Programmes Approach Team worked with 27 young people who had been placed on CPO Supervision Requirements and completed 47 Criminal Justice Social Work Reports.

Service User Engagement

Over the past year, Justice Social Work Services staff, in conjunction with Strathclyde University staff and Justice Service Users, have been involved in developing a 'User Engagement Council'. Collectively named the 'MAD' (Making A Difference) Group, all involved have worked hard to co-produce, improve and develop a range of services within North Ayrshire Social Work Justice Services. To date the involvement and attendance has been significant and progress has taken place on a number of fronts, including:

- Revamping the Justice Social Work reception area, to include a 'positive thoughts' board, book club and suggestions box.
- Formulating a Justice Social Work service user 'entrance questionnaire', to capture the voice of service users from the outset of their involvement in the system.
- Creating a Justice Social Work social media account, through twitter and facebook.
- Starting a walking group
- Using peer mentors within Justice Social Work Services
- Supporting the role of a specific 0.5 Desistance Officer Post (currently being advertised) to promote desistance based practice within our service,
• Working towards re-introducing the MAG group (a Mutual Aid Group providing support for former long term prisoners).

**Mutual Aid Group**

Desistance theory is gathering increasing support from those operating in the criminal justice system. Professor Fergus McNeil, Glasgow University, notes that the desistance approach takes us away from viewing service users as “offenders” and “criminals” and encourages an understanding of change and reinforces that today’s “young offender” is more likely to become tomorrow’s “new father” than tomorrow’s “habitual criminal”

North Ayrshire had been running a peer led “Mutual Aid Group” (MAG) since December 2014. This initiative had to be temporarily discontinued last year due to the pressures on staff in dealing with the huge increase in statutory work. However, as stated above, we are now in the process of re-establishing MAG, with a dedicated part-time post.

MAG is the first of its kind within social work justice statutory services in Scotland. This approach is based on the desistance model of practice. Dr Beth Weaver, from the University of Strathclyde’s School of Social Work and Social Policy, provided significant academic support to North Ayrshire Staff in establishing and supporting the development of the MAG and continues to remain involved on a consultative basis.

The service users in the MAG are subject to supervision on release from prison or through Court Orders. The approach aims to foster and develop a therapeutic community where group members are mutually supported by each other. We are currently looking at ways in which this approach and mode of engagement can be adopted across the range of Criminal Justice Social Work Services.

**COMPLETED BY:** David MacRitchie, Senior Manager Criminal Justice Services

**DATE:** 30/10/17

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