



**Community Justice Scotland**  
Ceartas Coimhearsnachd Alba

**Community Justice Outcome Activity Across Scotland**  
**Local Area Annual Return Template**  
**2020-21**

May 2021

## 1. Background

The introduction of the [Community Justice \(Scotland\) Act 2016](#) (the Act) 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](#), [Guidance for local partners in the new model for community justice](#), [Justice in Scotland: Vision & Priorities](#) and the [Framework for Outcomes, Performance and Improvement](#).

The Act places a duty on community justice statutory partners to produce a Community Justice Outcome Improvement Plan (CJOIP) which outlines key local needs and priorities and the plans and actions to address these against a backdrop of the documents noted above. Beyond this, the partners are also tasked with reporting, on an annual basis, the community justice outcomes and improvements in their area, again with reference to the associated strategy, guidance and framework documents and, when complete, submit those annual reports to Community Justice Scotland (CJS)<sup>1</sup>.

CJS is committed to working in partnership with community justice partners and have designed the template and guidance to support local areas in reporting on their annual outcomes and improvements in a meaningful way that captures necessary data in an effective and efficient manner. It also supports areas in fulfilling their statutory obligations on annual reporting under section 23 and fulfils our requirement to consult on the preparation of an annual report on performance in relation to community justice outcomes under section 27(3).

CJS recognises that there are a set of circumstances at time of writing that make this process different from the three previous Annual Outcome Activity Returns; namely:

1. The Covid-19 pandemic which was present for the entirety of the 2020-21 reporting period and will continue to have implications for the work of community justice partners.
2. The review of the Outcomes Performance and Improvement Framework (OPIF) which is running concurrently with the Outcome Activity Returns process. Until the review of the OPIF has concluded CJS recognises a transitional template (such as this one) is likely to be required.

To allow for both of these, CJS surveyed community justice partnerships in April 2021 seeking views on the completion of the annual report template covering the

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<sup>1</sup> Guidance for statutory partners on this annual reporting process – to which community justice partners must have regard - is available at paragraphs 6.38-6.42 of the “Guidance for local partners in the new model for community justice” (linked to above).



period 2020-21. The 2020-21 template takes into account the feedback from 17 completed surveys with the following changes:

1. The most substantial change is the focus on outcomes taking account of the indicators rather than asking partnerships to report on progress against each individual indicator.
2. We have created space for community justice partners to reflect on the collective achievement they are most proud of during the reporting period.
3. There is an opportunity to reflect the impact of the pandemic on community justice activity under each of the outcomes. There is a dedicated section to give partners the opportunity to reflect on the impact of the Covid-19 pandemic on the partnership.

This template includes a new section to allow community justice partners to reflect on how they have, or intend to, implement activity in response to recommendations in the 2019-20 Annual Outcome Activity Return.

CJS would like to extend thanks to those community justice partners that took the time to complete the template survey, spoke to us as part of the OPIF review process and to those that sense-checked the guidance points in the draft template.

## **2. Statement of Assurance and Data Usage**

The information submitted to Community Justice Scotland using this template is for the primary purpose of fulfilling the requirement under s27 of the Community Justice (Scotland) Act 2016 for Community Justice Scotland to produce a report on performance in relation to community justice outcomes across Scotland.

In line with provisions in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR), CJS will use appropriate data to ensure that there is continuous reporting, development and progress towards the national outcomes. By providing data to CJS you are consenting to its use by CJS as indicated. Community Justice Partnerships should be aware that any information held by Community Justice Scotland is subject to statutory Freedom of Information obligations.



### 3. General principles of the template

The template is designed to capture a range of important data in a way that allows local partners to highlight key aspects of community justice activities, outcomes and improvements over the specified period without it being onerous or time and resource demanding. CJS has made some changes to the template this year (as outlined on pages 2-3) to account for the ongoing OPIF review process and the Covid-19 pandemic.

Most of the template is self-explanatory and, where this is the case, there is little guidance required. In the sections that require more direction for completion, the text (in blue) will outline what is expected in terms of reporting.

#### Template sections:

[Section 1 Community Justice Partnership / Group Details](#)

[Section 2 Template Sign-Off](#)

[Section 3 Governance Arrangements](#)

[Section 4 Progress from 2019-20 Recommendations](#) (new section for 2020-21)

[Section 5 Covid-19 Pandemic Impact](#) (new section for 2020-21)

[Section 6 Performance Reporting – National Outcomes](#)

[Section 7 Partnership Achievements](#)

[Section 8 Challenges](#) (unrelated to Covid-19 pandemic)

[Section 9 Additional Information](#)

It would be helpful if responses in each of the “evidence and data” boxes within section 6 of the template (“performance reporting”) is kept to a minimum by capturing the main points only. This allows for an efficient analysis by Community Justice Scotland on return. The use of bullet points in your answers is acceptable.

Where the template asks for evidence, a written response will suffice and there is no expectation that you send additional supporting documentation – if there are any aspects Community Justice Scotland is unclear on it will be our responsibility to request clarification where necessary.

If any response or evidence requires details about people with lived experience (e.g. evidence in respect of someone’s life story) please **DO NOT** include any personal or sensitive information (as outlined in Schedules 2 & 3 of the Data Protection Act 1998) as Community Justice Scotland does not require such information. If this is unavoidable then please ensure that the data is fully anonymised.

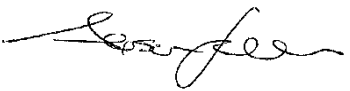


This is the fourth iteration of the template and guidance. If you have any queries about completing the template then please email [CJSImprovement@communityjustice.scot](mailto:CJSImprovement@communityjustice.scot).



#### 4. Template Completion

1. Community Justice Partnership / Group Details	
Community Justice Partnership / Group	North Lanarkshire Community Justice Partnership
Community Justice Partnership Group Chair	Alison Gordon, Chief Social Work Officer, Head of Children and Families.
Community Justice Partnership / Group Coordinator	Tina Goode
Publication date of Community Justice Outcome Improvement Plan (CJOIP)	2017

2. Template Sign-off	
<p>The content of this annual report on community justice outcomes and improvements in our area has been agreed as accurate by the Community Justice Partnership / Group and has been shared with our Community Planning Partnership through our local accountability arrangements.</p>	
Signature of Community Justice Partnership / Group Chair:	Date: 15.10.21
	

3. Governance Arrangements	
<p>Please outline below your current governance structure for the community justice arrangements in your area. This section is the same as previous templates so if there have been no changes in this respect, copying and pasting from previous template submissions is acceptable.</p>	
<p>The North Lanarkshire Strategic Leadership Board is the key strategic multi-agency planning mechanism in North Lanarkshire and is 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 is provided</p>	



by 9 community boards. The 9 Boards enhance and support community involvement to provide a single approach for local community-led decision making.

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 (extended until 2022)
2. Lanarkshire Mental Health and Wellbeing Strategy 2019-2024.
3. The North Lanarkshire Children's Services Plan 2017-20.

#### 4. Progress From 2019-20 Recommendations

To reduce the burden of reporting on progress from 2019-20 recommendations through an additional process please detail any work the partners have undertaken, or intend to undertake, in response to the following 2019-20 recommendations:

Recommendation for CJP's	Progress / Activity during 2020-21
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<p>That community justice partners establish mechanisms to identify and engage collectively with local third sector and victims organisations.</p>	<p>The North Lanarkshire Community Justice Third Sector Endorsed Network was established in 2017 in partnership with Voluntary Action North Lanarkshire (TSI). The network has around 30 members from a diverse range of organisations from both a national and local level. There are two lead representatives from people in the justice system and victim focussed organisations, who in partnership with the coordinator and VANL plan and develop events to ensure that third sector colleagues are consulted and engaged in community justice in North Lanarkshire.</p> <p>During the reporting period there has been one conference event, which took place via MS Teams. The event was formatted to provide an opportunity for all network members to present experiences of the pandemic from both an organisational and service user point of view. Additionally, there was a presentation from an Education and Families Manager, North Lanarkshire Council. Following the meeting, position statements were created and shared amongst third sector and statutory colleagues to ensure shared knowledge of current service accessibility and delivery.</p> <p>North Lanarkshire Council Justice Social Work proactively prioritised partnership working with the third sector during the pandemic, commissioning third sector organisations to support the accruing backlog in unpaid work. During the reporting period, a total of £59,846 was committed. Additionally, following the Cabinet Secretary for Justice approving additional funding to assist in the backlog of unpaid work and other activity amassed during the pandemic, an invite was made to third sector colleagues, via the network, to submit proposals, which resulted in a number of successful service developments.</p> <p>The North Lanarkshire Community Justice Third Sector Endorsed Network is an extension of the North Lanarkshire Community Justice Partnership and as such is included in reports and information related to partnership business. Additionally, third sector colleagues participated in the annual community justice staff survey, which took place in December 2020.</p> <p><i>“North Lanarkshire Community Justice Third Sector Endorsed Network is by far the best network I am involved in” (feedback from network member).</i></p>
<p>That community justice partners meet statutory requirements for strategic planning. This includes being able to evidence:</p> <ul style="list-style-type: none"> <li>a) a range of strategic needs and strengths assessment (SNSA) activity</li> <li>b) a published and up-to-date Community Justice</li> </ul>	<p>In March 2020, North Lanarkshire Community Justice Partnership (NLCJP) completed an updated SNSA to support the development of a new CJOIP. However, following the impact of the pandemic the plan was extended. During the reporting period the NLCJP has undertaken further activity to update the SNSA including:</p> <ul style="list-style-type: none"> <li>• Annual public and staff consultation survey that took place in December 2020 until January 2021.</li> <li>• Updated data and data inference report that was undertaken in March 2021.</li> </ul> <p>Additionally, during the forthcoming year further consultation will take place with people with lived experience and their families, including young people, of their experiences of justice social work services. This work will be led and developed by a thematic group, including representation from justice social work, the third sector and a person with lived experience.</p>





<p>Outcome Improvement Plan (CJOIP) which includes a participation statement</p> <p>c) a published annual report assessing progress towards outcomes</p>	<p>In line with recommendation from the Scottish Government and Community Justice Scotland, North Lanarkshire Community Justice Partnership has delayed the publication of a new CJOIP to ensure that future planning and development is reflective of the revised national justice strategy and outcome performance improvement framework for community justice.</p> <p>North Lanarkshire Community Justice Partnership published a public facing annual report during the reporting period.  <a href="https://www.northlanarkshire.gov.uk/sites/default/files/2021-02/North%20Lanarkshire%20Community%20Justice%20Partnership%20Annual%20Report%2019-20.pdf">https://www.northlanarkshire.gov.uk/sites/default/files/2021-02/North%20Lanarkshire%20Community%20Justice%20Partnership%20Annual%20Report%2019-20.pdf</a></p>
<p>Ensure community justice SNSA activity forms a crucial component of understanding the needs of the whole area population.</p>	<p>The NLCJP is embedded in the community planning structure within North Lanarkshire. Additionally, there is diverse representation from across community services, including a Community Partnership Manager and NLC Business Manager, which ensures that activity related to the SNSA to understand the specific needs of people in the justice system are considered within the whole area population.</p>



## 5. Covid-19 Pandemic Impact

This is a new section for 2020-21. It should be used to reflect some of the a) challenges/negative implications and b) opportunities/positive implications from the Covid-19 pandemic on the community justice partnership / group. There is an opportunity to reflect impact on community justice activity in Section 6 under each of the national outcomes so this section is to capture any impact on the partnership over and above this.

Area impacted	Challenges / Negatives	Positives / Opportunities
<p style="text-align: center;"><b>Our community justice partnership</b></p>	<ul style="list-style-type: none"> <li>• It may have been helpful for more formal partnership engagement in relation to Recover, Renew, Transform.</li> <li>• Changing advice, guidance and position statements around the production of local CJOIPS.</li> </ul>	<ul style="list-style-type: none"> <li>• North Lanarkshire Community Justice Partnership has continued to meet digitally during the pandemic.</li> <li>• During the pandemic North Lanarkshire Community Justice Partnership meetings provided an opportunity for partners to update and share information regarding services, as well as the challenges being faced within the community and organisations.</li> <li>• The community justice coordinator for the partnership has remained in role.</li> <li>• Engagement and consultation with third sector colleagues continued.</li> <li>• North Lanarkshire Justice Social Work maintained service delivery throughout the pandemic. A RAG system introduced to people in the justice system to ensure activity/interventions were delivered addressing both needs and risks, including face to face contact via home/office visits and telephone to support.</li> </ul>



## 6. Performance Reporting – National Outcomes

This section is designed to capture the evidence and data that has been used by your Partnership over the reporting period to assess progress against the national outcomes.

This year we are asking you to report on each outcome rather than against every indicator (as in previous years) but we ask that you report against the outcome **taking account** of the indicators. Please detail any specific impacts (positive and negative) the Covid-19 pandemic had on activity or progress under each of the outcomes.

We encourage you to **share life stories and practice examples** as part of your evidence and data – this enriches the final report and creates deeper understanding of community justice activity.

Please indicate where any particular factors have been a **hindrance in making progress** against a particular outcome.

### NATIONAL OUTCOME ONE

Communities improve their understanding and participation in community justice

#### Where applicable have regard to the following indicators:

- Activities carried out to engage with ‘communities’ as well as other relevant constituencies
- Consultation with communities as part of community justice planning and service provision
- Participation in community justice, such as co-production and joint delivery
- Level of community awareness of / satisfaction with work undertaken as part of a CPO
- Evidence from questions to be used in local surveys / citizens’ panels and so on
- Perceptions of the local crime data

	Please describe the activity	Then describe the impact
<b>Evidence and Data</b>	An online public and staff survey ran from December 2020 to January 2021 to seek views regarding community justice from the residents and employees in North Lanarkshire, which was supported on partners’ social media platforms to encourage	The repeated use of the consultation survey with the public and staff helps to ascertain changing views of community justice in North Lanarkshire. It is important to highlight that the number of respondents replying to the survey was very small and therefore



	<p>participation. The public survey yielded 189 returns and the staff 152. The survey return for both the public and staff were significantly higher than previous surveys in January 2017 and December 2019.</p> <p>The survey consisted of 9 questions were as follows including a general comments box:</p> <ul style="list-style-type: none"> <li>• What types of crime are you most concerned about in North Lanarkshire?</li> <li>• What do you think are the causes of crime in North Lanarkshire?</li> <li>• What do you think are the most likely sentencing options that will enable individuals to stop offending?</li> <li>• 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.</li> <li>• 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?</li> <li>• 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?</li> <li>• Do you have any other comments to make</li> <li>• What do you think are the best ways to involve the public in community justice?</li> </ul>	<p>limited conclusions can be drawn in relation to wider population opinions and attitudes. By repeating the survey, it offers a measurement whether attitudes had changed over the past four 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, which has remained the same. Additionally, the public considered addiction issues as the most significant cause of crime, followed by poverty, family background and mental health. The public considered addiction support as being the most important intervention to reduce offending, alongside intervention programmes would be of help.</p> <p>The information from the survey is helpful to understand a North Lanarkshire perspective as nationally gathered data is focussed on Lanarkshire. Findings from the survey contributes to the SNSA and supports the development of community justice priorities in North Lanarkshire.</p>
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	<p>There were 65 exit questionnaires completed with males with lived experience at the end of their community payback order.</p> <p>A 'conversation with' was initiated in 2020 to provide an opportunity for family members to meet with the coordinator for community justice to discuss their views of having a significant person involved in the justice system. Third sector colleagues, via the NLCJP Third Sector Endorsed Network, were asked to share with families and encourage participation.</p>	<p>The engagement with individuals with lived experience allowed for the identification of what has worked well but also what areas require to continue to be developed. The feedback contained will contribute to a forthcoming review of people's experiences of Justice Social Work Services.</p> <p>One meeting took place via an online platform with a person who had two family members in the custodial estate, supported by Families Outside. Following the meeting key themes were shared with CJS to inform the development of family engagement at a national level, as well as contributing to understanding locally. It is anticipated that these opportunities will be developed further during the forthcoming year.</p>
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**Other information relevant to National Outcome One**

During the reporting period publicity related to work of Restorative Justice Unpaid Work has been in the North Lanarkshire Council Education and Families Newsletter, NLC Twitter and Yammer. Additionally, local organisations that have been supported by Restorative Justice posted on their own social media e.g. Diamonds in the Community – Cool School Clothes.

Feedback received from recipients of the service are provided below:

- We have been gifted with this beautiful mental health plaque from Restorative Justice and cannot thank you for all you have helped us with this and the work in the past – Friends of Hartwood
- Really appreciate the meals delivered during the pandemic cannot thank you enough – key worker
- Thank you for your kind and generous donation of rugs for the dogs we really appreciate the support and would take any more you have - Scottish SPCA
- Thank you for our bikes it is very much appreciated! I couldn't believe how quickly we managed to get them – Abronhill Primary School
- We want to thank you for all the help we get from your team the residents really appreciate spending time in the well-tended gardens - James Dempsey Gardens Sheltered Housing Complex
- The workers who were here yesterday did a great job please send our thanks to them - Whinhall allotments
- Thanks for the rugs the dogs will get great use out of them – Police Dog Unit
- The work completed in the children's house garden is amazing and we cannot thank your workers enough - Cumbernauld Children's House.

Charitable donations were made from the Women's Community Justice Service from funds raised from various craft initiatives as part of community payback. These included pour paint canvases, baby blankets/cardigans, cards, gnomes, cement planters/pots and macrame holders. The women decided that the focus would be in relation to food poverty and selected charities from throughout North Lanarkshire to ensure that every area was represented: Paul's Parcels £200; Basics Foodbank £300; Cumbernauld and Kilsyth Baby Bank £200; Diamonds in the Community £200.



## NATIONAL OUTCOME TWO

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

### Where applicable have regard to the following indicators:

- Services are planned for and delivered in a strategic and collaborative way
- Partners have leveraged resources for community justice
- Development of community justice workforce to work effectively across organisational/professional /geographical boundaries
- Partners illustrate effective engagement and collaborative partnership working with the authorities responsible for the delivery of MAPPA

	Please describe the activity	Then describe the impact
<p><b>Evidence and Data</b></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. The team members took up post in November 2019, and remained in post during this reporting period (April 2020-March 2021) 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. During this reporting period the team collated 18 service user feedback questionnaires. This represents approximately 65% of Service User involved with the team during this reporting period.</p> <p>The Lanarkshire MAPPA Development Day that took place via Teams on 30 April 2021 and was attended (virtually) by a range of partners from Scottish Prison Service, South Lanarkshire Council, Police Scotland, NHS Lanarkshire, NHS Scotland, NHS Greater Glasgow &amp; Clyde as well as NLC staff, a range of new priorities for the next reporting period, 2021/22 were developed.</p>	<p>The feedback resulted in the below noted changes to the service-</p> <ol style="list-style-type: none"> <li>1. Introduction of a 'Welcome Pack' to assist Service User understand the varying roles of their workers during the DTTO period.</li> <li>2. Social Worker are more actively promoting a phased reduction to the intensity of the Order in-line with the progress of the service user during court reviews (as per National Guidance).</li> </ol> <p>The voice of the service user has been heard and directly contributed to service development.</p> <p>The event was extremely valuable and demonstrated partner agencies working in harmony to better protect the public and develop services to reduce the risk of further offending.</p>



	<p><b>Early Release</b></p> <p>The NLCJP established a multi-agency group of partnership members to effectively manage the early release of prisoners due to covid-19. Representatives from each core agency such as housing, health, addiction recovery, Police Scotland, DWP and led by Justice Social Work Services. Meetings took place on a fortnightly basis. Additionally, a single point of contact team was created in Justice Social Work services to co-ordinate and liaise directly with the Scottish Prison Service.</p> <p>UP2U Partner Support Service – Justice Social Work support staff undertook the core training in the UP2U:Creating Healthy Relationships programme. There is now 11 support staff who can offer voluntary support to any individual whose partner is undertaking the UP2U programme. Additional training was provided jointly by Assist and Gender Based Violence Services as well as input from Women’s Aid workers who specialise in victim support work. All partner support workers are now trained in MARAC, DASH RIC, DSDAS and Safe and Together awareness.</p> <p>All social workers across are now trained in the UP2U programme. A structure has been developed to facilitate tailored interventions based upon needs and risks including full groupwork, 2:1 and 1:1 support.</p>	<p>The establishment of a group via the NLCJP ensured:</p> <ul style="list-style-type: none"> <li>• a multi-agency coordinated response to the early release of prisoners.</li> <li>• Timeous sharing of information.</li> <li>• Agreed pathways for people to access support.</li> <li>• Forum to identify challenges/positives of process.</li> </ul> <p>The UP2U partner support service was created in consultation with key partner agencies including assist, NHS gender-based violence services and women’s aid. As a result, the framework and methods used to provide the service reflects the same safety planning process as all other victim support agencies enabling a consistent approach for service users. The aim is to ensure there is a high level of uptake of the UP2U partner support service and by working jointly and collaboratively with ASSIST and Women’s Aid it is hoped that this will encourage victims to accept UP2U partner support throughout the time their (ex) partner undertakes the UP2U behaviour change programme.</p> <p>North Lanarkshire Council Justice Social Work Services have made a considerable commitment to ensure that interventions are available to address behaviour related to domestic abuse, despite no additional funding. The development of services offers varied methods of interventions, tailored to individuals needs and risk.</p> <p>A future development will be the delivery of UP2U training to children and families social work staff to provide opportunities to people displaying domestically abusive behaviour but not court mandated to participate. This development supports prevention and reducing the likelihood of people becoming involved in the justice system.</p>
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	<p>NLC Housing Solutions has funded a member of housing staff to attend New College Lanarkshire to gain a further understanding of needs of Forensic Patients.</p> <p>NLC Housing Solutions Anti Social Behaviour Team, Public Protection Team and Homeless Out of Hours Team, attended a multi-agency safer together webinar.</p> <p>Trauma informed training was delivered to paraprofessionals and unpaid work supervisors working with people on CPO's.</p> <p>Outcome Star training and awareness raising was delivered to Justice and Education staff. Outcome Star is a visual tool that is a focus for intervention undertaken alongside an individuals whilst subject to CPO.</p> <p>The NLCJP Education and Employability Group has continued to meet during the pandemic. The focus of meetings was to share updates of service delivery, opportunities for employment, training and learning, and to build on strategic planning in response to the pandemic. Additionally, membership was further developed to include representation from HMP Addiewell and NHS Lanarkshire. In partnership with Disclosure Scotland the group participated in a briefing session related to disclosure of convictions and opportunities to influence employers to employing people with lived experience.</p>	<p>Learning related to the needs of forensic patients has supported and developed the work of the Housing Solutions PP team when attending meetings with NHS and building relationships and understanding of legislation etc</p> <p>Raised awareness of domestic abuse and human trafficking to effectively support the housing needs of individuals/victims and promote partnership working.</p> <p>Increasing the knowledge base of staff affords an opportunity for them to reflect on their own practice and skills. The training has developed staff understanding in relation to the impact of trauma on those with lived experience and how it affects their lives and ability to engage with services.</p> <p>188 staff including, 11 Cluster Improvement and Integration Leads, 14 Cluster Chairs, 19 Heads of Family Learning Centre, 3 Secondary Depute Heads as well as 14 Children and Families Social Workers and Support Workers. Training in the use of Outcome Star, encourages staff to work in partnership and to empower people to identify the areas in their life that are assets and were they feel they require support. Training has encouraged and promoted confidence and insight for staff into the need for holistic approach to case management.</p> <p>Meetings ensured that live updates regarding the impact of the pandemic on the labour market, trends in required skills, employment/training opportunities and potential barriers for people with lived experience were shared among partners. Additionally, members were able to reflect needs within their services to inform future planning.</p> <p>A future development for the group to engage participation of local employers.</p>
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	<p>Engagement with NHS partners identified the need for bike maintenance/provision that could assist and support NHS staff responding to the pandemic.</p>	<p>Justice Social Work Services Restorative Justice Team maintained 77 bicycles for NHS staff. This partnership approach supports the mental health and wellbeing of frontline NHS staff to respond to the pandemic and therefore the people of North Lanarkshire.</p> <p>Restorative Justice and NHS plan to develop this partnership to identify further opportunities in bike maintenance that can support people to be more active which can impact positively on mental health, fitness and wellbeing.</p>
<p><b>Other information relevant to National Outcome Two</b></p>		



It was identified in a multi-agency setting that the Environmental Risk Assessment (ERA) processes operated in North Lanarkshire would benefit from review and modernisation. This was with a view to adopting a universal process across Lanarkshire still compliant with the National Accommodation Strategy for Sex Offenders (NASSO) guidelines. Following this a MOG housing sub-group was formed.

The housing sub-group representatives engaged in significant discussions over the coming period. A review of existing arrangements in North Lanarkshire was conducted to inform change and develop a process compliant with NASSO guidelines but flexible enough to meet individual agencies requirements. Agreement was reached for a universal end to end process to ERA's across Lanarkshire in keeping with that provided by NASSO, supplemented by local enhancements. Since implementation the ERA changes have delivered efficiency savings across the ERA process with high compliance rates in both North Lanarkshire (NL) and South Lanarkshire (SL) and improvements compared to the same period in 2019. After review of the MOG statistical report for the same period in 2019 and 2020 the following are noted in North Lanarkshire:

- 17% increase in temporary accommodation ERA approval.
- 8% increase in permanent accommodation ERA approval.
- 6% increase (100%) in annual accommodation ERA approval
- Increase in Housing compliance percentages across temporary, permanent and annual ERA's along with a reduction in average processing time for permanent and annual ERA's.
- Increase in Social work compliance percentages across temporary and permanent ERA's and reduction in average processing time for temporary and permanent ERA's.
- Increase in Police compliance percentages across temporary, permanent, and annual ERA's along with a reduction in average processing time across these categories.

To support staff to develop their skills in carrying out Environmental Risk Assessments, an online multi-disciplinary training session was held. 100% of attendees rated the training as either 'very good' or 'good'. 100% of attendees stated that the training would have a positive impact on their work.



### NATIONAL OUTCOME THREE

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

#### Where applicable have regard to the following indicators:

- Partners have identified and are overcoming structural barriers for people accessing services
- Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs
- Initiatives to facilitate access to services
- Speed of access to mental health services
- % of people released from a custodial sentence:
  - a) registered with a GP
  - b) have suitable accommodation
  - c) have had a benefits eligibility check
- Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending

	Please describe the activity	Then describe the impact
<b>Evidence and Data</b>	Housing Solutions have signed the data sharing agreement with SPS for short term prisoners.	<p>Enabled appropriate sharing of information and the implementation of SHORE with SPS and other partner organisations to meet the needs of people leaving custody.</p> <p>As we move into Recovery stage following the impact of COVID – 19 we will be able to progress this work further, considering internal implementation plans and timescales throughout 2020/2021 to support this work further and links to Housing First model and Rapid-Rehousing.</p>



	<p>As reported in the NLCJP Annual Report 19-20 North Lanarkshire Council Housing Solutions Service completed a review of how people in the justice system are supported, both in relation to their needs and the needs of victims related to risk management.</p> <p>The outcome of the review highlighted a number of actions to support case management planning, partnership working and understanding the needs of individuals.</p>	<ul style="list-style-type: none"> <li>• NLC Housing Solutions Public Protection (PP Team) was established in 2007 to primarily manage and support the work of MAPPA arrangements. Conclusions from the review has widened the role to include the responsibility for operational support and development for all people in the justice system.</li> <li>• IT Case Management System has been scoped for development, which outlines processes, significant events and mapping of activities that will support with work of the PP team, it is envisaged that we will be able to successfully report on outcomes and workflow for PP managed cases. On an interim basis manual records of activity have been maintained, which has highlighted gaps in data collection, that has contributed to an interim measure to record housing management, activity and outcomes for Short Term Prisoners (Shore). This test of change will be reported in next year's plan and updates will be provided at future NLCJP meetings.</li> <li>• Induction input for CJSW staff in relation to roles and responsibilities of PP and local operational Housing Teams. These inputs provide an opportunity to build professional relationships and share knowledge to meet the needs of people in the justice system.</li> <li>• Re-establish Housing Public Protection Housing Improvement Team to ensure Senior Management within NLC Housing Solutions are updated on the needs of people in the justice system, including continuous improvement and learning from ICRs/SCRs/Best Practice.</li> <li>• Public Protection Team alongside operational housing will represent the needs of people in the justice system and survivors of crime are supported within the RTTP agenda and the needs of SHORE standards are met.</li> </ul>
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	<p>As reported in the NLCJP 19-20 annual report there is currently a review of Youth Justice In North Lanarkshire. The review will evaluate the extent to which current practice and services</p> <ul style="list-style-type: none"> <li>• Involve children and young people in their evaluation and design</li> <li>• Promote best outcomes for children and young people on the basis of evidence informed assessment and interventions</li> <li>• Are rights based, trauma-informed and place the welfare of the young person at their heart</li> <li>• Achieve the ambitions of the Plan for North Lanarkshire</li> <li>• Fulfil requirements of The Promise Plan 21-24</li> <li>• Meet the requirements of national policy and guidance including <ul style="list-style-type: none"> <li>○ The Whole Systems Approach (WSA), and</li> <li>○ Preventing Offending: Getting It Right for Children and Young People</li> </ul> </li> <li>• Are consistent with local policy and practice initiatives such as Contextual Safeguarding</li> </ul> <p>Three thematic groups have been established:</p> <ol style="list-style-type: none"> <li>1. Prevention, EEI and Diversion</li> <li>2. Assessment and Intervention</li> <li>3. Transitions and Integration</li> </ol> <p>There are a number of procedural and protocol documents in place within North Lanarkshire to support the work of community justice, which have reported in previous reports.</p>	<p>The review will make recommendations for the future of youth justice practice in North Lanarkshire to ensure the best interests of young people are met and that services are delivered in line with the Plan for North Lanarkshire and national strategic priorities, which will be supported by the NLCJP.</p> <p>Future developments during the current year is a review of national policy/guidance in relation to justice social work and consider any changes required to locally to improve practice. The review will also involve consultation with key partners and will be supported by the NLCJP.</p>
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### Other information relevant to National Outcome Three

In 2020/21, 6073 patients received psychological therapy interventions within NHS Lanarkshire, and of these, 4367 patients received treatment within 18 weeks. The national standard of 90% was not met in Lanarkshire, with 71.9% of patients seen within 18 weeks.

The Good Mental Health for All North Lanarkshire Delivery Plan which aims to work across community planning partners to reduce psychological, social, financial or cultural barriers to accessing support to promote mental health and wellbeing. Quarterly reporting to the CPP Strategic Leadership Board detailing progress on:

- a leadership campaign across the Partnership to challenge mental health stigma and discrimination
- a champions programme and building capacity around an hour-long workshop on mental health stigma and discrimination
- a multi-layer approach to embedding mentally healthy cultures across the CPP
- Launch of Well Connected and Suicide Prevention apps
- Launch of 'Calm Distress' (online intervention aimed at managing anxiety, stress and low mood)
- Roll-out of Suicide Alter Briefings and Guidance (Suicide Prevention Training) across the CPP
- Capacity Building around multiple mental health related trainings (Suicide Prevention, Lifelines, Stigma and Discrimination, Trauma Informed Practice)
- Increasing referrals to Distress Brief Interventions. Implementation of DBI across 16-18 year olds. Pilot of DBI for young people aged 14+

Scoping work taking place on preventing suicides in high risk groups including the homeless populations and looked after and accommodated/care-leaver populations



## NATIONAL OUTCOME FOUR

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

### Where applicable have regard to the following indicators:

- Use of 'other activities requirements' in CPOs
- Effective risk management for public protection
- Quality of CPOs and DTTOs
- Reduced use of custodial sentences and remand:
  - a) Balance between community sentences relative to short custodial sentences under one year
  - b) Proportion of people appearing from custody who are remanded
- The delivery of interventions targeted at problem drug and alcohol use [NHS Local Delivery Plan (LDP) Standard]
- Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs, DTTOs and RLOs)
- Number of short-term sentences under one year

	Please describe the activity	Then describe the impact
<b>Evidence and Data</b>	<p>The pandemic restricted the delivery of groupwork therefore more creative and innovative ways to deliver services was required. In partnership with the following third sector organisations the other activity element of the order was delivered through digital platforms and on a face to face basis.</p> <p>SACRO - Delivered on an individual/group basis a programme designed to address a combination of pro-social modelling and practical supports. The topics covered are general offending/ healthy relationships/benefits/health/equality/drug and alcohol awareness/law and police/gambling awareness/COVID/positive use of time.</p> <p>Wise Group - Delivered on a group basis programme designed to provide information and awareness raising on a variety of topics - mental health/thoughts and emotion/diet and</p>	<p>The services offered to people enabled them to get support and learning opportunities, as well as structuring their time. It also contributed to alleviating anxiety the impact of the pandemic prolonging orders.</p> <p>The quality of CPO is continually assessed and one of the main ways to do this is through service user feedback. Some quotes gathered from service users include:</p> <ul style="list-style-type: none"> <li>• Unpaid work has given me a bit of self-respect.</li> <li>• Coming to the groups has helped me get out of the house and face people again.</li> <li>• I now think twice before doing things and will not be back.</li> <li>• Unpaid work has given me a routine and I got to learn skills.</li> <li>• I have learned that I do not want to re-offend I want a stable family life, so I need to change.</li> </ul>



	<p>health/benefits and budgeting/building positive networks/dealing with conflict/employment and training/alcohol and drug education.</p> <p>Love Learning – Delivered on an individual basis designed to address literacy/employment support/isolation/mental health/positive use of time.</p> <p>Street Cones - Delivered on a group basis designed to support individuals through the creative arts addressing various topics impacting on service users lives. Participants devised a script that was then developed into a play that was performed by some of those involved in script writing.</p> <p>Blended learning workbook – educational workbook devised by Justice staff to enable individuals to reflect on previous behaviours in order to develop coping strategies and make positive choices in the future. The individual would complete this in conjunction with allocated worker.</p> <p>Walk and talk sessions – delivered by staff promoting positive mental and physical health and reduce isolation.</p> <p>Individual Educational Work <a href="http://www.moodjuice.scot.nhs.co.uk">www.moodjuice.scot.nhs.co.uk</a> – various one to one work using online self help resources website tool.</p> <p>Venture Trust – this service continued to support people through the pandemic via virtual and telephone contact Worksheets – completed in conjunction with staff to assist people to move forward in their lives and cover topics such as anger management, confidence building, anxiety management, health wellbeing, budgeting, healthy relationships, emotional regulation</p> <p>Throughout the pandemic Justice services in North Lanarkshire continued to provide supervision and support to those subject</p>	<ul style="list-style-type: none"> <li>• I enjoyed seeing the difference we make to families and old people.</li> <li>• I have calmed down and no longer want to pick up charges. I think before I act.</li> <li>• I have learned my lesson I will now think a situation through and not just react. I have new skills that I can now use both at home and to help me get a better job.</li> <li>• This order has taught me about building my confidence in my own abilities learning new skills, making better choices and I got help with housing and my finances.</li> </ul> <p>Evaluation from the input delivered by Streetcones evidenced:</p> <ul style="list-style-type: none"> <li>• 94% of participants noted that they have gained/increased in confidence.</li> <li>• 81% of people also noted an increase in collaboration and listening.</li> <li>• 69% have gained/increased in communication.</li> <li>• 69% of people noted increase decision making, performance/improvisations, self-awareness, creative writing, timekeeping and self-motivation.</li> <li>• 59% of those who answered the survey also noted an increase in respect for me/others and following instruction.</li> </ul>
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	<p>to Community Payback Order and Justice Licence requirements. A Red/Amber/Green (RAG) risk management system was devised to ensure that those in need were supported appropriately. Staff monitored this on a weekly basis, and individuals were seen according to their risk/need level. Ongoing contact where possible and safe to do so included face to face contacts and home visits, bolstered by telephone contact and use of internet platforms where appropriate to do so.</p> <p>This was clearly a challenging time for all involved in the delivery of Justice services in the community and team members at all levels consistently rose to those challenges to ensure that an effective service continued to be delivered for our communities. It is important to acknowledge that as a result all aspects of service provision continued to be delivered. However, it is also acknowledged that programmed intervention was delivered with reduced capacity but did continue throughout, including Moving Forward Making Changes. Again, delivery was determined by assessed levels of risk and need and priority assigned on that basis.</p> <p>Further, within North Lanarkshire Justice Social Work Services, work continued to progress a restructure within the service, which saw changes in the managerial, strategic and operational approach to service delivery.</p>	<p>All teams continued to work with key partners including Court services, Police and Health alongside internal partners within the Council to ensure that service delivery and response to emerging challenges was consistent, collaborative and effective. The multi-agency partnership approach enabled proportionate support and risk management, including where necessary, continued contribution to MAPPA and MARAC processes. Perhaps most importantly, people within the justice system were continually supported and their orders progressed during such an unprecedented time.</p> <p>The changes made within the restructure have focussed on the efficient and effective deployment of staff, ensuring a varied mix of skills to cement a cohesive approach across the service. Coupled with a robust strategic plan, they provide a transparent leadership and development structure to promote the ongoing positive development of Justice Services in North Lanarkshire.</p>
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### First Substantive Markings 20-21, PF Offices Lanarkshire

Broad Category	Marking Group	Airdrie	Hamilton	Lanark
		Number of Subjects	Number of Subjects	Number of Subjects
<b>1. No Action Total</b>		<b>523</b>	<b>1,255</b>	<b>189</b>
2. Direct Measures	1. Alternatives	245	558	61
	3. Fiscal Fine & Compensation	86	169	29
	4. Compensation	29	98	10
	5. Fiscal Fine	542	1,298	172
	6. Work Scheme	11	30	2
	7. Fixed Penalty	557	1,066	360
	8. Possible Diversion	144	304	54
	<b>2. Direct Measures Total</b>		<b>1,614</b>	<b>3,523</b>
3. Court Proceedings	1. Solemn	485	1,068	176
	2. Summary	2,132	4,308	665
	4. JP	403	814	168
<b>3. Court Proceedings Total</b>		<b>3,020</b>	<b>6,190</b>	<b>1,009</b>
<b>Total</b>		<b>5,157</b>	<b>10,968</b>	<b>1,886</b>

**Diversion from Prosecution** - Restorative Justice continued to offer a diversion from prosecution service to the court and communities of North Lanarkshire. In 2020 to 2021 there has been 269 referrals 178 for males and 91 referrals for females. Work commenced during this time with 92 males and 68 females.

SNSA work undertaken has evidenced that the use of Diversion in North Lanarkshire has significantly increased over the past six years. The number of referrals and conversion to assessment are

COPFS and North Lanarkshire Council Justice Social Work Services continued to work in partnership during the pandemic to ensure that people with lived experience were being given access to Diversion from Prosecution. In 20/21 Diversion referrals and cases commenced were at the highest level in the past six years, which is remarkable given the circumstances of the pandemic and would infer that community justice partners in North Lanarkshire are committed to the development of Diversion from Prosecution.

It is unclear at this time why there has been such a significant decline in the use of Fiscal Work Orders, but this would appear to be a national issue and not specific to North Lanarkshire. It is of concern that a diversionary option is perhaps not being fully utilised. Further analysis is required to understand the significantly decreased number of referrals, which should be undertaken on a national basis.



	<p>consistently are high and more than the national rate. Additionally, the conversion of assessments to cases commenced and successful completion are high both, on average, and higher than national rates.</p> <p><b>Fiscal Work Orders</b> – Restorative Justice received 13 referrals for males and 8 referrals females for Fiscal Work Orders. SNSA activity indicates that the use of Fiscal Work Orders over the past five years peaked in 2017/18 both nationally (1027) and in North Lanarkshire (117). In 19/20 the levels of orders commenced were around a quarter of the peak figure in both areas. On average, over the past five years, 29% of assessments have been deemed unsuitable both nationally and in North Lanarkshire.</p> <p><b>Bail Supervision</b> is a pan Lanarkshire service delivered by South Lanarkshire Council to reduce the risk of individuals being remanded in custody, during the reporting period there were 5 men and 3 women from North Lanarkshire placed on Bail Supervision.</p> <p>During the period of 2020 to 2021 there were 594 Community Payback Orders issued by the Court for 535 individuals:</p> <ul style="list-style-type: none"> <li>• In respect of the requirements that were issued: 44 % Supervision 55% Unpaid Work 2% Compensation 0.5% programme 0.1% Mental Health 0.3% Drug Treatment 18.5% Conduct and there were no use of the Alcohol Treatment or Residence requirement.</li> <li>• 69.4% people were seen within one working day and 82.1% were seen for induction within 5 working days of the order imposed it should be recognised that the pandemic limited the ability to engagement effectively with individuals</li> </ul>	<p>It is acknowledged that there is a low use of bail supervision for people from North Lanarkshire that has been raised as a concern with South Lanarkshire Council. As reported in the 19-20 Annual Report, a court steering group has been established to review the service in an aim to increase the use of bail supervision for people in North Lanarkshire. This work is ongoing but has impacted by the pandemic.</p> <p>North Lanarkshire Justice Social Work Services were creative and innovative in their response to delivering unpaid work opportunities in the midst of the pandemic and severe restrictions. Additionally, This resulted in:</p> <ul style="list-style-type: none"> <li>• People being given opportunities to undertake unpaid work at hours at home, which helped to structure time and support mental health.</li> <li>• Avoided prolongment of people being subject to a statutory order.</li> <li>• Organisations and communities benefitted from the work undertaken.</li> <li>• Reduced the necessity to request extension to court orders</li> <li>• 27,601 hours of unpaid work were completed in the reporting period, whilst the service was stood down and during severe restrictions.</li> </ul>
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- 91.1% of individuals with lived experience started their unpaid work within 7 working days it should be recognised that any cases during lockdown periods were offered home working
- 40,976 hours were imposed in relation to unpaid work and other activity

In response to the pandemic and the restrictions on movement Justice Social Work adapted the delivery of reviews to provide the individual with the opportunity to attend these virtually as well as the default position of in person. Restorative Justice undertook 197 reviews of CPO's in 2020 to 2021.

The implementation of the restrictions in response to the pandemic necessitated the need for the Unpaid Work service to be stood down (closed) as per the direction from the Chief Medical Officer. Individuals were unable to attend workshops or community placements therefore unable to fulfil the requirements of their Community Payback Order. This did not only have an impact on service delivery it more importantly impacted on the lives of all those service users who received the support and structure that community-based disposals provide to individuals and their families. It was essential that a system be implemented timeously that would identify those most in need utilising a risk model to continue to contribute to community safety plans. The creation and introduction of home working for those subject to unpaid work, allowed Restorative Justice and the Women's Service to continue to reduce the unpaid work element of individuals CPO's. Restorative Justice was creative and innovative in developing home working tasks that benefitted partners including Police Scotland Dog Unit/NHS/Wildlife trust/Housing/Parks Department and also the wider community. Home working included signage that was displayed in local walking trails to promote positive mental health, rags to rugs that were provided for the use of police dogs and dogs trust, bird and bat boxes for local wildlife, fairy doors for local fairy trails, animal faces that will be utilised in schools and nurseries, coloured canvases for walls. This has greatly assisted



	<p>North Lanarkshire to reduce the backlog of unpaid work hours during the times when the service was stood down upon the advice of the Chief Medical Officer.</p> <p>Other activity element of unpaid work was delivered in different ways through one to one work and in direct partnership with third sector colleagues SACRO/Love Learning/Wise Group/Street Cones. The creative way in which North Lanarkshire Justice Services devised home working was highlighted by Airdrie Sheriff Clerk to the Sheriff Principle as this directly correlated to the low numbers of extensions requested.</p> <p>Due to the pandemic a decision was taken by NHS to stand down drug testing in relation to DTTO Orders. NLC Justice social work maintained contact and interventions throughout Covid 19 restrictions.</p> <p>During this review period the DTTO Team had ADP monies, allowing for continued recruitment of an additional Social Worker and Justice Support Assistant. The team were able to offer intensive support to those on DTTO. Around January 2020 the DTTO Team identified that delaying intensive support until the imposition of a DTTO was potentially missing an opportunity to support vulnerable people at an earlier juncture.</p> <p>As with all services across the authority and beyond the current pandemic has brought challenges to the way that North Lanarkshire Community Bridges Project is delivered. External agents were suspended from accessing the Links centre at HMP Addiewell. In response to this issue and to ensure no disruption to the delivery of NLCBP, our JSW and admin support have worked alongside staff at HMP Addiewell to establish an effective system whereby teleconference appointments were provided.</p>	<p>Through regular review of statistics via the DTTO Quarterly Steering Group, the team quickly became aware that despite a reasonable amount of DTTO Assessment requests these were not transferring into the imposition of Orders.</p> <p>The DTTO Team made the decision to pilot intensive support during the assessment phase. This was introduced in February 2020. Whilst this support has been available there has been limited uptake; this was related to covid19 pandemic.</p> <p>A responsive approach to partnership working between HMP Addiewell and North Lanarkshire Community Bridges social work staff during the pandemic ensured that people leaving prison continued to receive the opportunity for voluntary support on their return to the community.</p> <p>Due to an active outbreak at HMP Addiewell they received no new admissions for a period of three months, in addition the Courts were also not operating at their normal capacity which in turn has impacted on the number of eligible NLCBP service users. Despite this NLCBP were still able to reach 90% of their annual target.</p>
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	<p>Post release physical appointments have continued to be offered throughout the pandemic. These visits have been risk assessed and prioritised using NLC's RAG framework. Additionally, mobile telephones, covid specific financial grant to access IT and televisions have been given to service users to alleviate isolation.</p> <p>The Coronavirus Pandemic resulted in the publication of amended Lord Advocates Guidelines on Liberation by the Police. These place a duty on Criminal Justice Sector Partners to explore further options in order to ensure the most appropriate custodial disposal decisions are made with due regard to existing frameworks supporting alternatives to prosecution.</p> <p>In order to support custody decision makers, Police Scotland introduced a cadre of five Quality Assurance Inspectors in September 2020. These officers work on a 24/7 basis to quality assure disposal decisions and encourage consideration of wider disposal options in an intrusive, live-time basis. Early analysis indicates that the proportion of arrested persons held for court nationally has reduced from 54% to 37% while numbers released on Undertaking has risen from 16% to 28%. Many of those released on undertaking have issues relating to addictions, mental health and poor physical health and these issues were factored into the decision-making process.</p> <p>During 20-21 there were 2577 Recorded Police Warnings in North Lanarkshire.</p> <p>Road Traffic Tickets Issued:    Endorsable 1234   Non-Endorsable 586</p> <p>ASB Fixed Penalty:                        Non COVID 704   COVID 944</p>	<p>Police Scotland's quality assurance approach to support custody decision makers during the pandemic resulted in a significant reduction in people being held in custody to attend court. Additionally, there was an increase in the use of undertakings. Positively, Police Scotland factored people's needs in their decision-making process. Future development work will focus on improving access to services within custody centres to support early intervention with people lived experience.</p>
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#### Other information relevant to National Outcome Four

COPFS has worked consistently during the last reporting year to maintain levels of service delivery within the restrictions that have operated during the pandemic, particularly in relation to reduced trial and court capacity.

The initial response by SCTS was to suspend all but priority cases, in order to adhere to the guidelines and restrictions set by the Scottish Government. In order to reduce the footfall within the courts and allow social distancing within courtrooms and witness rooms etc, we have worked closely with SCTS to reduce the number of summary trials which call at any one time, and to stagger the attendance of accused, defence agents and witnesses in the courts. This has been a successful operation, where SCTS schedules the business, allowing COPFS to deal with priority cases such as those involving domestic abuse victims, children and vulnerable adults, and custody cases. Solemn cases were suspended until January of 2021. Juries no longer attended within the court building, and instead they occupy jury centres at local cinemas, to allow social distancing to take place and keep jurors safe. Multiple accused cases have also been suspended, however with the easing of restrictions, these are now being scheduled again given the reduced risk presented by the pandemic.

COPFS have maintained arrangements to support victims and witnesses through our dedicated VIA service. At a local level we have engaged with partners, particularly Police Scotland and SCTS on a number of initiatives to permit court hearings to be held remotely. We have also introduced local arrangements to facilitate early resolution of cases without requiring witnesses to attend at a trial diet.

PIDMs have been introduced nationally in close collaboration with SCTS (pre-intermediate diet meetings) which reduce the need for Intermediate diets to call in court, allowing instead for them to be adjourned administratively, reducing the footfall in court. The impact of PIDMs is that cases are less likely to be adjourned at trial, reducing journey times for victims and witnesses.

New emergency legislation has allowed COPFS to utilise electronic signatures on court documents, such as search warrants, having a positive impact on Police Scotland resourcing, taking away the need for travel across the jurisdiction by Officers to obtain wet signatures, and freeing up the numbers of officers available for community policing.



## NATIONAL OUTCOME FIVE

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

### Have regard to the following indicator:

- Individuals have made progress against the outcome

	Please describe the activity	Then describe the impact
<b>Evidence and Data</b>	<p>Early Release</p> <p>To effectively manage the early release of prisoners due to covid-19, a single point of contact team (SPOC) was created in Justice Social Work services to co-ordinate and lead this process on people being released. The team was led by social work staff but also consisted of named representatives from each core agency such as housing, health, addiction recovery and the DWP. The single point of contact team liaised directly with the Scottish Prison Service to ensure detailed preparatory work was undertaken prior to any individuals release and that appropriate risk assessments were carried out together with an individualised package of voluntary support offered to each individual who was released. There were fortnightly multi-agency meetings co-ordinated by Justice Social Work to share information, ensure a timeous multi-agency approach and to address any issues that became apparent.</p>	<ul style="list-style-type: none"><li>• The SPOC team undertook risk assessments and background checks prior to the release of people to address potential public protection risks to inform SPS colleagues' decisions regarding an individual's suitability for release.</li><li>• NHS &amp; HSCP liaised with SPS to ensure that health needs were identified prior to release and arrangements made for community prescribing.</li><li>• A dedicated wellbeing nurse was identified to liaise with community-based addiction and social work staff.</li><li>• The SPOC team proactively contacted each individual identified prior to their release to offer voluntary throughcare.</li><li>• Multi agency representatives created a bespoke contact number and a process for people subject to early release to support access to services.</li><li>• A mobile phone with credit was offered to any individual being released so they could contact each agency to set up benefits, access housing, contact family members and/or contact any other services.</li></ul>





	<p>Health</p> <p>Health care in custody now offer Dry Spot Blood Testing, One Hit Kits and Naloxone supply.</p> <p>Harm reduction team in partnership with Restorative justice deliver BBV awareness and naloxone training via the Restorative Justice Rolling Programme to people undertaking unpaid work. The HRT team have also delivered training in localities, including Cumbernauld and Women's Service. These are particularly well received by service users.</p> <p>In response to the pandemic the Keep Well Team were redeployed to support the response to the pressures faced by the NHS in the response to COVID. However, throughout 2020-21, the Keep Well team provided support to individuals who remained on their case load from Justice Services, as well as responded to email and telephone enquiries from staff. Senior Managers were kept up to date and together planned the resumption of Keep Well service. The Keepwell Team prioritised Justice Services in their COVID-19 Recovery Plan and were able to provide 6 health check clinics (including 2 within Community Justice Women's Service) prior to Level 4 restrictions being introduced. In total 19 people were seen with</p>	<ul style="list-style-type: none"> <li>• Release packs were created and distributed to people, which included key phone numbers and information re. national Covid guidance and expectations.</li> <li>• Support to adjust to life outside of prison in relation to budgeting/shopping/health appointments/bus routes. Sometimes just going for walk and having a chat.</li> <li>• The SPOC conducted background checks to identify any vulnerable persons who may be in the shielding categories or may be at risk following the release of any prisoner.</li> </ul> <p>The provision of extended health care support in custody centres and commitment to service provision during the recovery from the pandemic in justice services provides an opportunity to engage people to address health needs and reduce the likelihood overdose.</p>
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	<p>a further 2 clinics held at end March 2021 where 5 people seen by Keep Well. Case management support was provided to 13 people. 7 tests were taken for BBV detection, 4 people required referral to their GP practice for follow up regarding abnormal clinical findings. Well Connected the social prescribing resource, was given to 11 people to support their wellbeing.</p> <p>Additionally, the Keepwell Team are able to offer people 12 week gym memberships to improve physical and mental health.</p> <p>Housing</p> <p>The development of the NLC Housing PP Team to widen services to all people involved in the justice system.</p> <p>Development of 6 weekly planning meetings with Locality Managers chaired by the Housing Services Manager of PP to discuss accommodation needs and supports required for justice service user to settle in the community, including benefits and financial support.</p> <p>Housing Service Manager attends monthly MATAC meeting - Very High Risk of Harm to others to work in partnership with Police colleagues and others to reduce re-offending and support victims/survivors of domestic abuse.</p> <p>Additionally, 25 people in the justice system benefited from the RTTP model, resulting in temporary fully furnished accommodation being made permanent, without any financial impact.</p> <p>17 other mainstream offers were made and accepted to other Justice Service users, who were supported in relation to Financial Assessments and applying for Community Care Grants.</p>	<p>The ongoing development of services and partnership working by North Lanarkshire Council Housing Solutions demonstrates a commitment to respond to the needs of people with lived experience of the justice system and victims to improve outcomes.</p>
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	<p><b>Financial Inclusion</b></p> <p>The review of financial inclusion support to people in the justice system reported in the 19-20 Annual Report has not taken place due to the impact of the pandemic. The focus of work has been supporting people to access immediate funds. The community payback team helped 116 vulnerable adults and families to access funding to assist them in their daily living. The monies secured for this area of support was approximately £58,000 from the Financial Insecurity Payment and the Low Income Pandemic Payment funds.</p> <p>The team utilised the support being offered through the Connecting Scotland scheme in order to address digital poverty and to ensure that some of our service users and their families could access digital devices such as laptops and WIFI.</p>	<p>The support given to adults and families has enabled people to access additional monies to meet their immediate needs. The NLCJP is committed to reviewing financial inclusion support to people in the justice system and this will be progressed during recovery.</p>
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## Other information relevant to National Outcome Five

### Women's Service

A North Lanarkshire Women's Service social worker working with a young woman with various needs who struggled to engage in a formal office setting. The woman's assessed needs included lack of structured activity and she struggled with managing her emotions. The social worker assessed that going for walks with the woman would help introduce her to an activity she could take further and may help with emotional regulation. The woman found this style of supervision less stressful and increasingly was able to engage in a meaningful way. The woman was able to articulate her goals and as she gained in confidence she was keen to progress further which led to a referral to Venture Trust.

In addition to supervision the Women's Service also works with women who are subject to unpaid work. Amongst a wide range of group and individual placements available within the Women's Service is the Craft Group. The Craft Group produces a range of goods including soft furnishings for local community groups, knitted items for the neonatal unit and laundering of school clothing and items for charity shops. However, the group offers significantly more to the women who participate. The women use the group to support each other, by sharing their knowledge, thoughts and feelings of their journey through the justice system and in life. The justice support worker leading the group has helped create a safe environment, that the women have chosen to use to empower each other.

### DTTO

During the assessment stage, it was clear to staff that Mr. R needed immediate support. Mr. R was very vulnerable and found himself in a difficult position within his local community. Mr. R had allowed individuals to live at his home but had soon lost control of the residence and was now homeless. Mr. R was still the registered tenant of the address and had accumulated debt due to unpaid utility bills and housing repairs for damages caused. Mr. R felt like he had no options and had been avoiding all issues whilst increasing his use of illicit substances as a coping strategy.

### Intervention

The DTTO SW Team contacted colleagues in NLC Housing and arranged a meeting to discuss Mr. R's circumstances. Housing staff were supplied with new information and were able to provide support which helped Mr. R terminate his tenancy and find a more suitable one in an improved area. In addition to this, it was recognised that Mr. R was not responsible for the damage caused within his original property and all repair costs were retracted. Mr. R was still liable for some of the utility bills however a manageable payment plan was also put in place which significantly reduced Mr. R's anxieties about the situation. Mr. R was supported by DTTO staff to move into a new residence where he was more stable and could be contacted by services. The intensive support at the assessment stage allowed Mr. R to access safe and suitable housing which provided stability and helped him to develop healthy routines. The work also meant Mr. R could be in contact with support services which led to a significant reduction in his use of illicit substances. Mr. R was also able to use his new address to apply for benefits and thus maximised his income with further support from DTTO staff who submitted the relevant application forms.



## NATIONAL OUTCOME SIX

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

### Have regard to the following indicator:

- Individuals have made progress against the outcome

	Please describe the activity	Then describe the impact
<p><b>Evidence and Data</b></p>	<p>The specific allocation of an employability case worker to work with people with lived experience by Routes To Work (RTW) is part of their funding agreement with North Lanarkshire Council. This generates access to the wider employability pipeline and opportunities for training as well as jobs only available to RTW service users.</p> <p>Routes to Work (RTW) is funded by North Lanarkshire Council and has a specific remit to work with people in the justice system. Initially during lockdown, the service did not accept new registrations onto programmes, instead focussing support to current service users. RTW delivered a remote service to people by phone and video calls via Teams/Zoom. Intervention included wellbeing discussions, providing advice on services available, as well continuing to prepare clients for progressing into employment. In June 2020 RTW began accepting new referrals, providing support related to personal and social development, employability skills and exclusive vacancies. Many people reported a decline in their mental health, therefore with support of external training providers people were offered early intervention therapies to promote positive mental health. Due to restrictions, the service was provided remotely, however after carrying out a survey, it became apparent that people felt that being in their own homes created a safe environment and increased the positive impact of the sessions. In addition to this therapeutic work, RTW introduced online employability training,</p>	<p>The link between justice services and employability services is now firmly established in North Lanarkshire. The next phase of Scottish Government employability funding (No One Left Behind Phase 2) will see specific projects designed for justice clients by local providers to launch in April 2022.</p> <ul style="list-style-type: none"> <li>• People with lived experience on the programme prior to the pandemic - 33</li> <li>• Newly registered during the pandemic – 8</li> <li>• Support Provided - 1-1 phone and remote appointments. Advocacy work with various partners including Jobcentre Plus, Housing, Health</li> <li>• Training provided - CSCS, IPAF, PASMA, Financial Inclusion Referral, Neuro Linguistic Programming, Interview Skills, Various Employability Skills Programmes, MAP/Path Counselling Sessions.</li> <li>• Funding provided to people with lived experience during the pandemic - £7000</li> <li>• People supported into employment – 15</li> </ul> <p>Whilst the pandemic presented many challenges to employability services, Routes To Work believe there were also many positives including closer working relationships with statutory organisations and a change to delivery methods that overall benefited people using the service.</p>



	<p>peer support groups and continued with our 121 remote sessions.</p> <p>As restrictions began to ease RTW were also able to re-introduce access to industry specific training which saw a number of people re-training and progressing into employment. RTW's core services including access to childcare support, employer engagement teams, an in-work funding package and in work support to sustain people in employment and progression.</p> <p>Additionally, the NLCJP Education and Employment Group used meetings during the pandemic to share opportunities and learning for employment and education for people in the justice system.</p>	<p>The multi-agency members of group were able to share information within their respective organisation to support people in the justice system to access opportunities.</p>
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**Other information relevant to National Outcome Six**

A was referred to Routes To Work (RTW), as in her own words she was 'not in the best frame mentally' and was looking for help to improve her circumstances, to enable her to support her 7 year old granddaughter who she had full-time custody of. A had been convicted of fraud and was made subject to a 150 Community Payback Order, the nature of her offence, related to years of domestic abuse and a controlling partner. At 53 she felt thought she could never find an employer that would accept her conviction and accommodate her responsibilities. A had been trying to find work for four years, which had been made even more difficult during the pandemic. She had escaped a very violent and controlling relationship meaning she had to relocate, resulting in her not know anyone and again due to the pandemic, she felt very isolated with little support.

The RTW Caseworker agreed with A, that getting support for her mental health should be a priority as this could also help to build her confidence. RTW to work accessed and funded a Neuro Linguistic Programme. Over a period of time A identified that she was feeling more confident and she stated the sessions were really working for her. The session facilitator would give her weekly tasks, activities and coping mechanisms to support A, which she described as being a lifeline to her during the pandemic. A attended 6 sessions of NLP and her progress was amazing. A's ultimate goal was to progress into employment so her RTW support her to develop a CV and had weekly phone call appointments to support her employability journey. In Dec 2020 she felt in such a good place and started sending her CV to employers. This was a significant milestone for A, as she never thought she would ever get to this stage.

A's RTW caseworker supported her with the completion of application forms, the creation of a disclosure letter, and continued with motivational phone call appointments. A referral to the Routes to Work Childcare Case Workers and Financial Inclusion team allowed her to see how better off she would be when she moved into work. This support was significant in allowing A to realise she could be a single carer as well as work for her own health.

A was eventually offered an interview with a local gym, an opportunity given through the Economic Development Officer at North Lanarkshire Council's Employer Engagement. She again began to worry about this step as she was not sure how she would speak with the employer about her conviction. A's RTW caseworker conducted intense interview preparation with her and gave her various techniques to consider before she attended. To her delight and surprise,



she was offered the role. This job was made for her, 25 hrs a week, school hours and was within walking distance from her home. After four long years of trying she was finally starting a job and she was delighted to get a perfect job, suitable to her circumstances. A continues to do well in her new role and is now being supported by a RTW In Work Support Adviser, who will engage with her until she has been in work for 6 months.



## NATIONAL OUTCOME SEVEN

Individuals' resilience and capacity for change and self-management are enhanced

### Have regard to the following indicator:

- Individuals have made progress against the outcome

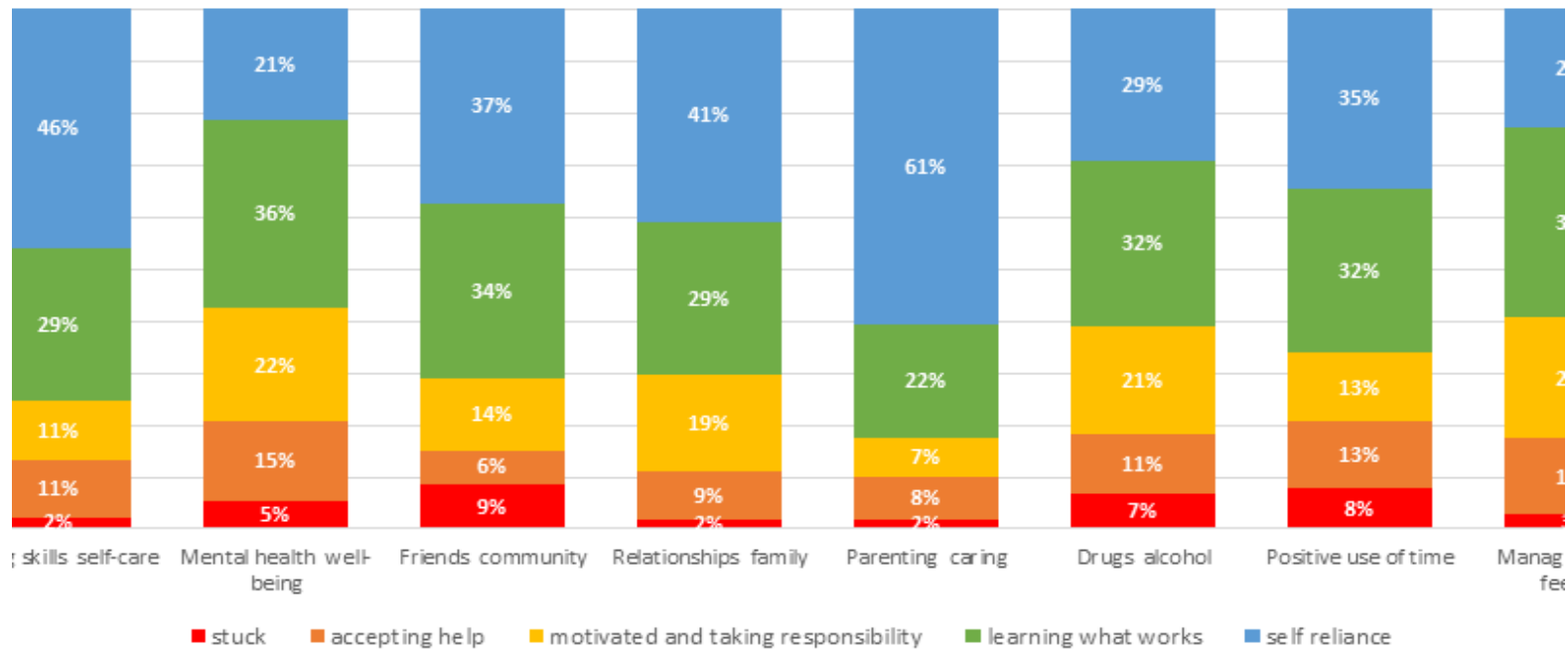
	Please describe the activity	Then describe the impact
<p><b>Evidence and Data</b></p>	<p>Please refer to interventions and activities detailed in national outcome 5 and 6.</p> <p>Within justice services outcome star is a service user led tool to ascertain their needs and strengths to facilitate access to services and support. For 2020/21 there were 219 initial and final justice stars available for analysis and are represented in the tables below.</p> <p>Positively an increase in resilience is represented across each of the other 10 star areas with <b>Managing Strong Emotions</b> (10% increase); <b>Friends Community</b> (8% increase) <b>Relationships Family/Positive use of Time</b> (7% increases) and <b>Living Skills Self Care</b> (4% increase). This represents an improvement for reporting in 19-20, when improvements were identified across 8 star areas.</p>	<p>In terms of the Journey of Change (JOC) service users readings indicated that self-reliance at the initial stage was highest in <b>Parenting Caring</b> at 61% and second highest was <b>Accommodation</b> at 50%. An increase in both of these star areas is noted in the final star readings with <b>Parent Caring</b> increasing to 66% and <b>Accommodation</b> increasing to 54%.</p> <p>Numerically the largest increases in self-reliance were however seen in the star areas of <b>A Crime Free Life</b> 18% (18% at the initial star to 36% at the final star); <b>Mental Health Well-Being</b> 12% (21% at the initial star to 33% at the final star); <b>Drugs and Alcohol</b> 11% (29% at the initial star to 40% at the final star).</p>





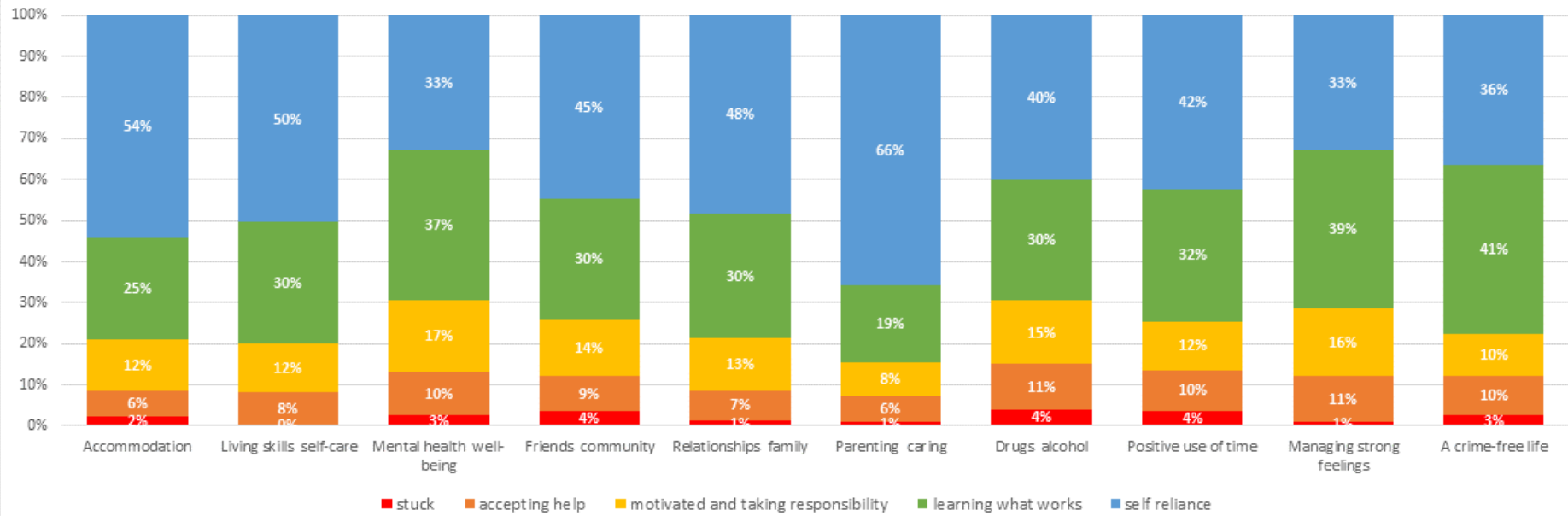
Other information relevant to National Outcome Seven

### Starting points on Journey of Care



### Final (review or discharge) points on Journey of Care

N = 219



### Families Outside – family support services provided in North Lanarkshire

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 Lanarkshire council. The RFSC works closely with the CJSW Throughcare team at North Lanarkshire Council.

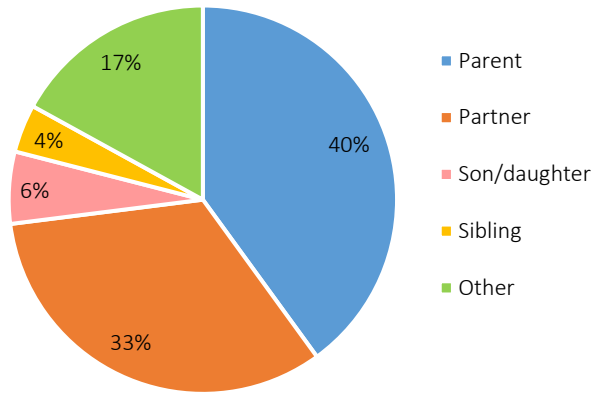
Family support statistics for the period January 2020 – December 2020

	2019	2020	
Total cases	88	<b>51</b>	% shift
Direct 1-1 support	43	<b>26</b>	-39.53%
Helpline	45	<b>25</b>	-44.44%

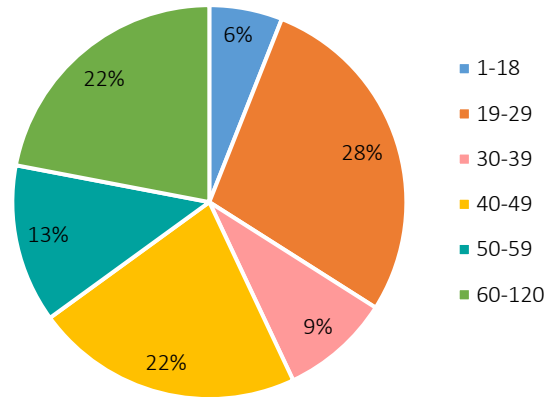
Total family members impacted	61
Adults	42
Pre-school	5
Primary	9
Secondary	3
Post school	2



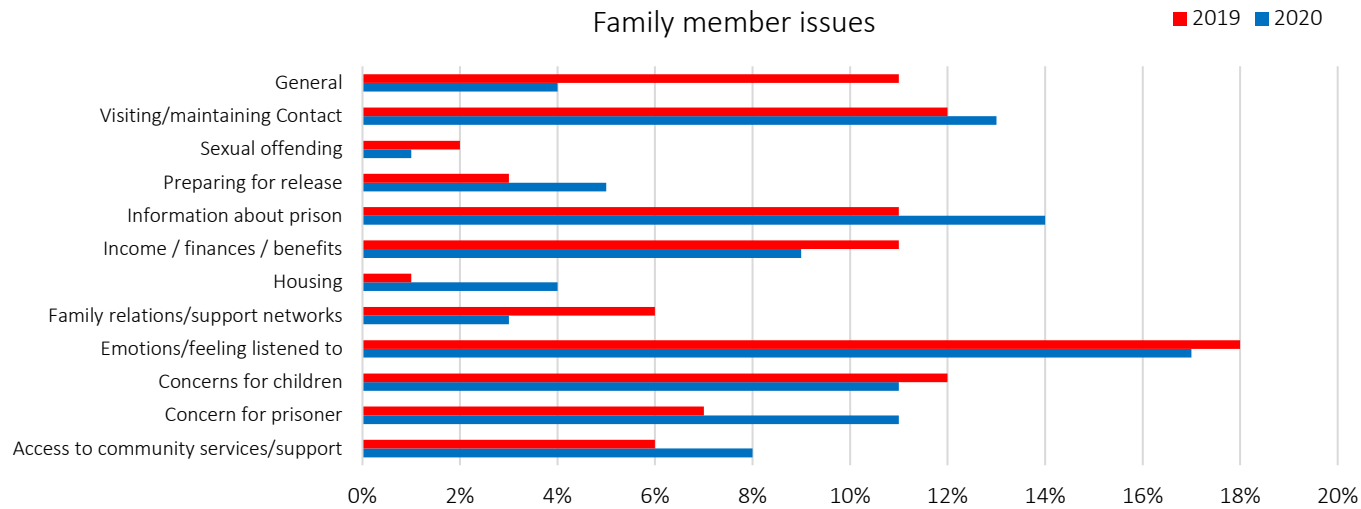
Relationship to prisoner



Age range of first contact



Family member issues



Of the cases opened, 23 of the 25 helpline cases were closed with 2 ongoing. In the same period reported on, 16 of the 26 direct 1-to-1 support cases in the community were closed with 10 remaining active after the reporting period. Based on this the following outcomes have been achieved for those cases that have been closed:

	2019	2020
Families are included and engaged (understand process / aware of available support / consulted)	49%	<b>44%</b>
Families are connected (visiting and physical contact / indirect contact)	16%	<b>23%</b>
Families are safe and well (preventing harm / supporting wellbeing and positive outcomes)	35%	<b>33%</b>



## 7. Partnership Achievement

Community Justice in North Lanarkshire delivered a partnership response to support people in the justice system, their families, vulnerable people in the community and colleagues during such an unprecedented time.

The structure and professional relationships developed by the North Lanarkshire Community Justice Partnership expedited a variety of activity to support people in the justice system including the establishment of a multi-agency team in response to the early release of people from custody and the development of services in partnership with third sector colleagues. Established partnership meetings and networks facilitated real time sharing of information/opportunities, discussions and reflection on the impact of the pandemic on service delivery and users.

Significantly, partners remained committed to the continued strategic development of community justice by the continuance of partnership meetings and resource to undertake an updated SNSA. The coordinator community justice remained in post throughout the reporting period. Additionally, work is underway to consider the potential expansion of the Structured Deferred Sentence Pilot to Airdrie Sheriff Court.

Even in the most severe restrictions, the members of the partnership continued to support people in the justice system, being innovative and creative in their response. The Restorative Justice Social Work Team within North Lanarkshire have always been responsive to the needs of the community. Although there have been limitations on their ability to undertake large scale projects during the pandemic due to lockdown, they have managed some smaller projects such as grass cutting and general maintenance of local areas, sheltered complexes, children's units, schools.

During the pandemic the staff worked innovatively and in partnership to provide support for vulnerable people, their families and colleagues in North Lanarkshire. Below are some examples of the difference they made:

- The Bike workshop provided a provision and repair service to the wider community and over 400 bicycles were distributed to assist and support individuals with health and wellbeing. The bicycles are recovered from the local recycling centre and refurbished to a gold standard prior to distribution.
- Restorative Justice delivered lunches to keyworkers within North Lanarkshire Council during the first lockdown. Up until Wednesday 24th June 2020 Supervisors were dropping off over 550 lunches per day to front line staff.
- Snow clearance/gritting (December -March). Driving front line staff around to provide front line services during inclement weather (Jan/Feb), clearing paths
- Donations from local shops and small businesses have ensured that over a thousand families and vulnerable adults received Christmas meals and toys for their children respectively.
- Nearly 300 Christmas meals provided to vulnerable adults and families from local restaurants that were distributed by Restorative Justice.
- Restorative Justice Team in response to the pandemic negotiated with two local supermarkets and were able to secure donated food/toiletries on a weekly basis the staff distributed food parcels to vulnerable individuals, families, and veterans' homes throughout the pandemic. The supermarkets donated over £12,000 worth of groceries.
- The laundry workshop continued to provide a service to a local charities collecting/laundering and returning clothes for distribution. The provision of laundry services for the recycling of school clothing continued addressing poverty in local areas there was over 1500 items laundered
- The wood workshop cleaned and mended benches and wooden equipment for environmental projects in the area.
- Local litter picks were undertaken in all areas.



- Helping foodbanks in Coatbridge and Airdrie collect food and distribute food parcels 2/3 times per week.
  - Easter Eggs – delivered to Social Work offices for distribution to children
- Virtual school meals - delivering food packs to school children on a weekly basis for children to make a meal at home with their families.

Additionally, North Lanarkshire Council Housing Solutions Service completed a review of how people in the justice system are supported, both in relation to their needs and the needs of victims. The expansion of the NLC Housing Solutions Public Protection Team to widened their role to include the responsibility for operational support and development for all people in the justice system, is viewed as significant progress in ensuring their housing needs are met.

## 8. Challenges

As raised within previous annual reports, funding remains a significant issue for the work of community justice. The partnership is serviced by a single post of co-ordinator and requires additional support from NLC. A significant task of the role is undertaking work in relation to the completion of North Lanarkshire's Strengths and Needs Assessment (SNSA). The NLCJP is committed to the necessity of this work to understand the complex and dynamic nature of community justice. Further, understanding and meeting the needs of local people importantly allows for needs led service development and delivery. However, it is the view of the NLCJP that the coordinator as a resource could be more effectively utilised if there was agreement reached for the establishment of a national dataset and SNSA. It is our understanding the issues related to data and the completion of SNSA's are common across the country and have been raised within the community justice network. Further, consideration of some additional funding to commission research to identify local needs and areas of service development.

As raised within our previous annual report, North Lanarkshire was unsuccessful in obtaining funding for the delivery of the Caledonian Programme. In North Lanarkshire there is a high incidence of domestic abuse that detrimentally impacts children and individuals. North Lanarkshire Criminal Justice Social Work has purchased the UP2U programme to ensure that there is an intervention that provides opportunities for people to address their behaviour and reduce the impact upon victims.

The lack of parity in funding has resulted in a number of areas across Scotland self-financing the UP2U Programme to ensure interventions are available in relation to domestic abuse. The costs of purchase of the programme, license and training are significant, which limits the services ability to use monies to innovate within already limited resources. We acknowledge that the provision of the Caledonian Programme is being reviewed nationally, however consideration could be given to funding areas delivering UP2U as comparable evidence base for interventions in this area of work.

## 9. Additional Information

**Below is a statement from a truly inspirational woman reflecting her personal achievements, as well as detailing her journey within and contributing to community justice in North Lanarkshire.**

After suffering a traumatic event that deeply affected me and left me scarred for life, I turned to alcohol to self-medicate after being diagnosed with anxiety and depression, this soon led to me becoming alcohol dependant and had a detrimental effect on my life. I was on a downwards slope and began getting into trouble with the police which led to me being given two community



payback orders. I was given 50hrs community payback order in 2016 for assaulting a police officer and 100hrs community payback order in 2018 for wasting police time.

By attending the Women's Justice Service, I was given a variety of support from my supervisor, social worker, Keep Well nurses and Welfare Rights Officer. All of which helped me to get some structure in my life and begin to deal with my alcohol dependency, which in turn helped me to move forward with my life. I engaged with addiction services and Routes to Work to make the changes I wanted in to make. During my time at my community payback orders I learned new skills and was able to pass these on to other service users, this helped boost my confidence and gave me a belief I could change my life around. By the time of completing my second community payback order I had a discussion with my social worker, supervisor and senior social worker regarding becoming a volunteer peer mentor to help with the women's groups. I was keen and eager to do this as I felt I could help others in the same position I had been in. During my time volunteering with North Lanarkshire Women's Justice Service I helped plan and organise crafts and healthy cooking which I taught the women and in doing so helped them develop new skills they could use in everyday life. The crafts we made were sold at Christmas craft fayres where they were very popular and the money raised was donated to local charities. I was also someone who they knew that they could approach for advice and was always available for a chat or to help new service users settle into the justice service and understand what was expected of them during their orders and that it wasn't as scary as some thought.

During my time volunteering I also became involved in the North Lanarkshire Community Justice Partnership (NLCJP) Education and Employability group where I was involved in leading focus groups with both men and women in the justice service and contributing to strategic planning. I have also participated in in the NLCJP Strategic Planning and Development Day with statutory and voluntary partners to agree priorities in relation to North Lanarkshire Community Justice Outcome Improvement Plan. I have continued to be involved in the NLCJP committee since leaving the Justice service and throughout lockdown through regular online meetings.

Since leaving the Justice Service I have continued to seek learning opportunities and completed several courses through Routes to Work and applied to become peer mentor with Phoenix Futures, an addiction recovery service. Due to the pandemic hitting in March 2020 I was unable to take up this position until August 2020, at this point due to restrictions the only option available was walk and talk support groups which I began attending along with a member of staff. During the walk and talk group I supported many lonely and isolated service users in the local community during a very trying time when they could have relapsed by offering them advice on coping with urges, distraction techniques and relaxation. In addition to this I also provided practical advice on issues such as DWP, housing and other services that they may benefit from. Since the restrictions have been easing, I have begun having one to one meetings with mentees who feel anxious about actively participating in the various groups at Phoenix Futures. This could be going for a coffee and a chat or walk until they feel comfortable to attend any of the various groups available, which I would attend with them. It can also entail me attending appointments etc with them. In addition to this I have begun accompanying a staff member on home visits to complete assessments so that we can find out how Phoenix Futures can support the individual on their road to recovery and any other services that could be beneficial to them. I also attend the justice SMART Recovery group on a weekly basis to support service users and help with the meeting, as I am currently completing my SMART Recovery Facilitators course. One day per week I attend the Recovery Through Nature (RTN) group, which is designed to encourage teamwork outdoors and provide service users with skills they can use in everyday life. It is also an opportunity to speak with service users in a relaxed environment and provides them with space to clear their head in a safe environment. I have also been involved in the first alcohol free music festival attended by Phoenix Futures service users and their families and we have a family fun day this week which I am also involved in.

During the pandemic I have continued to undertake a variety of training opportunities online with Scottish Drug Forum, Scottish Families Affected by Alcohol and Drugs and various voluntary organisations to continue my personal development, this has resulted in me gaining numerous recognised certificates.

