



North Lanarkshire Community Justice Annual Report

2019 - 2020



Foreword

Welcome to the North Lanarkshire Community Justice Partnership (NLCJP) Annual Report 2019-20. The NLCJP is responsible for reducing reoffending in North Lanarkshire. It has representatives from all justice statutory organisations, North Lanarkshire Council also has an endorsed third sector network for justice and victim services. The voices of people with lived experience of the justice system, staff and the community are sought and used by the partnership, alongside data to make decisions in the planning and development of services.

In this report you will be able to see the work undertaken by the partnership focussed on reducing reoffending in North Lanarkshire. Activity is reported against national outcomes set out in the Scottish Government Outcome, Performance and Improvement Framework. Additionally, you will find examples of support and interventions, as well as work undertaken to consult with people, develop partnership working and services. There are also many examples of how people with convictions have paid back their communities by carrying out work in North Lanarkshire.

We publish this report at a time when our communities have been significantly impacted by the COVID 19 pandemic. Whilst this has also had an impact on elements of service delivery the NLCJP has continued to work together during the pandemic and are focussed on supporting the people of North Lanarkshire and reducing reoffending.



Alison Gordon
NLCJP Chair
Chief Social Work Officer
Head of Children, Families and Justice
North Lanarkshire Council



Gordon McCreadie
NLCJP Vice Chair
Superintendent
Partnerships and Prevention
Police Scotland



Background

The introduction of the Community Justice (Scotland) Act 2016 triggered the formal implementation of the new model of Community Justice in Scotland. A number of key documents are associated with the Act including the National Strategy, Justice in Scotland: Vision & Priorities and the Framework for Outcomes, Performance and Improvement.

The new model for Community Justice places planning at a local level where decisions can be made by people who know their area best. A legal duty is placed on statutory community justice partners to engage in this planning process and report annually on their progress towards improving community justice outcomes.

Governance Arrangements

The newly developed North Lanarkshire Strategic Leadership Board will be the key strategic multi-agency planning mechanism in North Lanarkshire and responsible for the joint delivery of the priorities detailed in The Plan for North Lanarkshire on a partnership basis. At a community level a similar role will be provided by the 9 new community boards.

The new boards support community participation and provide a single coordinated approach to governance for local communities reflecting statutory and regulatory requirements and operate in a manner consistent with influencing and delivering the One Plan outcomes at local level.

The responsibility for driving forward the community justice agenda has been devolved to North Lanarkshire Community Justice Partnership, with the leadership board providing strategic oversight and appropriate connections to other partnerships.

The Plan for North Lanarkshire sets the direction for the council and partners. Its purpose is to communicate the shared priorities and provide a focus for activities and resources. The Plan for North Lanarkshire is a high-level strategic document that outlines a long-term vision for North Lanarkshire - a vision where North Lanarkshire is the place to Live, Learn, Work, Invest, and Visit. It's a Plan with a shared ambition that aims to ensure the benefits that this brings reach all our communities, and there is a fairer distribution of wealth.

To deliver the shared ambition of inclusive growth and prosperity, The Plan comprises five complementary priorities which are to:

- Improve economic opportunities and outcomes.
- Support all children and young people to realise their full potential.
- Improve the health and wellbeing of our communities.
- Enhance participation, capacity, and empowerment across our communities.
- Improve North Lanarkshire's resource base.

Additionally, the Plan also supports planning and development set out in:

- 1. North Lanarkshire Community Justice Outcome Improvement Plan 2017-2020**
- 2. Lanarkshire Mental Health and Wellbeing Strategy 2019-2024.**
- 3. The North Lanarkshire Children's Services Plan 2017-2020.**

Performance Reporting - National Outcomes

NATIONAL OUTCOME ONE

Communities improve their understanding and participation in community justice

Indicator	Activity	Impact
Activities carried out to engage with 'communities' as well as other relevant constituencies	<p>Restorative Justice held two open days, one in April and the second in June 2019. The April event was attended by professionals working within the criminal justice system, including local authority and third sector colleagues. In June 2019 the attendees consisted of university students and Justice of the Peace magistrates, families of service users and representatives from community groups.</p> <p>A questionnaire sought the views of individuals with lived experience subject to CPO in relation to the usefulness and effectiveness of the induction processes that are in place. Furthermore, exit questionnaires were completed by 57 women and 162 men with lived experience at the end of their community payback orders.</p> <p>A consultation with people subject to CPO took place to explore their experiences of services and support needs in relation to education and employment. There were 55 participants involved in the survey, 95% male and 5% female.</p> <p>An online staff survey ran from December 2019 to January 2020 to seek views regarding community justice from staff working across partner agencies in North Lanarkshire.</p> <p>In November 2019 a survey was devised in partnership with Families Outside to ascertain the views of families and significant others with the experience of being connected to someone a serving a custodial sentence.</p>	<p>The open days increased people's knowledge and understanding of the service and issues faced by people with lived experience. Additionally, the events provided participants an opportunity to network and make connections.</p> <p>Engaging with individuals with lived experience allows the service to identify areas that have worked well and additionally areas for improvement. The service identified that there was no consistent approach to exit questionnaires, and this has been designated an area for improvement.</p> <p>The impact has been increased partnership working, sharing ideas and ideas for taking the service forward in identifying the best ways that we can support individuals to enter/re-enter the labour market.</p> <p>75 members of staff participated in the survey with the biggest response rate was from NLC Social Work (43%) of total respondents and Police Scotland was second (25%). 89% of respondents were aware of their organisations participation in delivering community justice. There were some partner agencies who did not respond to the survey and this will inform the partnership's targeting of future briefings.</p> <p>At present, the rates of completion for the survey rates are low, therefore the intention is to allow a longer period of time for more participants. The coordinator will work in partnership with the families outside worker to increase participation. We have however, been able to derive significant information regarding the issues identified by families through engagement with the Families Outside worker, which will be used to strategically develop services (Outcome Four).</p>
Consultation with communities as part of community justice planning and service provision	<p>An online public survey ran from December 2019 to January 2020 to seek views regarding community justice from the residents of North Lanarkshire, which was supported on partners' social media platforms to encourage participation.</p> <p>An online survey of individuals subject to statutory orders took place from December 2019 to January 2020. The survey was completed by both male and female participants and its purpose to seek their views on accessing employment.</p>	<p>Undertaking surveys has been a useful mechanism in providing a snapshot in time of people's views in relation to community justice. It has enabled partners to develop their understanding of the needs of the community and individuals with lived experience. It is recognised though that whilst surveys are helpful it is important for the partnership develop opportunities for all to engage in these discussions and will therefore develop a wider range engagement methods.</p>

NATIONAL OUTCOME ONE		
Communities improve their understanding and participation in community justice		
Indicator	Activity	Impact
<p>Level of community awareness of / satisfaction with work undertaken as part of a CPO</p>	<p>North Lanarkshire Restorative Justice Service received the following feedback from recipients who benefited from unpaid work projects:</p> <p><i>“A huge thanks to you all and everyone in the team for the donation of bikes this is helping us to get moving again. From all the Staff and Young People at Fort Street Children’s Unit.”</i></p> <p><i>“I was totally delighted when Karen from Hope for Autism called me! My husband will be picking it up tonight as I don’t have enough room in my wee car. Thank you so much for going out of your way to organise this for Frankie. He will be so surprised. I cannot wait to see the look on his face when he sees it. I will send you a picture and a message from him when he sees it. Once again I am delighted that you could offer this It is so kind. It’s so nice to see there is kindness left in the world Lorraine.” (provision of bike)</i></p> <p><i>“Thank you so much for the building of our playhouse we appreciate your continued support and all of your hard work”</i> Children and Teachers at St Aloysius’s primary and Nursery</p> <p><i>“Well done everyone for all your hard work clearing the property I really appreciate the quick and tidy work carried out I will give you a shout soon for other premises.”</i> Alan Kay MRICS Surveyor</p> <p><i>“Wowee that was fast work! I haven’t even had time to email and say it was lovely to meet you! This is absolutely fantastic, thank you so much! For the starter box, everyone is talking about it. Many thanks indeed for the fast work.”</i> Maisie McCormick Community Fundraising Manager Beatson Cancer Charity</p> <p><i>“Thanks so much for arranging for bikes to be dropped off, quite a lot went and the rest will go to another organisation in the area. A couple of parents asked about adult bikes and I had said I would ask? Thanks again for all your help, Lucy Community Learning and Development (Schools)”</i></p> <p><i>“ The guys done a wonderful job the area is now wheelchair friendly and with the added seating that is wheelchair friendly ,we can now sit out in the garden as a family”</i> (article from Sun newspaper)</p>	<p>Since the inception of CPO, Restorative Justice in North Lanarkshire has reached out and been responsive to the community to carry out work that benefits residents. The diversity of the work has progressed every year, which has ranged from large scale projects that provides food to individual projects to building a ramp that has increased someone’s independence. Locally, elected members, professionals and individuals are positive about their experiences and are encouraged to share these stories within their communities/ organisations. Crucially, opportunities are taken during projects to highlight that people with lived experience have something to offer within their communities, which can help reduce barriers and promote social inclusion.</p>

NATIONAL OUTCOME ONE

Communities improve their understanding and participation in community justice

Indicator	Activity	Impact
<p>Evidence from questions to be used in local surveys / citizens' panels and so on</p>	<p>An online public survey ran from December 2019 to January 2020 to seek views regarding community justice from the residents of North Lanarkshire, which was supported on partners' social media platforms to encourage participation and yielded 27 returns. The survey is a repeat of a previous survey in January 2017.</p> <p>The survey consisted of 9 questions were as follows including a general comments box:</p> <ul style="list-style-type: none"> • What types of crime are you most concerned about in North Lanarkshire? • What do you think are the causes of crime in North Lanarkshire? • What do you think are the most likely sentencing options that will enable individuals to stop offending? • The Scottish Government have issued seven national outcomes which the NLCJP will be required to plan and report around. Please rate how you think these should be prioritised within North Lanarkshire. • The Scottish Government have placed a duty on statutory partners to work in partnership to deliver community justice. What services do you believe are the most important to prevent offending and support people who have been involved in the justice system to move on with their lives from offending? • How can North Lanarkshire Community Justice Partnership make best use of our communities, be it individuals, groups or organisations, to promote social inclusion and citizenship to prevent and reduce reoffending? • Do you have any other comments to make • What do you think are the best ways to involve the public in community justice? 	<p>It is important to highlight that the number of respondents replying to the survey was very small and therefore limited conclusions can be drawn in relation to wider population opinions and attitudes. By repeating the survey, it offered a measurement whether attitudes had changed in the interim three years.</p> <p>Public perceptions of crime within the community has been helpful to the partnership to understanding opinion and priorities. In our North Lanarkshire survey, there was a view expressed that violence (including sexual offending and domestic abuse) and addiction issues were of greatest concern. The public felt that intervention programmes would be of help, although there was a slight increase in those who viewed custody as the answer to reduce crime.</p> <p>The information from the survey is helpful to the partnership to consider how messaging should be framed to the public to gain support to reduce reoffending. It was also used within our updated SNSA and was therefore considered by partners in the development of community justice priorities in North Lanarkshire.</p>

Other information relevant to National Outcome One

- During the reporting period over 650 bicycles were retrieved from recycling centres in North Lanarkshire. Some bicycles were scrapped for parts but over 320 bicycles have been reconstructed. For example, 77 recycled bicycles were donated to North Lanarkshire Council's Christmas Toy Appeal and several bicycles were donated to low income families. In addition, bicycles were provided to local schools to assist them with their cycle safety awareness course and healthy living programme. Qualified staff undertake safety checks prior to the distribution of bicycles to the community. A new initiative has been to attend cycling events throughout North Lanarkshire to raise the awareness to residents of North Lanarkshire of the services the Community Payback Team are providing in their community.
 - The craft workshop was developed so that people can repair clothing and soft furnishing for low income families – participants have developed skills in doing own clothing repairs with some women already having purchased secondhand sewing machines
 - The kitchen workshop was used to deliver a programme consisting of food hygiene, nutrition, budgeting and basic meal preparation. The workshop provides a platform for participants to undertake placements in food banks and community cafes such as Shotts Healthy Living Centre and Newmains Community Trust. Examples of how these skills were used include participating in a charitable bake sale with the proceeds being donated to CHAS and supplying catering for partnership events.
 - The laundry workshop now has an increased capacity and continues to provide a service for charity shops, collecting clothing for laundering and returning the clothes to the shops for sale.
- In an effort to reduce poverty, a laundry service is provided to Craigneuk Family Centre and two charitable groups - "Cool School Uniforms" and "Airdrie School Clothing Bank". This entails the collection, laundering and distribution of recycled school uniforms to low income families. The extension of the laundry workshop will increase capacity of the service throughout the school terms.
- The home improvement workshop has continued to develop, providing opportunities for individuals to learn skills such as painting, decorating, plastering, tiling and mono blocking. The skills utilised through this workshop have benefitted the wider community, for example, the plastering and painting of community centres and churches.
 - Environmental projects are undertaken by general squads improving areas in disadvantaged neighbourhoods. Also grass cutting and gardening tasks to benefit residents within sheltered housing complexes. Litter picking within local communities continues to remain a feature of smaller scale placements.
 - The Community Payback Team have undertaken work on the garden area at both a local Day Centre for individuals diagnosed with dementia and also a local Children's Unit who were located in close proximity to each other. The project consisted of weeding, grass cutting, clearing and planting of raised beds and repairs to the boundary fence between the two buildings.
 - The Community Payback Team collect food and toiletries from Tesco Supermarkets at two separate locations and deliver to Coatbridge food bank. They then assist in separating all items by date and re-stock shelves for these to be later distributed by volunteers from the food bank.



NATIONAL OUTCOME TWO

Partners plan and deliver services in a more strategic and collaborative way

Indicator	Activity	Impact
<p>Services are planned for and delivered in a strategic and collaborative way</p>	<p>In November 2019 the North Lanarkshire Community Justice Third Sector Endorsed Network held an event, which was attended by forty people from wide range of third sector services operating within North Lanarkshire. As with all meetings, the coordinator gave an update on work related to the partnership and there were presentations from third sector organisations. The network had not met for some time therefore, it was considered important to revisit how colleagues thought the meetings could be developed.</p> <p>In November 2019, following feedback from our validated self-evaluation, a review was undertaken as to how the North Lanarkshire Community Justice Partnership would approach Strategic Planning in relation to community justice. It was agreed that future CJOIP's would be formatted as a high level strategic document that was focussed on collaborative, thematic planning and commitments from partners, and aligned more closely to community planning within North Lanarkshire and The Plan for North Lanarkshire – a document which did not exist when the last CJOIP was developed. Additionally, it was viewed that consistent format for producing plans would be helpful in communicating a clear and consistent message to the public. In development of the new a CJOIP an updated Strengths and Needs Assessment (SNSA) was completed.</p> <p>In March 2020 the North Lanarkshire Community Justice Partnership held a Development Day to consider:</p> <ol style="list-style-type: none"> 1. A range of research and data collated via the completion of the updated Strengths and Needs Assessment. 2. Findings from a range of surveys with the public, service users and staff. 3. Progress in relation to activity related to annual action plan. <p>The purpose of the day was to agree priorities for our new CJOIP. Attendees included representation from partner agencies, third sector and for the first time at this level of community justice strategic planning in North Lanarkshire, a person with lived experience.</p>	<p>The event offered an opportunity for third sector colleagues to decide how they wish to be engaged in community justice planning and strategic development. Additionally, it also confirmed that there is a view that third sector colleague's feel that their contribution is valued and crucial to community justice within North Lanarkshire.</p> <p>An initial impact of the review has refocussed partners' commitment to the work of community justice in North Lanarkshire and as a direct result, Police Scotland volunteered to be vice chair of the partnership, which was a first in agreeing this role since the partnership began. Additionally, during this year we have secured the participation of a senior manager from NHS.</p> <p>The completion of the SNSA is invaluable in developing understanding of the needs of people with lived experience. It identifies barriers and good practice to directly contribute to the development of strategic planning.</p> <p>In March 2020, the World Health Organisation announced a worldwide pandemic that resulted in the unprecedented lockdown of the nation, which impacted our ability to produce the CJOIP. Initially, we agreed in consultation with CJS, to produce an interim CJOIP, which would be focussed on supporting people through the impact of COVID 19, however it quickly became apparent that operational responses needed to be given priority and that time was needed to understand the effects of the situation. Subsequently, it was agreed in consultation with CJS, that we would extend our current CJOIP for 2020/21 and use the partnership as a mechanism to drive activity to ensure a collaborative response to the pandemic. An example of this was community justice leading a multi-agency response to the early release of prisoners.</p>
<p>Partners have leveraged resources for community justice</p>	<p>The review of services related to domestic abuse, reported as being undertaken within the previous annual report, has been completed. This has resulted in the development of an action plan that has its foundations based in a whole systems approach to interventions and collaborative partnership working.</p> <p>ADP funding has provided monies for a temporary social worker post and a temporary justice support worker to be employed within the team. As a component of the DTTO Implementation Plan it has been agreed that these roles will be utilised to gather feedback from individuals with lived experience throughout the duration of their order and when the order ends.</p>	<p>The review has allowed for the development of an action plan that has collaborative multi-agency practice at its core. It is multi-dimensional in its approach, ensuring that activity is focussed and there is a commitment to intervene at all stages of contact with people who perpetrate and are impacted by domestic abuse. The plan is underpinned by national policy rooted in early intervention and opportunities to build resilience.</p> <p>The impact of this is not currently measureable, however it can be assumed that the funding will ensure that the views of people with lived experience are being sought and will contribute to further service development.</p>

NATIONAL OUTCOME TWO**Partners plan and deliver services in a more strategic and collaborative way**

Indicator	Activity	Impact
<p>Development of community justice workforce to work effectively across organisational/professional / geographical boundaries</p>	<p>Restorative Justice delivered briefing sessions to the wider social work services in relation to Diversion from Prosecution which included Children and Families and Community Care. It was identified that third sector colleagues would also benefit from an awareness information sessions which were delivered to VANL to ensure widespread engagement. These sessions were a further development from the delivery of awareness sessions to Police Scotland in the previous reporting year.</p> <p>Multi-agency training and awareness events have been developed and delivered to highlight the functions of MAPPA and its interaction with the other public protection disciplines, namely, child protection, adult support and protection, gender based violence and DTTO.</p> <p>Further events took place in February and early March 2020 involving the responsible authorities and voluntary/third sector partners, however other events scheduled for late March had to be cancelled due to COVID.</p> <p>Families Outside delivered three 'Supporting Families Affected by Imprisonment' training briefings during 19/20:</p> <p>10/10/19 – Aimed at teachers, delivered in HMP Shotts</p> <p>5/12/19 – Aimed at social workers, delivered in Edward Lawson Centre</p> <p>11/12/19 – Aimed at third sector & statutory partners, delivered in Edward Lawson Centre</p>	<p>Increasing workforce knowledge across social work services in the use of diversion from prosecution has promoted a better understanding of the importance of early intervention and alternatives to entering the justice system. Additionally, there is a consistent approach to case management and staff feel confident.</p> <p>As well as increasing the knowledge of the workforce, a significant impact of these events has been allowing participants to develop multi-agency professional connections. Additionally, it has helped to contextualise risk and public protection in its widest sense, encouraging ownership.</p> <p>Increased awareness of 160 practitioners across settings, of the issues faced by families affected by imprisonment to be better able to support families.</p>
<p>Partners illustrate effective engagement and collaborative partnership working with the authorities responsible for the delivery of MAPPA</p>	<p>The Chair of North Lanarkshire Community Justice Partnership is a member of the Strategic Oversight Group and the Manager, Criminal Justice Social Work is a member of the Management Operational Group. Additionally the MAPPA Co-ordinator attends partnership meetings and events as required.</p> <p>A MAPPA Information leaflet has been produced and is available in hard copy in various public buildings (libraries, Q&A's etc) as well as an online version that is accessible via the NLC website alongside the Lanarkshire MAPPA Annual Report.</p>	<p>The risk and needs of each individual subject to MAPPA are considered by the partner agencies involved in delivering the risk management plan and routinely considers the health and wellbeing, financial situation, housing and general safety of the person.</p> <p>Opportunities to participate and contribute through education, employment and leisure activities are routinely discussed at MAPPA meetings for those individuals subject to the provisions of MAPPA. These meetings, and the issues discussed, are recorded and result in action plans to address any areas that require attention. This addresses any concerns in relation to the individual but also considers the impact on the wider public. The operation of MAPPA has demonstrated over the last 13 years that re-offending rates for known offenders remain extremely low despite an increasing number of sexual offences being reported.</p>

NATIONAL OUTCOME THREE

People have better access to the services that they require, including welfare, health and wellbeing, housing and employability

Indicator	Activity	Impact
<p>Partners have identified and are overcoming structural barriers for people accessing services</p>	<p>The North Lanarkshire Community Justice Education and Employability Group has focussed work over the past year to understand the barriers to education/employment and the experiences of people involved in the justice system. Significantly the group now has a member who has lived experience.</p> <p>The work was divided into three streams focusing on:</p> <ul style="list-style-type: none"> • Mapping of Services • Service User Participation • Staff participation <p>Mapping of Services</p> <p>A working group was established to identify what pathways and services are available across sectors. This group was led by colleagues from both statutory and third sector services. Additionally, a focus was to determine how live information sharing could take place with staff and people with lived experience around services, as well as how this can be maintained.</p> <p>Service User Participation</p> <p>A working group was established to engage with service users to understand barriers to accessing services and how services could be developed to overcome these. It was decided that this would be done in two ways, a survey and focus groups, which would be led by the group member with lived experience. A survey was devised and shared, additionally two focus groups were held with both men and women. Both methods were completed with people undertaking unpaid work via CPO.</p> <p>Staff Participation</p> <p>A working group was devised who would engage with staff working with people subject to CPO both in relation to unpaid work and supervision. It was led by representatives from both the statutory and third sector. Engagement was undertaken by way of survey and meetings with staff from localities to understand the barriers for people with lived experience to access employment/education opportunities and what tools would be beneficial to staff.</p> <p>Each group was responsible for preparing a report to the North Lanarkshire Community Justice Education and Employability Group for consideration. Additionally, the information collated contributed to the community justice SNSA.</p> <p>North Lanarkshire Housing Solutions have undertaken a review of how people in the justice system are supported, both in recognition of their needs and managing risk.</p> <p>With the implementation of SHORE, Housing Solutions has signed the data sharing agreement at the onset of COVID-19. The Public Protection Team within Housing Solutions have assumed responsibility and are leading on a plan in relation to SHORE and working with others in relation to Rapid Rehousing and the Housing First Model.</p>	<p>The impact of this work has been significant in understanding the needs of people with lived experience and staff working within the justice system. Additionally, there has been increased partnership working, sharing ideas and suggestions for developing services in identifying the best ways that we can support individuals to enter/re-enter the labour market.</p> <p>In 19/20 120 people with lived experienced accessed North Lanarkshire's Employability Service, resulting in 45 people securing employment. Additionally, there were 61 people with lived experience registered with Routes to Work, which is funded by North Lanarkshire Council to offer additional support to people, 9 people secured employment and 17 people obtained vocational qualifications.</p> <p>North Lanarkshire Council's employability programme will actively and positively engage with justice staff and clients in 2020/21 and will continue to provide individualised support. This support will be focused on developing the personal and vocational skills required to enter employment that can be sustained. The Council will also deliver small scale and bespoke employability programmes that are designed on the basis of recent consultation with staff and service users and lessons learned in working with this client group.</p> <p>For the foreseeable future the labour market will be extremely challenging to those who have existing barriers to entering employment. However, the Council's employability service is focused on ensuring that justice clients are not further disadvantaged by these circumstances.</p> <p>Housing Solutions, North Lanarkshire have demonstrated a commitment to support people involved in the justice system by the initiation of their review. A number of actions have been identified including the development of an IT case management system, which will be used to support case management planning and capture data in relation to outcomes that will inform future service development and delivery.</p>

NATIONAL OUTCOME THREE**People have better access to the services that they require, including welfare, health and wellbeing, housing and employability**

Indicator	Activity	Impact
Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs	<ul style="list-style-type: none"> • Lanarkshire Justice Services Practice Guidance for the Bail Supervision Service. • Community Payback Order Procedures • Operational Protocol Justice/Integrated Addiction Services • NHS Lanarkshire Forensic Mental Health Referral Protocol • Data Sharing agreement between the Scottish Prison Service and Justice Services • Guidance for Children and Families and Prison Throughcare Staff in respect of Child Protection in a Criminal Justice Setting. • Social Work ASP Procedures: Social Work Adult Protection Procedures were reviewed earlier this year and briefing sessions have taken place across the six localities to inform staff of the amendments that have come from changes in legislation and experience through practice. 	<p>The impact of these procedural documents is to standardise quality of practice and ensure that there are pathways to information and services to appropriately meet the needs of individuals within the justice system. Additionally, it provides a clear focus around roles and responsibilities amongst partner organisations.</p>
Initiatives to facilitate access to services	<p>Between 2016 and 2018, a variety of national reports identified that there was a gap in provision of personal care for people in prison with high levels of needs arising from disability, long term health conditions and frailty related to age.</p> <p>'Test of change' pilots were established in a number of prisons of which HMP Shotts was one.</p> <p>This targeted individuals who are having difficulty in looking after themselves or engaging socially. Assessments were focussed on maximizing independence through packages of care and support that might include personal and intimate care, support during poor mental health, re-ablement after illness or surgery. A number of prisoners were identified and provided with personal care packages including fixed and mobile aids within their cell.</p>	<p>The "Test of Change" was due to run between December 2019 and June 2020 and thereafter be evaluated. However due to COVID-19 this was suspended March 2020. An evaluation questionnaire was completed by participants. It is hoped that the 'test of change' sites will inform how people serving custodial sentences can have the appropriate support to meet their health and social care needs whilst in custody. An evaluation report has been completed and will inform future work within the partnership.</p>

NATIONAL OUTCOME THREE

People have better access to the services that they require, including welfare, health and wellbeing, housing and employability

Indicator	Activity	Impact
<p>% of people released from a custodial sentence:</p> <ul style="list-style-type: none"> a) registered with a GP b) have suitable accommodation c) have had a benefits eligibility check 	<p>This information is not currently available but would be helpful to be established nationally as a data set with the Scottish Prison Service. The local CJSW database does record if someone is registered with a GP and has had a financial assessment completed, but this is limited to people who are currently engaging with statutory and voluntary throughcare services.</p>	<p>During the current pandemic the NLCJP initiated the multi-agency group formed to ensure collaborative practice in relation to the early release of prisoners. Additionally, CJSW participated in the West of Scotland – Early Release Group. It is anticipated that learning from both these groups will further inform how we can support people being released from custody.</p>
<p>Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending</p>	<p>The Structured Sentencing Court for Young People pilot at Hamilton Sheriff Court is presided over by two Sheriffs. The Court is specifically for young people aged between 16 and 21 who are resident within the Lanarkshire area. Due to the logistics of North Lanarkshire, only 3 of the 6 Localities teams are served by Hamilton Sheriff Court where the pilot is taking place. Other young people within North Lanarkshire are therefore not included within this pilot project.</p> <p>In June 2019, representatives from North and South Lanarkshire Councils and the two sherriffs from the Structured Deferred Sentencing Court, led a workshop at the annual Centre for Youth and Criminal Justice Conference to discuss the merits of the Court pilot. As such, the Court has attracted the interest from a number of other local authorities and the Cabinet Secretary for Justice, Humza Yousaf, who visited the Court in November 2019.</p> <p>Community Justice Scotland has been involved in an Interim evaluation on the Court which reported positive outcomes for the young people and provided a number of recommendations which have been taken forward.</p>	<p>Between 1 April 2019 and 31 March 2020. 22 young people in North Lanarkshire were placed on a Structured Deferred Sentence, 3 of which were female. Over that period 11 had been admonished, 6 young people were continuing on their Structured Deferred Sentence and 5 young people had their orders terminated.</p> <p>Both sheriffs are very positive about the pilot Court which is held every Thursday morning. The sheriffs believe that the frequent reviews at Court, the support the young people receive within the community and their worker attending Court for every review is essential to the Court success.</p> <p><i>"I want young people to leave my court with a different outlook on life. That there are opportunities and they can see the way to go, the possibilities. I hope to never see them again. They are still young, and with a different path there is a way to avoid reoffending" (sheriff).</i></p>

Other information relevant to National Outcome Three

CASE STUDY

R is a 20 year old who lives with his parents. R advised of no trauma or significant events in his early years and stated he has good relationships with both his parents.

At high school R gained a number of Highers and then attended a local college. He left college after becoming disillusioned with the course then applied to the Armed Forces but was refused on health grounds. After a brief period of unemployment he gained work in hospitality. He felt positive about this job and was keen to progress into management and believed there were opportunities for him to do this.

R worked long hours and often had to travel home in the early hours of the morning and stated he often

felt nervous returning to his local community at these times. He related this to his offence.

R was charged with being in possession of an offensive weapon and this was his first offence. Although assessed as a minimum risk using the LCSMI* risk assessment tool, the Court placed R on a Structured Deferred Sentence due to the severity of the offence.

An Outcome Star** was completed with R which clarified areas of work to focus on during his Structured Deferred Sentence. R approached this seriously and was committed to the work. During his weekly appointments he addressed his offence, his reasons for carrying a weapon, acknowledged that he required to address his feelings of vulnerability in his community and was assisted to develop strategies

for returning home from work late at night. R also worked with a local third sector organisation to look at future career opportunities, he also examined his cannabis use. R was also supported to develop both his independence and budgeting skills.

After a period of 4 months R was admonished and the Outcome Star noted improvements in Living Skills, Friend and Community, Drugs and Alcohol, Positive Use of Time and Managing Strong Feelings.

** Level of Service Case Management Inventory (LSCMI) is a nationally accredited tool used by social workers to identify the risk of reoffending an individual may present and a case management tool for intervention.*

*** Outcome Star is a tool used in partnership with people to measure and support change.*

NATIONAL OUTCOME FOUR

Effective interventions are delivered to prevent and reduce the risk of further offending

Indicator	Activity	Impact
<p>Use of 'other activities requirements' in CPOs</p>	<ul style="list-style-type: none"> • Basic first aid – 2 hour session and certificate awarded • BBV and sexual health awareness – also includes testing by consent. Certificate awarded • Overdose and naloxone awareness – certificate awarded • Alcohol and drug awareness level 1 • Employability programme – 7 week programme facilitated by Routes to Work. Certificates include employability award level 4, moving and handling, basic IT and basic first aid • Cycling and walking groups • Venture Trust programmes – living wild and next steps • Living life to the full – based on CBT principles • Relapse prevention – series of worksheets focused on alcohol, drug and gambling • Volunteering placements arranged by VANL • Mental health first aid • Worksheets on various topics such as anger management, confidence building, anxiety management, budgeting, healthy relationships – dependent on risks and needs identified by LSCMI and outcome star • Individual Educational Work www.moodjuice.scot.nhs.uk – Various weekly contact and 1-2-1 using moodjuice online Self Help Resource Website tool (Anger Management, Anxiety ,Depression..) • Individual support in dealing with Jobcentre and benefits claims Individual support in engaging with other agencies- Remploy, Skills Development Scotland, Routes To Work, Action For Children, Venture Trust • College placements • Money advice for support and guidance for debt, fines and rent arrears. • Keepwell Nurses Lifestyle Choices presentation for support and guidance with dietary advice, smoking cessation, the impact of drugs and alcohol on the system and mindfulness/ stress relief advice. • New Lanarkshire College sessions for support and guidance on college courses and programmes. • Housing Support Session for support and guidance with rent and housing advice. • Fire Safety session for support and guidance on safety within the home, and home visit for smoke alarm assessment and instillation 	<p>Since the implementation of Community Payback Orders Restorative Justice within North Lanarkshire developed a rolling programme of interventions to provide opportunities for learning, development and building resilience to address the 'other activity' component of orders. The range of interventions are diverse and deliverable on and individual and group basis. Additionally, Restorative Justice has secured individual learning opportunities for people that have enabled them to obtain qualifications to enter the job market. There has been ongoing review and development of interventions and support available provided by both statutory and third sector colleagues, resulting in a needs led service.</p> <p>Restorative justice takes a holistic approach to meeting service users' needs, that not only increases their education and employment opportunities, but importantly also focusses on their wellbeing. Crucially, the service has developed a range of interventions that have afforded people in the justice system the opportunity to gain qualifications and certification. Feedback from service users has contributed to the development of these opportunities as for some, this has been the first time in their lives they have felt they have the evidence to prove they can achieve.</p>

NATIONAL OUTCOME FOUR**Effective interventions are delivered to prevent and reduce the risk of further offending**

Indicator	Activity	Impact
Effective risk management for public protection	<p>In October 2019, a Youth Justice Development Day was organised for Children and Families Social Workers in relation to risk practice, Care and Risk Management (CARM) and the development of CARM procedures specific to North Lanarkshire. During this session a presentation was given by the Centre for Youth and Criminal Justice (now known as the Children and Young People's Centre for Justice).</p> <p>The North Lanarkshire Care and Risk Management (CARM) procedure was approved by the Child Protection Committee at the end of January 2020. This was developed by a partnership working group which included Children and Families and Justice Social Work, the Scottish Children's Reporter Administration, Police Scotland, the Multi-agency Public Protection Arrangements (MAPP) Coordinator, Education, Housing and Health. Included in the procedure is the relation between CARM and MAPP and the process should a young person meet the criteria for both.</p>	<p>Following the approval of the procedures in January 2020, plans were being developed for multi-agency training to take place with relevant staff. Unfortunately due to Covid 19 these plans were delayed and had to be reconfigured. Police Scotland committed to ensure all relevant police staff were clear in their relating to the procedures and 7 virtual briefings were delivered for children and families social workers. Training and briefings are also planned for Justice social work, the Social Work Emergency Service and other relevant parties. It has identified the need for ongoing training for staff in relation to risk management, and arrangements are being made with localities and training providers to increase the number of staff trained in AIM3, START: AV and LSCMI. In particular the goal is to increase the number of workers trained in AIM3 to 10-12 over the next 12 months.</p> <p>To date, 6 young people have been taken through the Care and Risk Management process and records are being collated by the Senior Officer for Youth Justice.</p>
Quality of CPOs and DTTOs	<p>During 2019/20 the Community Payback Team has increased the range and diversity of individual and group work placements. Working collaboratively with existing and new partner agencies the team has delivered an increased variety of interventions and support to address the underlying factors behind an individual's offending behaviour. In the last reporting year more than 64,693 hours of unpaid work has been undertaken, benefitting individuals and local community groups. Unpaid work provides an opportunity to teach and reinforce work ethic principles including regular attendance, punctuality, productivity, team work, communication skills, and time management, adherence to health and safety guidelines and ability to take direction.</p> <p>In addition to the above placements, the following workshops provided participants with an opportunity to develop their practical and technical skills:</p> <ul style="list-style-type: none"> • The Wood Workshop provides an opportunity for individuals to learn the safe use of hand and electrical tools and develop general joinery skills • The Home Improvement Workshop has continued to develop, providing opportunities for individuals to learn skills such as painting, decorating, plastering, tiling and mono blocking • The Kitchen Workshop provides participants with basic cooking skills, understanding nutrition, food hygiene and safety and provides a platform for placements in community cafes • The Craft Workshop continues to provide a learning opportunity for individuals through the safe use of sewing and embroidery machines • The Laundry Workshop now has an increased capacity and continues to provide a service for charity shops, collecting clothing for laundering and returning the clothes to the shops for sale. 	<p>In February 2020 the service underwent a self-evaluation by way of a case file audit. This was a platform to critically exam practice across justice services. The self-evaluation highlighted areas of good practice as well as identifying areas for improvement. Therefore, as an ongoing monitoring tool, the justice performance scorecard has undergone significant developments to widen the information considered which has increased the quality of the performance management information, improved the joint work and service delivery between the justice manager and localities.</p>

NATIONAL OUTCOME FOUR

Effective interventions are delivered to prevent and reduce the risk of further offending

Indicator	Activity	Impact
<p>Quality of CPOs and DTTOs (cont'd)</p>	<p>During the 2019-20 period Restorative Justice held 170 justice reviews for standalone unpaid work requirements.</p> <p>DTTO services held a development day in August 2019, attendees included representatives from Addiction Recovery Teams (ART); an individual with lived experience, Police Scotland and a sheriff. Police Scotland provided information on drug trends, both nationally and locally. There was also an input on the Impact of Trauma from the Lanarkshire Gender Based Violence Manager.</p> <p>DTTO feedback from individuals with lived experience were sought via questionnaires in 2019/20, gathering their thoughts of the service i.e. what has worked well, what could be improved. Additionally the questionnaire focused on outcomes in relation to drug use and physical and mental wellbeing.</p>	<p>Reviews have provided opportunity to obtain feedback from individuals with lived experience, which has highlighted areas that have worked well and identified as areas that require further development.</p> <p>The event was helpful in increasing knowledge in relation to the impacts of trauma on individuals and their drug use. From a court perspective it was reported both beneficial for frontline practitioners to hear the thoughts from a sheriff's perspective and for her to hear the views of frontline workers. Additionally it was really important to hear the real life views from an individual with lived experience, practitioners felt that this gave them extra motivation and would improve their practice.</p> <p>As a result of the feedback ADP funding has provided monies for a temporary social worker post and a temporary justice support worker to be employed within the team. As a component of the DTTO Implementation Plan it has been agreed that these roles will be utilised to gather feedback from individuals with lived experience throughout the duration of their order and when the order ends.</p> <p>Additionally, it was identified the necessity to increase gathering feedback at the mid-point stage of an order, scrutinise revoked/breaches orders and make service amendments using service user feedback. DTTO steering groups with a sheriff in attendance are also convened throughout the year, which allows for ongoing review and development of services to support people with addiction issues within the justice system.</p>

NATIONAL OUTCOME FOUR
Effective interventions are delivered to prevent and reduce the risk of further offending

Indicator	Activity	Impact																																																									
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NATIONAL OUTCOME FOUR

Effective interventions are delivered to prevent and reduce the risk of further offending

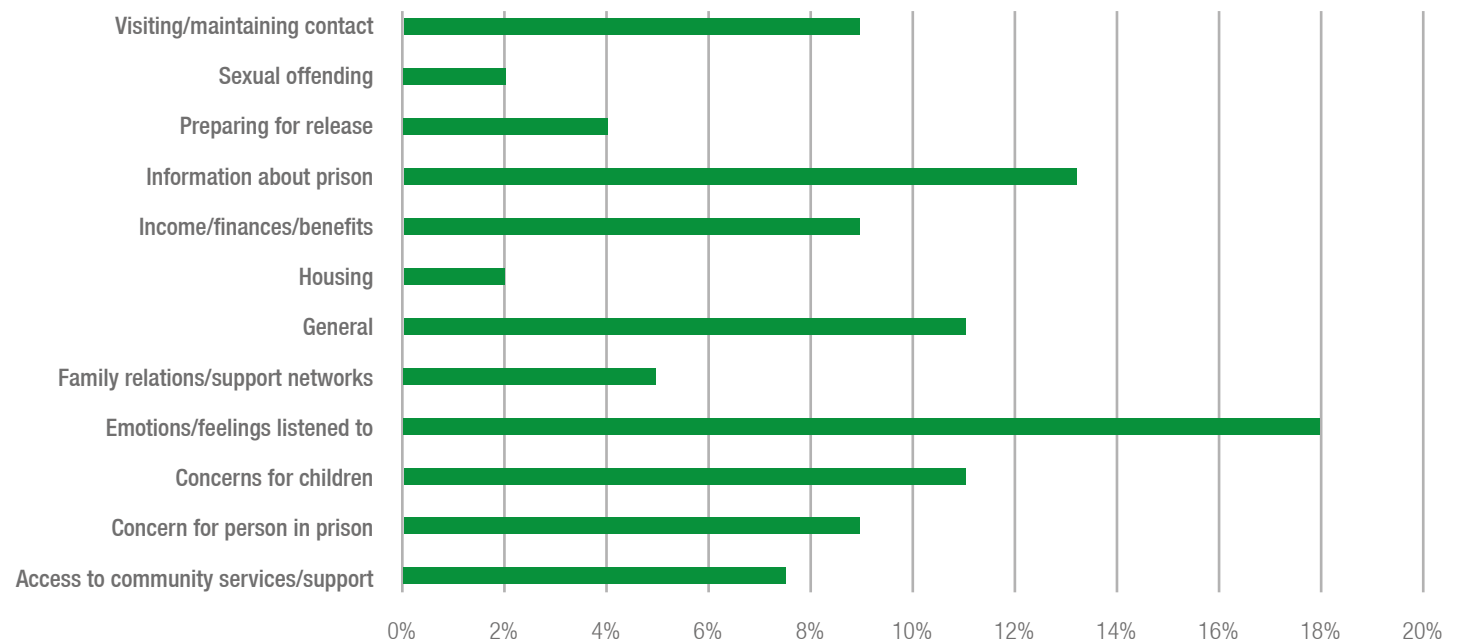
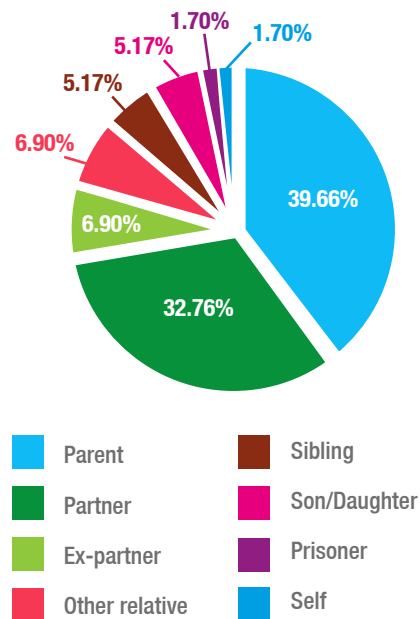
Indicator	Activity	Impact
<p>Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs, DTTOs and RLOs) (cont'd)</p>	<p>In the period 2019-20 there were requests for bail supervision assessments for 22 males and 6 females, resulting in 8 males and 6 females being subject to orders.</p> <p>In the period 2019-20 there were 1392 Community Payback Orders made in relation to 1158 individuals:</p> <ul style="list-style-type: none"> • 2,076 requirements were issued as components of CPO – 62% Supervision, 2% Compensation order, 69% Unpaid Work, 14% Conduct. Programme, Residence, Mental Health, Drug Treatment, Alcohol Treatment and Restricted Movement each represented less than 1%. • 83% people were seen within one working day and 84% people were seen for induction within 5 working days of the order being imposed. • 93% of individuals with lived experience started their unpaid work placement within 7 working days. • 120,998 hours were imposed in relation to unpaid work and other activity. • 64,693 hours of unpaid work and other activity completed. • 26 DTTO orders imposed. 	<p>Bail supervision services for males in are provided by South Lanarkshire and females are supported by the women's team in North Lanarkshire.</p> <p>It is of note that whilst these options are available to the courts in Lanarkshire there has been a limited uptake to date for both bail supervision and for stand down report provisions. The reason for the limited uptake in the area at this time remains unknown, however a court steering group was devised prior to the pandemic to explore both the reasons and devise solutions to promote and increase its use in Lanarkshire. There has already been a number of meetings between North and South Lanarkshire CJSW, key partners and a range of actions have been agreed. The action plan focuses on exploring options for service development and promotion with defence agents/ Sheriffs. Further staff training has also recently taken place to ensure every effort is being made to offer a good quality of service that can offer support and manage risk. Obviously, given the restrictions relating to the pandemic this process has slowed down somewhat, but will be progressed as set out in the plan.</p> <p>In 2019-20 within North Lanarkshire the number of diversion from prosecution cases has increased from the previous year and are currently at the highest level since 2004.</p>

Other information relevant to National Outcome Four

Families Outside is an independent charity which has been helping prisoner's families in Scotland for over 20 years. We work to mitigate the effects of imprisonment on children and families – and consequently to reduce the likelihood of reoffending – through support and information for families and for the people who work with them; through our free helpline on 0800 254 0088, offering information on our website and by offering direct support from a Regional Family Support Coordinator. The remit of the RFSC role also includes delivering training and awareness sessions and making sure the voice of families is represented at a local policy level, this includes making good links with the prison local to the post (HMP Shotts) and the visitor centre there.

The post of Regional Family Support Coordinator (RFSC) for Lanarkshire was created in August 2018 thanks to Social and Economic Growth Funding and supported by North & South Lanarkshire councils, whose contribution is equivalent to one day a week. The RFSC works closely with the CJSW Throughcare team at North Lanarkshire Council. For the period 1st April 2019 – 31st March 2020 Families Outside received 63 referrals; 6 referrals chose not to engage, 67 people engaged (including cases open prior to the reporting period). Of the 67, 37 people received direct 1-1 support and 30 via the telephone helpline.

Families Outside Intervention Data



NATIONAL OUTCOME FIVE

Life chances are improved through needs, including health, financial inclusion, housing and safety, being addressed

Indicator	Activity	Impact
	<p>Keep Well clinics were planned and held within Justice Services across North Lanarkshire as well as within local health centres. The clinics within Justice Services are advertised in advance and Community Justice Staff encourage attendance at these planned sessions. Individuals were also referred directly into the Keep Well Team and they are provided with appointment to attend the service. Keep Well offers an individual holistic health check with a focus on cardiovascular disease prevention.</p> <p>Referrals and sign posting were made to services to support health and wellbeing including GP practice, Harm Reduction Team, North Lanarkshire Leisure, Well Connected – Stress Control Classes.</p> <p>53 clinics were carried out during this time frame along with 12 Health Workshops. A joint home visit took place with Keep Well and Justice Social Worker for one individual.</p> <p>Pandemic COVID 19 was the reason for the cancellation of 1 clinic as KW staff were deployed to other duties to support NHS Lanarkshire response to this pandemic.</p> <p>Within Justice Services, The Outcome Star is a service user led tool to work with individuals to ascertain their needs and strengths to facilitate access to services and support. The two tables in outcome 7 'other information' represent service users initial and final Outcome Stars.</p> <p>Intervention with people via statutory or voluntary contact with CJSW includes financial assessments, which are completed by their allocated worker. If more specialist support is required there is a process in place for referral to North Lanarkshire Council's Financial Inclusion Team (FIT). In 2019/20 Financial Inclusion undertook 293 benefit checks, which resulted in £169,895.47 income generated for people in the justice system. Additionally, since April 1st 2020 a further 151 people in the justice system have received a benefit check, resulted on £10,105.00 more income being generated.</p>	<p>KW has been supported by Justice Services to engage with service users to attend for a health check. As a result of collaborative working :</p> <ul style="list-style-type: none"> • 62 Individuals participated in the Health Workshop as part of the RJ Rolling programme across sites at Bron Way Cumbernauld and Hunter Street, Bellshill. • 144 individuals have attended for a KW health check, 23 were referred back to their GP for identified clinical risk. • 38 tests were taken from individuals for blood borne viruses and all were referred to NHS Lanarkshire Harm Reduction Team as well as a further 13 people for further support from this service. • 72 individuals were provided with information on 'Well Connected'. • 61 referrals to North Lanarkshire Leisure Active Health Schemes. • 9 referrals made to Addiction Services (ART and Phoenix Futures) • 8 referrals to Quit Your Way. <p>Other referrals made include – Sexual Health and Cancer Screening Programme, Bowel Screening, Dietician, Veterans 1st Point, Welfare Right Service. All attendees were provided with supportive information and resources specific to their need as identified as a result of the health check.</p> <p>In relation to health, the stars undertaken demonstrates that there has been a 4% increase in people accepting help and willing to engage with services. Additionally, there has been an increase in resilience of 6%. In relation to financial inclusion and life skills the star undertaken demonstrates that there has been a 4% increase in resilience. In relation to housing and related issues the stars undertaken demonstrates a 3% increase in resilience. This information highlights that intervention and services are making a difference to the lives of people in the justice system and reducing the likelihood of further offending.</p> <p>We know poverty impacts on people's health, education, addiction, housing as well as offending behaviour. In North Lanarkshire 36,000 of our households live in fuel poverty, 21,5000 live in the datazones within the 5% most deprived in Scotland and 75,000 within the 15% most deprived. We have significantly high levels of child poverty with nearly 25% of our children living in poverty. As previously mentioned a review of CPO interventions of CJSW was undertaken in February 2020. This review highlighted a process issue with completed financial assessments and work is being taken forward in partnership with the financial inclusion team to ensure that people in the justice system have their income maximised. Additionally, the financial inclusion team are delivering training to CJSW staff to ensure they are confident and knowledgeable to support people with lived experience.</p>

Other information relevant to National Outcome Five

CASE STUDY

Mr F attended for a Keepwell health check whilst attending Justice Services. At the health check he advised the nurse that he was waiting for a 24hr cardiac monitor for hypertension, he also complained of joint pain, he was given information on self-referring to the Musculoskeletal Services, due to this pain. Further discussion revealed he was an unpaid carer, he didn't realise this. A referral was made to Carers Together, with his consent. Mr F was given carers pack, with all information for him to digest.

The clinical health check disclosed a high body mass index and girth, indicating a risk of heart disease, diabetes, cancer and stroke. He was offered a referral to the Dietetics service, Mr F stated he has previously attended the dietician for one session but felt anxious when attending, and stated that it was not for him. He was then offered the opportunity to attend the Keepwell healthy eating service, which is delivered by Keepwell health care support worker on a one to one basis. Mr F managed to reduce his weight by a significant amount. Achieving this weight loss and reduction in his waist circumference will have reduced the likelihood of him developing long term health conditions such as type 2 diabetes, cardiovascular disease as well as reducing the risk of developing cancer.

His food choices have changed significantly and he is making healthier choices and increasing his activity levels. As a consequence of these changes he is beginning to socialise more, inviting others to dinner at his home and cooking for them, all of which has helped to improve his mental health and wellbeing. Although he is exercising at home and walking more he does not feel ready to use an access to leisure gym pass which was given to him by KW. Mr F stated that the support provided by KW has greatly benefitted him. He stated that the way in which the information discussed at the weight management sessions was delivered was very 'straight forward' and made it easy for him to understand. Importantly he felt there was less pressure on him to lose weight which had helped him significantly. Mr F is very positive about the text messages that were sent to him to keep him motivated, and on track. He states losing weight has helped improve his life and mental health greatly and sees his life going in a more positive direction, and has a vision for his future and where he wants to be.



NATIONAL OUTCOME SIX

People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities

Indicator	Activity	Impact
Individuals have made progress against the outcome	<p>Please refer to interventions and activities detailed in national outcomes 3, 4, 5 and 7.</p> <p>Restorative Justice met with a UK company who were looking to take on some of our service users on an unpaid placement/work experience in their factory with the potential of full time employment.</p>	<p>Supported work experience for people with lived experience can potentially be used to increase confidence, skills and resilience. Unfortunately, due to the impact of the pandemic, this has been temporarily suspended.</p>

Other information relevant to National Outcome Six

CASE STUDY

Mr X presented with multiple issues including Housing, Health, relationships, employment all of which were proving to be an obstacle to him being able to comply with his Unpaid Work requirement. Justice Support Worker (JSW) initially focussed on the 'other activity' component to provide support in removing/resolving some of the above issues to facilitate compliance. As a consequence, a joint appointment was instigated by his JSW with partner agency Action For Children (<https://www.actionforchildren.org.uk/what-we-do/our-work-in-scotland/>). Thereafter, a joint meeting was convened by the JSW with a dedicated support worker from Action For Children (AFC) and Mr X. As a consequence, an action plan was put in place, in agreement with Mr X, his JSW and worker from AFC including the under noted.

1. Weekly 1-2-1 community based support appointments with Mr X and his AFC Worker
2. Support in completion of up to date Curriculum Vitae
3. Referral To Skills Development Scotland

4. Contact with local authority housing.

5. Dovetailed Anger Management support work provide by both AFC and JSW

Mr X successfully engaged with the above action plan resulting him being supported by both his JSW and AFC to attend appointments with Skills Development Scotland resulting in Mr X securing employment in Glasgow. Mr X was also supported financially, initially, by AFC in travelling from North Lanarkshire to Glasgow. As a result of his employment, was able to then have the structure in his life which afforded his the opportunity to comply with his Unpaid Work requirement. This also had the knock on effect of improving his self-esteem and confidence resulting in Mr X making the decision to end his troubled relationship and relocate to his paternal home in Glasgow.

Mr X successfully completed his obligations in respect of his order. Finally, writer is aware from AFC that almost a year later, Mr X has proactively engaged with their service for further support in relation to emotional support and further employment opportunities.



NATIONAL OUTCOME SEVEN**Individuals' resilience and capacity for change and self-management are enhanced**

Indicator	Activity	Impact
Individuals have made progress against the outcome	Please refer to interventions and activities detailed in national outcome 5 and 6.	





**North Lanarkshire
Community Justice
Partnership**

