


Community Justice Scotland
Ceartas Coimhearsnachd Alba

Community Justice Outcome Activity Across Scotland
Local Area Annual Return Template Guidance
2021-22

April 2022



1) Community Justice Partnership / Group Details	
Name of local authority area/s	North Lanarkshire
Name and contact detail of the partnership Chair	Name: Alison Gordon Email: gordonal@northlan.gov.uk Telephone: 01698 332004
Contact for queries about this report	Name: Tina Goode Email: goodet@northlan.gov.uk Telephone: 01698 524912

2) Template Sign-off from Community Justice Partnership / Group Chair
<p>Date:.....03.10.2022.....</p> <p>Name:..........</p>



3) Governance Arrangements

Describe your current governance structure for community justice arrangements and include links to wider community planning.

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, the role is provided by 9 community boards. The 9 Boards enhance and support community involvement to provide a single approach for local community-led decision making. This is further enhanced through the ongoing delivery of co-produced local Outcome Improvement Plans in each of the 9 Community Board areas. Action plans stemming from these, highlight and address the key priorities for each area. Local Partnership Teams have been established to drive delivery of the LOIPs and with responsibility for effective Monitoring and Management

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:

- a. Improve economic opportunities and outcomes.
- b. Support all children and young people to realise their full potential.
- c. Improve the health and wellbeing of our communities.
- d. Enhance participation, capacity, and empowerment across our communities
- e. 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), delivered by an annual action plan.
2. Lanarkshire Mental Health and Wellbeing Strategy 2019-2024.
3. The North Lanarkshire Children's Services Plan 2021-23.



4) Progress From 2020-21 Recommendations

These recommendations were published at the end of the reporting year and concern 3rd sector engagement, futures planning, and compliance with the Community Justice (Scotland) Act 2016. Please detail what work partners have undertaken, or intend to undertake, in response to the following 2020-21 recommendations:

Recommendation 1: Partnerships should build on work undertaken within the reporting period relating to third sector identification and engagement, and apply lessons learned to ensure they have established mechanisms to identify and engage with victim organisations as well.

a) What local strengths or recent progress relates to recommendation 1?

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.

North Lanarkshire Council Justice Services proactively prioritised partnership working with the third sector during the pandemic, commissioning third sector organisations to support the backlog in unpaid work.

Recommendation 3: Partnerships should undertake (or evidence the work already undertaken) to understand the future need and demand on their services: in particular, but not constrained to, recovery from the pandemic.

b) What gaps or emerging changes in need and demand for services have been identified?

The NLCJP identified specific gaps in service in relation to accessibility to support within custody centres and the requirement for additional support to those serving leaving prison following serving short term sentences. Partner updates at partnership meetings usefully contribute to understand demands on services.

There is a significant risk we are now facing another public health crisis due to unprecedented rises in the cost of living (CoL). Evidence suggests the CoL crisis is likely to lead to worsening health outcomes, including self-reported health, poorer mental health, stalling or worsening of child social, emotional and cognitive development. Further, the crisis will particularly affect those on the lowest incomes thus the health inequalities gap is likely to persist or widen.



4) Progress From 2020-21 Recommendations

c) How has this been identified?

The North Lanarkshire Community Justice Partnership updated the Strengths and Needs Assessment during the reporting period. Additionally, for the first time, a data inference was produced to consider findings to identify areas for improvement. Additionally, there has been a number of consultations with staff and people with lived experience, strategic and operational reviews and self-evaluation.

d) How will partners respond?

The NLCJP has leveraged funding of £240,000 during the reporting year, as well as a commitment from partners participating in a number of multi-agency thematic groups to develop services.

e) What has restricted progress in this recommendation?

The ongoing impact of COVID, related restrictions and absences. The back log of court business continues to present challenges for partner organisations as well as the recruitment and retention of staff to manage these demands.

Recommendation 4: Partners should note their collective statutory responsibilities under the Act to ensure that:

- all partners are aware of the statutory obligations, and that clarity and agreement is sought over partner expectations and contribution to ensuring these are met
- all national partners understand and comply with their individual responsibilities to supporting partnerships achieve their aims (section 35)

f) What work has been undertaken or planned to make improvements against recommendation 4?

The coordinator community justice has raised at national level the ongoing challenges relating to participation of organisations operating at both a national and local level in the participation and implementation of community justice.



4) Progress From 2020-21 Recommendations

g) What did this achieve?

Both Scottish Government and Community Justice Scotland representatives have been responsive to issues raised. There is work ongoing to develop mechanisms to ensure the participation of partners.

h) In what ways did local partnership compliance to the Community Justice (Scotland) Act 2016 change during 2020/21?

The NLCJP extended the North Lanarkshire Community Justice Improvement Plan and published a position statement to advise the public.

The North Lanarkshire Annual Return 2020-21 was published.



<p>5) Covid-19 Pandemic Impact</p>	<p>The pandemic continued in 2021-22. This section 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. This can include impact on the improvement activity, partner collaboration, delivery of services.</p>
<p>Challenges / Negatives</p>	<p>Positives / Opportunities</p>
<p>In the reporting period the pandemic continued to impact the work of individual partners and partnership working. Most significantly, restrictions continued to affect the ability of organisations in their face to face contact with service users.</p> <p>The pandemic has had a substantial impact on Police Scotland absence levels and those of partners. Over the course of the crisis, across Scotland, police officers have conducted over 120,000 interactions with members of the public in relation to coronavirus restrictions. From the outset we have been clear that our approach would be to engage with the public, explain the rules and encourage people to do the right thing. Enforcement has only been required in a relatively small number of cases, and policing is extremely grateful to the public for that co-operation.</p>	<ul style="list-style-type: none"> • North Lanarkshire Community Justice Partnership has continued to meet digitally during the pandemic. • 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. • The community justice coordinator for the partnership has remained in role. • 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. • Increased partnership working with third sector colleagues in the delivery of Community Payment Order Services. <p>The resilience Police Scotland officers and staff, and their commitment to providing an excellent service to communities across Lanarkshire, is remarkable and worthy of praise at the highest level. Lanarkshire Division adopted a sensible and sensitive approach to policing any such restrictions and followed the four guiding principles that have served us well; engage, explain, encourage and only enforce where absolutely necessary. This has proved proportionate and has undoubtedly improved public trust and confidence.</p>



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<p>Challenges / Negatives</p>	<p>Positives / Opportunities</p>
<p>Following the initial restrictions in response to the pandemic which necessitated the closure of unpaid work across North Lanarkshire, restrictions slowly started to ease. NLC Justice Services are transitioning to a fully operational service. Individuals were able to attend unpaid work on a restricted basis in limited numbers, to fulfil the requirements of their Community Payback Orders.</p> <p>The pandemic has impacted adversely on the wellbeing of everyone, members of the public, local community, service users and staff have missed the benefits, structure and routine of a fully operational NLC Justice Services unpaid work and locality services in North Lanarkshire.</p>	<p>A continuous improvement group was set up in NLC Justice Services to develop and prioritise areas of recovery in response to the pandemic in 2020. This was initially held on a weekly basis. These meetings adapted and responded to the local tier system in preparation for the service moving out of pandemic related restrictions. Service user participation has been integral to the success of the continuous improvement group and recovery planning within NLC Justice Services, having provided many ideas and feedback for the improvement and development of the service. Participation has been undertaken at internal reviews, meetings with workers, attendance at unpaid work and service user consultations.</p> <p>Due to the successful nature of the Continuous Improvement Group in the recovery planning, the group continues to take place. As we came out of the pandemic the meetings have reduced to fortnightly, since the beginning of 2022. The impact on service delivery has been significant, but North Lanarkshire NLC Justice Services Unpaid Work have been able respond innovatively to the challenges by utilising home working, increasing partnership working with third sector colleagues, supporting individuals to complete unpaid in their local area, all to the benefit of local communities.</p> <p>NLC Justice Services negotiated with large Supermarkets and secured donations of food which was then delivered to service users across Social</p>



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<p>Challenges / Negatives</p>	<p>Positives / Opportunities</p>
	<p>Care. The bike workshop continued to repair bikes for members of the public and also provides bikes for others in the community to support health and wellbeing in general. Mental health support plaques were completed by service users during home working. These were then placed the interior and exterior of local buildings, parks and walkways across North Lanarkshire.</p>



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.
<p style="text-align: center;">NATIONAL OUTCOME ONE</p> <p>Communities improve their understanding and participation in community justice</p>	<p>With regard to the following indicators:</p> <ul style="list-style-type: none"> ➤ 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
<p>New activities: What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome one?</p>	<p style="text-align: center;">What was the impact of these activities?</p>
<p>NLC Justice Services employed two Development Workers with lived experience. The individuals have lived experience of being in the justice system and being the family member of someone in the justice system. Both people are employed at equitable salary level to other paraprofessionals within justice social work.</p>	<p>The development workers have:</p> <ol style="list-style-type: none"> 1. Liaised and gathered service user feedback, completed exit interviews and questionnaires for the Justice Service and identified resources to assist with transitional planning for service users. 2. Promoted NLC Justice Services within communities i.e. engaging with community groups and have linked in with voluntary networks, and addiction supports within local communities. 3. Active role in NLC’s recovery and improvement agenda and community justice thematic groups. 4. Instrumental in the promotion of health and wellbeing for service users as well as contributing to the health and wellbeing agenda within Restorative Justice and the Women’s service and promoting



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<p>NLC Justice Services connects with the local community via social media posts that our beneficiaries place on social media to thank us and service users for assistance. Furthermore, staff regularly use the community groups and Police Scotland on social media to identify if someone is a victim of bike theft, to offer a replacement bike. In order to connect with the wider local authority personnel, who are often members of the local community, NLC Justice Services use the NLC internal social media app Yammer to showcase work that Justice Services Unpaid Work has been involved in, which assists to establish partnerships with other departments in the local authority.</p>	<p>appropriate resources within the teams for the benefit of Service Users.</p> <p>5. Contributed to the development of an action plan to undertake healthy eating groups with service users using food that has been grown by service users in our market gardens/allotments in the community.</p> <p>The NLCJP has benefitted from the specific experience and expertise of the development workers in the partnership Education and Employment Group, having devised a questionnaire that was used with people serving short term prisoners to understand support needs upon leaving prison. This work directly contributed to a range of evidence used to leverage funding for an additional post for voluntary throughcare.</p> <p>The use of social media with both staff and the community raises the awareness of unpaid work. Additionally, it supports reintegration to the community by reducing stigma associated with people in the justice system by recognising their contribution to the local area and evidencing a range of skills.</p> <p>Unpaid Work NLC Justice Services have provided refurbished bikes to both adults and children who are victims of bike thefts in the North Lanarkshire area.</p> <p>The use of Yammer by Unpaid Work NLC Justice Services enabled 30 bikes to be given to school children. Additionally, through regular appeals staff have donated bikes and materials to make Rags to Rugs, which is an unpaid work homeworking task. The rugs are distributed to the local SSPCA, Dogs Trust, Police Dogs as well as foodbanks.</p>



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The NLC Justice Services Unpaid Work Team held a virtual open day on 29th November 2021. The event was held via Teams as covid restriction measures remained in place at that time. Service users were involved in the development of the online event and were represented in the presentations. The following presentations were used to compile the virtual event: Diversion from Prosecution, Anti-Poverty Strategy, Youth Justice, Hybrid home working, workshop presentations, walk and talk, mental health and wellbeing, 3rd Sector other activities.

The event was attended by all community justice partner agencies, third sector, elected members, beneficiaries of unpaid work services, charities, local community groups and employability services. The feedback was overwhelmingly positive about the content and that it was held virtually as it captured a wider audience. In total 25 different organisations completed evaluation forms following the event. Some of the comments about the event are as follows: “inspiring and so good to see and hear from actual service users and young people”. “Virtual worked well, it was well delivered and engaging!! Thank you”, “This format worked really well. It allowed large numbers of people to attend and gave an opportunity to get a sense of the scope of the Service and the commitment of the staff. It also showed the positive impact of the work being done by the NLC Unpaid Work Team.”

Overwhelmingly, the feedback demonstrated that people had increased their understanding of the justice system, support available, partnership working and has helped to reduce stigma. For those who were unable to attend or wanted information to distribute further, an interactive digital information booklet was developed with service users which detailed the services we provide to local communities.

Given the success of the event, the next open day will be held virtually with the extended offer for our community justice partners to visit Unpaid Work NLC Justice Services at a later date.



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North Lanarkshire ADP establishment of a Justice and Health subgroup	<p>The subgroup will establish and maintain effective pathways between justice and community services to support the harm and impact of problematic drug and alcohol use. The group will report directly to both North Lanarkshire ADP and the NLCJP and will be focussed to:</p> <ul style="list-style-type: none"> a) Support the delivery of alcohol and drug outcomes and demonstrate the group’s contribution to the NLADP Strategic Plan by building on good practice b) Strengthen local partnership working & joint accountability by reinforcing outcome based approaches c) Ensure effective connections into local decision-making and raising awareness of alcohol and drug issues to inform local priorities, whilst ensuring that the ADP Strategy is embedded within the wider community planning process and link to other community planning partnership themes d) Evidence and identify the appropriate responses to reduce harms from substances and improve overall health and wellbeing for these in contact with justice. e) Establish and maintain effective pathways between justice and community services including prison through-care, police custody and diversion pathways. This will take account of housing, advocacy and connections to the community.



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NLCJP participated in research carried out Sarah Beresford and funded by the Churchill Fellowship in relation to Child Impact Assessments. The Child Impact Assessment is to understand the impact on a child when a family member is involved in the criminal justice system. Although the imprisonment of a household member is a recognised Adverse Childhood Experience, there is little support available for those affected. A Child Impact Assessment can help identify the needs of any children affected and enable relevant support to be put in place in a timely manner. Crucially, the focus is the child; there are other processes for identifying the needs of the parent in the criminal justice system.

The NLCJP facilitated a consultation event with representation from Children and Families Social Work, Women’s Justice Social Work Services, Education, Housing and NHS School Nursing to contribute to the research. Additionally, interviews were conducted with women currently in the justice system who are mothers.

Linking people with community organisations that can provide opportunities and support during and beyond their involvement in the justice system can assist to reduce the likelihood of further offending and community integration. Findings from the evaluation group will be considered and improvement actions developed within the review of the NLCJP Communication and Engagement Strategy, which will be carried out in 22/23.

This research is crucial in understanding the needs of children who have a significant person in the justice system. A report detailing the findings of the consultation was provided to the research author who stated that “this is really helpful feedback, and I really appreciate the time you have taken to pull this together”. Additionally, the report will contribute to the NLCJP Strategic Needs and Strengths Assessment to inform future planning as it provided helpful information from both staff and service users views.



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<p>What ongoing activities took place in relation to outcome one?</p>	<p>What was the impact of these activities?</p>
<p>As noted in the previous report there is an ongoing review of the approach to young people in conflict with the law within North Lanarkshire. In June 2021 A multi-agency steering group and three workstreams were established to undertake a self-evaluation which included the views of young people, parents, and staff. The workstreams focussed on Early & Effective intervention (EEI), Assessment & Planning and Transitions & Integration). The review comprised a number of elements including engagement with young people, staff, review of processes and procedures and a file audit.</p> <p>A social work file audit was undertaken between 7th February and 17th March 2022 and analysed practice over a 2-year period from February 2020 – March 2022. The information was accessed electronically. Cases were selected from the children and families service across the 6 localities, and this consisted of 30 cases with a combination of male and female up to the age of 18 years who were involved with services on a statutory and non-statutory basis. Cases were audited using the Quality Framework (Care Inspectorate, 2022). File readers were chosen from locality Children and Families teams, Intensive Services, and Adult Justice.</p> <p>A key part within the evaluation was gathering children/young people and their parent’s views. A questionnaire was developed and was undertaken on a face-to-face basis with 24 young people and 6 parents. The views of 86 staff were gathered from the online employee questionnaire. Questionnaires were the main source of gathering information out with the file audit.</p>	<p>Building on the findings from this review a number of service developments are being made to ensure that children and young people are meeting their full potential, are able to exercise their rights and are prevented from entering the adult justice system or experiencing an unnecessary loss of their liberty, in line with a rights respecting approach to justice. Importantly the review has involved participation from children and young people, their families and the workforce.</p> <p>The improvements to our approach to young people in conflict with the law are being overseen by a newly appointed senior social worker who will have specific responsibilities for improving outcomes through the developments in EEI, hearings and within structured deferred sentencing. The work undertaken as part of the review has facilitated the establishment of base line data in order to measure impact of improvements going forward, which will contribute to the Strategic Needs and Strengths Assessment and community justice planning.</p>



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<p>Service user consultations occur twice a month within Unpaid Work NLC Justice Services. These sessions involve a senior social worker meeting with a service user to listen to their experiences undertaking their unpaid work.</p> <p>Departmental reviews continue to take place within Unpaid Work NLC Justice Services, despite not being a statutory obligation but considered best practice.</p> <p>Exit questionnaires continue to be completed with service users at the end of their Community Payback Orders</p> <p>Feedback from beneficiaries of Unpaid work</p>	<p>Feedback received via these meetings are used to contribute to service review and development.</p> <p>People undertaking unpaid work have the opportunity to discuss any barriers to engagement and their support requirements, as well as feedback their experience of NLC Justice Services.</p> <p>In the period 2021- 2022 there were 310 exit questionnaires completed. This represents a significant increase in from the previous year, despite continuing to be restricted by the impact of COVID. The feedback directly contributes to service review and development.</p> <ul style="list-style-type: none"> • “We got your delivery of the balance bike and the guys were very helpful. The CHILDREN LOVE IT and have been having great fun on it today. Thank you so much again” – Allanton Primary School. • “Thank you so much for this. I truly believe this will improve Mr XXX’s mental wellbeing. He describes feeling a sense of freedom on his new bike and has been using this to get to his appointments” – Addiction Nurse, Addiction Recovery Team, Airdrie. • “XXX has been such an asset and great help whilst he has been here. We just wanted to express our gratitude by letting you know that he is always so keen to help out where he can and has done fantastic work every time he is here. We have offered XXX a part time job when he finishes his unpaid work hours” - Bellshill YMCA.



6) Performance Reporting – National Outcomes

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- “XXXXX was a fantastic worker and his work ethic was outstanding. He took pride in all the work he carried out at our building and this showed with the results each week he attended” – Carers Centre, Airdrie
- “XXX was very polite and respectful and always went above and beyond with any task he was asked to carry out within the grounds” – Uritas Road Sheltered Housing Complex.
- “It has been a pleasure having XXXX work with myself and I am very sad that he will no longer be attending as he really made a difference. I am really thankful to XXXX for all his hard work as it really was a big task when he first came, however this did not faze him and he always had a smile on his face doing the hard work” – Barnardo’s charity shop.
- “The tenants have all been commenting on how good a job he’s doing here, he’s such a good worker” – Larch Grove Sheltered Housing Complex.
- “We would like to thank everyone from Restorative Justice allotments for providing the delicious vegetables which were distributed among the tenants. Everyone has remarked how tasty the potatoes, carrots and other veg were and in this time of price rises, it is nice to get something free!” – Pirnie Place Sheltered Housing Complex.



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NATIONAL OUTCOME TWO Partners plan and deliver services in a more strategic and collaborative way	Where applicable have regard to the following indicators. <ul style="list-style-type: none"> ➤ 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
What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome two?	What was the impact of these activities?
NLCJP and NLADP in partnership with Police Scotland established a working group to review availability of support to people within custody and establish a ‘test of change’ support service for people in custody centres in North Lanarkshire. Activity related to the review <ol style="list-style-type: none"> 1. Review data in relation to the volume and needs of people within custody centres 2. Consult and engage with key stakeholders including third sector colleagues and people with lived experience 3. Consider current delivery models of support within custody centres within Scotland 4. Develop an evidence-based proposal of custody centre support service. 5. Identify funding to support ‘test of change’ 6. Identify third sector organisation to deliver service. 	Funding has been approved secured via NLADP structures to establish a more robust arrest referral processes and procedure in North Lanarkshire police custody centres to be delivered via treatment and care services and the recovery community. NLCJP/NLADP structures and Rapid review of services identified the need for this with 16 people with lived and living experience taking part in this research. The voice of people with lived and living experience have provided direct accounts of their experience in justice and other support services. This insight has influenced the NLADP strategy and will be used to shape the delivery and evaluation of support moving forward. This includes the draft commissioning plan. NLADP also currently funds a range of initiatives linked to understanding and supporting diversion including DTTO and Prison through care via



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Learning from Drug Death Task Force funding for prison through care has identified a need to widen Naloxone provision to the prison population and those leaving the justice system. Unpaid work volunteers and wider teams have undergone Naloxone training delivered by the Harm Reduction service and have been supplied with kits in response to a number of Near Fatal Overdose situations experience by the teams.

NLC Justice Services utilised a proportion of COVID recovery funding to purchase a training package for 56 members of staff within children and families social work, education and third sector colleagues to implement the 'UP2U Family Practice Programme' for non-court mandated individuals who have unhealthy relationship behaviours. Unlike the healthy relationship version used in justice, the programme can be also used across a wide variety of child and family practice interventions including parental neglect, physical chastisement, emotional abuse and anger management.

Safe and Together training rolled out across NLC Justice Services

Trauma Informed Practice training was delivered to unpaid work supervisors.

Phoenix Futures and recovery peers to increase recovery in Shotts/Addiewell and Lowmoss.

Funding has been allocated to ADPs to support the role out to Police Scotland staff via NHSL Harm reductions teams. This funding is intended to cover each officer working across Lanarkshire to carry an intranasal Naloxone (Nyxoid) kit to respond in the event of a suspected opioid overdose situation.

Early intervention and prevention consistent approach across children's services to empowering individuals to have healthy relationships. Both quantitative and qualitative data measurements are available to contribute to participation, individual planning and risk management and to understanding the effectiveness of interventions.

Increase knowledge base of justice practitioners working within families and aligns to the promise and contextual safeguarding principals.

In recognition that unpaid work supervisors can spend up to 7 hours a day with people completing unpaid work, a bespoke training package was developed to specifically support the workforce to increase their knowledge and skills to engage with people in a trauma informed manner.



6) Performance Reporting – National Outcomes

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NLC Justice Services Breach and Review Document was updated to reflect national guidance and expected local practice. A formal relaunch was held via the virtual platform Teams on 25 November 2021. The event was held online due to the covid pandemic restrictions. This was the first event that brought all Justice Staff together for a development session since the pandemic commenced. The event introduced presentations from the three Education and Families (Justice) Managers - An overview of the themes arising from notifications submitted between 2018-2021, an overview of CPO Audit Analysis 2020 and Collective themes and NLC’s Commitment to embedding a learning culture.

The event focused on the achievement of consistent practice in matching the individuals risk level with the intensity level of intervention. The key themes arising from updated Community Payback Order guidance issued in 2019 were introduced. The document is a live working document that is located on the North Lanarkshire Council Learn NL site which workers can access for ease of reference. The document is updated to reflect any changes in national/local guidance and the most current version is available for staff.

Following the overview of the Breach and Review document, the attendees were split into online breakout rooms to explore a case study that was specifically devised to draw out the themes that were discussed within the Education and Families Managers presentations as well as the guidance in the Breach and Review Document.

56 responses were received from Breach and Review Relaunch Evaluation and the questions as well as responses are detailed below:

Q1 - Do you think the document will assist you in your daily role and responsibilities? 30 Strongly Agree – 26 Agree

Q2 - Did you find the presentations helpful? 28 Strongly Agree – 27 Agree – 1 Disagree

Q3 - Did you consider the breakout groups helpful? 24 Strongly Agree – 30 Agree – 2 Disagree

Q4 - Did you consider the event to be worthwhile? 26 Strongly Agree – 29 Agree – 1 Disagree

Other comments:

“Good tool and reference for all in practice, streamlined, easily accessible and outlines clear guidelines and expectations for all”.

“I enjoyed the data provided in the presentation - good to know that we are managing well in lots of areas despite the pandemic. However still face loads of challenges. The breakout room was useful as a differing insight into throughcare and higher tariff case”.

“This session has been very helpful and the document itself seems really user friendly and clear. Thanks”.

“Felt the new document is going to be really helpful going forward as it breaks down everything and is very user friendly”.



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.
	<p>“It's positive to have a procedural document to refer during practice. This was lacking before. Hopefully this will reduce the instances of different teams working differently”.</p>
What ongoing activities took place in relation to outcome two?	What was the impact of these activities?
<p>A review of Police Led MAPPA Environmental Risk Assessments was undertaken in partnership with Police Scotland, NLC Justice Services and NLC Housing Solutions. The review established that the current structure to undertake the assessments was complex and disproportionately impacted resources in locality teams.</p> <p>The annual MAPPA Development Day that took place on 30 April 2021 and was attended by a range of partners from Scottish Prison Service, North Lanarkshire Council, Police Scotland, NHS Lanarkshire, NHS Scotland, NHS Greater Glasgow & Clyde as well as SLC staff, a range of new priorities for the next reporting period, 2021/22 were developed.</p> <p>MAPPA contributes to various NLC Public Protection forums and staff participate in the NLC Chief Officers Group: Public Protection along with the other Lead Officers from the various public protection disciplines. This includes arranging and participating in strategic planning events for the Chief Officers Group, ensuring collaboration between the various partner agencies to deliver more holistic services. MAPPA also contributes to the NLC Public</p>	<p>A revised operational process was devised to streamline the process:</p> <ol style="list-style-type: none"> 1. A single point of contact email box has been established for Police Scotland to initiate assessments. 2. A multi-agency oversight group developed, which will meet on a quarterly basis to monitor implementation and progress. 3. Evaluate impact and effectiveness. <p>This event was extremely valuable and demonstrated partner agencies working in harmony to better protect the public. The annual development day facilitates a multi-agency approach to the implementation to MAPPA. The event provides an opportunity for learning and consideration of evidence to support the setting of priorities for the purpose of continuous improvement.</p>



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.

Protection Bulletin that is widely distributed across the local authority, highlighting significant events, guidance etc thus ensuring current and relevant and information is distributed across local communities.



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.
<p style="text-align: center;">NATIONAL OUTCOME THREE</p> People have better access to the services that they require, including welfare, health and wellbeing, housing and employability	<p>Where applicable have regard to the following indicators.</p> <ul style="list-style-type: none"> ➤ 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: <ul style="list-style-type: none"> 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
What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome three?	What was the impact of these activities?
Development of Challenging Patient Service Exit Pathway	An exit pathway for individuals accessing health care via the Challenging Patient Service has been developed to provide a transparent pathway for people to exit the service. Evidence indicated that a disproportionately significant number of people receiving health care were people with lived experience of the justice system. In line with a public health approach, the pathway offers a rights based model, that is proportionate to individual circumstances and provides opportunity for people to access to local community based health care to support reintegration within the community.



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.
What ongoing activities took place in relation to outcome three?	What was the impact of these activities?
<p>As part of the review of children in conflict with the law and in order to Keep The Promise and the Promise Plan 21-24, there is a focus in enhancing alternatives to secure and custody. We aim to achieve this through a better and more strategic use of children’s hearings in a partnership with SCRA and in discussion with SCTS and COPFS.</p> <p>The review has identified Early and Effective Intervention (EEI) as a key area for improvement. Work has now started to integrate with the GIRFEC pathway to ensure that the voices of children and their families are central to EEI, wellbeing needs are addressed holistically by the people who have existing relationships with the child/young person and their rights are upheld.</p>	<p>A pilot is being developed which is intended to increase the number of young people who are jointly reported or remitted for advice/disposal to be supported within the hearing system and in the community to prevent and reduce the likelihood of involvement in the justice system. The pilot has utilised learning from the evaluation of use of structured deferred sentences for young people in North Lanarkshire and SCRA research ‘Children aged 12 to 15 years involved in offending and referred to the Children’s Reporter and Procurator Fiscal in Scotland’, A research report by the Scottish Children’s Reporter Administration for the Scottish Government. Each young person will have a structured care plan supported by an increased emotional and vocational support over 7 days a week. In addition, Speech and Language Therapy are participating in the initiative to ensure that unmet needs are met, and most importantly young people are supported to exercise their rights.</p> <p>There has been training and a new online tool is being rolled out to key staff with the aim of ensuring that there is a consistent approach delivered throughout the authority. A team that will work specifically with Children and Young People in conflict with the Law has been established. The role of this team is to promote the changes within the justice system throughout the authority and provide additional support to the locality teams. This team is comprised of a senior social worker and two support workers.</p>



6) Performance Reporting – National Outcomes

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Building on the positive work that has been undertaken within the Structured Deferred Sentence Court in Hamilton Sheriff Court a similar service has commenced in Airdrie.

Intervention with children and young people in conflict with the law via structured deferred sentences has a strong focus on welfare and allows a more flexible approach to supporting the young person. Research has shown that this disposal promotes more positive outcomes for the young people than a Community Payback Order. Briefings have been provided to staff to promote the use of this disposal and this will continue to be a priority for future development.



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.
NATIONAL OUTCOME FOUR Effective interventions are delivered to prevent and reduce the risk of further offending	<p>Where applicable have regard to the following indicators.</p> <ul style="list-style-type: none"> ➤ 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: <ul style="list-style-type: none"> 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) <p>Number of short-term sentences under one year</p>
What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome four?	What was the impact of these activities?
Development of Diversion from Prosecution Training Working Group and Action Plan	Diversion from prosecution referrals, assessments and cases commenced has consistently been above the Scottish average and even in the midst of the pandemic were consistently high. The development of a multi-agency action plan to train and raise awareness of Diversion from Prosecution in the community justice workforce including COPFS, Police Scotland and NLC Justice demonstrates a commitment by the NLCJP and partners to maximise opportunities for early intervention.



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.
Development of Bail Action Working Group	<p>An audit of Bail Supervision was carried out following it being highlighted as an area of concern in the previous annual return. The audit identified the need for action to drive improvement and increase the use of Bail Supervision. A workstream was developed from the Court Steering Group to focus improvement. The remit of the group is to:</p> <ol style="list-style-type: none"> 1. Increase uptake of Bail Supervision as an alternative to remand for both adults and young people. 2. Identify and address barriers to imposing Bail Supervision. 3. Ensure Bail Supervision processes are effective and in line with national policy and guidance. 4. Improve performance framework and data collection
What ongoing activities took place in relation to outcome four?	What was the impact of these activities?
<p>Development of Bail Supervision services - Court social work assistants have been assigned to manage a case load and have protected time out with their other court tasks to manage bail orders. In addition, SACRO have been commissioned to provide an outreach service since August 2021. Sacro support is focussed on substance use, housing, emotional support, attending appointments including court appointments and any other general needs identified as part of the ongoing reviews of the individuals needs and risks.</p> <p>Continued use of Scottish Government Covid 19 additional monies has facilitated the ability to commission third sector partners in delivery of 'other activity' component of CPO.</p>	<p>Since the changes have been implemented there has been a rise in the use of Bail Supervision for people in North Lanarkshire. Additionally, partnership working with SACRO has allowed for more flexible, supportive and responsive service and enables bail supervision officers able to delegate tasks to Sacro and focus on more of a case management role.</p> <p>Commissioned organisations included Wise Group, Love Learning and Street Cones. Interventions were focused on wellbeing, problem solving, positive use of time, literacy/employment and personal development. Individual feedback from participants reported increased feelings of self-</p>



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.
<p>Digital Inclusion - NLC Justice Services Unpaid Work and Women’s Service continued to work alongside Connect Scotland to access digital devices for individuals including laptops/Mac Books and MIFI</p> <p>The need for more robust prison through care support has been identified through collaboration between the NLCJP and NLADP in a recent rapid review of substance use treatment support and care pathways.</p> <p>Key activities to collected feedback</p> <ul style="list-style-type: none"> • NLADP rapid review – identified the need for improved links with justice settings to improve assertive outreach capacity and crisis support • NLADP Strategic review and consensus event – built on lived and living experience of substance use and justice system – facilitated through NLADP, North Lanarkshire Recovery Community and Scottish Drugs Forum Peer research. Initiatives commissioned by the NLADP. • NLADP involved people with lived experience of justice in recent recruitment for 2 new development officers to shape and influence the recruitment process with an understanding of the links between justice, multiple complex needs and substance use 	<p>worth, motivation and self-confidence, as well as improved mental wellbeing. Some people also believed that their involvement has enabled them to consider more positive pathways for their future.</p> <p>The provision of digital equipment and online access has directly contributed to the reduction of digital poverty and increases opportunities for participation to employment and educational opportunities to support individuals and families.</p> <p>Phoenix Futures was awarded funding from the Scottish Government Drug Death Taskforce (DDTF) for a North Lanarkshire Prison Link Worker post in July 2020. By introducing this post, we proposed to support the priority for equivalence of support for those in the Criminal Justice System which had been identified as the 6th area identified as immediate prioritisation by the DDTF. This post started on 1st November 2020. The aim was to support 50 individuals per annum who are released into the North Lanarkshire area and involved in the Criminal Justice System. Phoenix Futures also aimed to train and induct 5 new Volunteer Peer Mentors with lived experience.</p> <p>The following outcomes for those that would engage in the service:</p> <ul style="list-style-type: none"> • A reduction in drug and alcohol use, reducing the risk of harm and death • A reduction in isolation and loneliness from society and local community • An improvement in emotional and physical health and well-being



6) Performance Reporting – National Outcomes

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Police Scotland report that in 2021/22 there were 3528 RPWs, Road Traffic Tickets Issued: Endorsable 1506 & Non-Endorsable 911 and ASB Fixed Penalty: 628

In Year 1 (November 2020 to October 2021) the total number of referrals were 79. In year 2 (October 21 to August 22), of which there are two months remaining, there were 63 referrals. Justice Social Work Services and Self accounted for the highest rates of referrals.

Volunteer Peer Mentors

We have recruited 6 Volunteer Peer Mentors with direct and indirect experience of the justice system since this post began. Their duties include support with prison gate pick-ups, co-facilitation of Justice SMART group, 1:1 support for individuals and attendance at Phoenix events.

One of our Peer Mentors was also involved in supporting North Lanarkshire ADP with the Interview Process for the new Development Posts.

Police Scotland had a significant part to play in supporting the community during COVID, both in terms of mitigating the spread of the virus and implementing revised custody operational procedures.

During COVID Instructions were given that arrests should, in the first instance, be more critically assessed and alternatives (direct measures) employed where possible. Alongside the implementation of lockdown, these measures contributed to reduced custody numbers. Where it was considered appropriate to place a person in police custody, careful consideration was given to their disposal decision. In support of this, the Lord Advocate issued revised guidelines on liberation by Police which afforded greater flexibility in the use of Police Undertakings. Where risks could not be suitably mitigated, individuals continued to be held for court.



6) Performance Reporting – National Outcomes

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1. Direct Measures	1. Alt	715
	3. FF & Comp	329
	4. Comp	69
	5. Fiscal Fine	1,735
	6. Work Scheme	28
	7. FP	1,686
	8. Poss Divert	565
2. Direct Measures Total		5,127
3. Court Proceedings	1. Solemn	1,559
	2. Summary	6,592
	4. JP	1,238
3. Court Proceedings Total		9,389

Police Scotland worked with COPFS and SCTS to implement Virtual Custody Courts from a number of custody centres which reduced unnecessary travel and the associated transmission risks. Criminal Justice partners worked closely throughout the pandemic and indeed continue to do so to ensure the smooth operation and recovery of the Criminal Justice system.

COPFS continues to work constructively with key partners, particularly Police Scotland and SCTS to facilitate smooth throughput of criminal cases and to reduce outstanding work in hand that has increased during the pandemic. These have focused on encouraging earlier engagement between Crown and Defence by way of Pre Intermediate Diet Meetings (PIDM) that explores readiness of parties for trial, the possibility of resolution and reduces unnecessary calling and adjournment of cases. It is considered that these initiatives have contributed to a significant reduction in outstanding criminal trials across the jurisdiction as compared with the position last year.



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.

Justice Social Work Services continued to offer a Diversion from Prosecution Service during COVID for people from North Lanarkshire. In 2021-22 there has been 353 referrals, 255 for men and 98 for women. Work commenced during this time with 123 men and 61 women.

CPO	Male	Female	Total
Number of Orders	912	136	1048
Number of Individuals	773	121	894

DTTO's	Male	Female	Total
Number of Orders	12	4	16
Number of Individuals	11	4	15

RLO's	Male	Female	Total
Number of Orders	60	6	66

The use of Diversion has continued to increase in North Lanarkshire. Data indicates that the COPFS significantly increased the number of referrals. The multi-agency Lanarkshire Diversion From Prosecution Group led by COPFS meets regularly to plan, review and develop services.

NLC Justice Services continued to contribute to a risk management system, whereby service interventions could be directed to those in need, which was monitored on a weekly basis by management. They continue to use home working alongside community projects for those completing unpaid work. This coupled with the other activity element of unpaid work, is delivered in partnership with our third sector colleagues.

During the period of 2021 to 2022 there were 1,048 Community Payback Orders issued by the Court for 894 individuals. In respect of the requirements that were issued:

43% were Supervision only; 35% were combined orders with supervision and unpaid work and 23% were standalone Unpaid Work. Of those orders with supervision 2% included a Compensation requirement; 0.6% included a programme requirement; 0.1% included a Mental Health requirement; 0.7% included a Drug Treatment requirement; 0.2% included an Alcohol Treatment requirement and 30% included a Conduct requirement and there was no use of a Residence requirement.



6) Performance Reporting – National Outcomes

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In total 53464 unpaid work hours were completed. These hours were carried out via a combination of single placements, squad placements, home working and other activity.

- 77% people were seen within one working day and 87% were seen for induction within 5 working days of the order being imposed.
 - 94% 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
 - 77,441 hours were imposed in relation to unpaid work and other activity
- A significant outcome recovery planning group was the introduction of increased opportunity for unpaid work to be completed within an individual’s home environment. This response enabled a number of orders to be successfully completed without the need to request extensions to an already strained Court Service. Consequently, North Lanarkshire Council’s backlog of unpaid work hours was consistently reduced.

An example of how unpaid work assisted the community throughout the pandemic was that the Restorative Justice bicycle workshop continued to provide bikes to the local community as well as build new partnerships for the future. The bike workshop continued to provide a provision and repair service to the wider community and over 203 bicycles were distributed to assist and support individuals within the community to maximise their health and wellbeing throughout the Covid-19 pandemic. The bicycles were recovered from the local recycling centre and refurbished to a gold standard prior to distribution by the supervisors in Restorative Justice. In total 1075 hours of unpaid work has been completed by the bicycle repair workshop. We have continued to support local communities by providing bike maintenance and repair. We have expanded our efforts by training a further 4 supervisors on bike maintenance and repair and we are now supporting schools to identify children and young people who would benefit from a donated bicycle from Restorative Justice to assist them to feel included and improve their health and wellbeing.

The Bike recycling workshop contributes to achieving better health and wellbeing for those we serve in the community. Such is the success of the bike recycling it has been agreed that with the additional funding secured from Scottish Government to address the impact on covid we will purchase a bespoke mobile bike recycling van that will have all the necessary equipment within it to repair and recycle bicycles. This customised van will be deployed to the local areas across North Lanarkshire to repair, refurbish bikes locally in the community. It is our intention to link in with Police Scotland when they undertake their bike marking events in the community.



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.
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
How do partners measure outcome five for individuals?	If this information has been collated, what does it show?
NLC Housing Solutions Homeless Out of Hours Performance Analysis – SPS liberations or breakdown in relationships	<p>As part of this monitoring arrangements, we have noted that SPS liberated service users often advise that they will return with family and friends. Contact number of Homeless Out of Hours service has been given to SPS, to share with individual to enable them to contact Housing Service in and out of hours, should they require assistance. This number is being utilised as we can evidence from OOH statistics that some request assistance out of hours due to situation quickly breaking down. Main reason: family friends no longer willing to accommodate or sofa surfing before presenting, all of which have been supported by Housing’s Out of Hours Homeless Service and day time services. Two service users that were sofa surfing and supported by Homeless Out of Hours team have been allocated a permanent let and are currently sustaining their tenancy from 2020/21) which highlights the input from Housing around tenancy sustainment for those that can be transient.</p> <ul style="list-style-type: none"> • As above, ensures that we can work together for the interest of service user • All the above ensures PAS (prevention and sustainability assessment) is undertaken and recorded to ensure data can be logged and outcome, for all SHORE service users. Test of change and implementation within 2021/2022 and beyond.



6) Performance Reporting – National Outcomes

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RRTP meetings, ensure that SHORE arrangements are the focus for discussion for all

Public Protection HIT re-established, alongside 6 weekly cycle meeting with managers to discuss the needs of NLC Justice Services Users, Hospital Discharge for high risk and vulnerable and those who require our assistance via wider public protection agenda (Housing need and additional supports, including financial supports to manage rent levels etc

Test of change and interim arrangement is to utilise Prevention and Sustainability Module on existing Housing Management System to record needs/action for short - term prisoners under Shore arrangements, thereafter, recording of outcomes for performance monitoring and analysis.

NLC Housing Solutions continuous improvement agenda around data capture in terms of analysis of service users referred to managed and supported by the Public Protection Team of Housing, including trends and analysis around outcomes, e.g., length of stay in accommodation, Environmental Risk Assessment rejections and approvals, number of people housed within period, temporary accommodation transfers into permanent lets, balanced communities, length of stay in temporary accommodation, tenancy sustainment, requests for assistance etc

Scheduled meetings with the Housing Service Manager of PP Team working together with others to ensure that the needs are met around all justice service users, including SHORE arrangements, evidenced by the work undertaken around PAS.

PP HIT - Re-established and enables discussion around practice, new legislation, raise awareness of needs of service users and discussion around resources in terms of suitable housing options

6 weekly cycle meetings discuss requirements on a case-by-case basis and monthly projections around liberations. Enabling pre-planning of housing options for liberation or return to existing accommodation. Improved outcomes for SPS liberations and risk management as appropriate.

NLC Housing Solutions implemented in 2021/2022 as a test of change in October 2021 and has been rolled out to all localities period 2021/22, further improvements will be implemented 2022/23. Performance monitoring is subject to continuous improvement and the Public Protection Team of Housing can build evidence to highlight outcomes for short term prisoners as we progress to 2022/23. (Report under development and continuous improvement).

NLC Housing Solutions recording information and producing monthly reports enables service analysis of need in terms of staffing and resources. Importantly it enables the Public Protection Team to monitor and improve outcomes for Justice Service users and other vulnerable people. It also ensures compliance with legislative guidance and associated partnership arrangements.



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.

NLC Housing Solutions “Flipping” temporary accommodation for high risk/vulnerable service users into permanent housing options.

Within the reporting period of 21-22 there were 50 service users engaged in voluntary throughcare from HMP Addiewell and offered support via community bridges, 31 of these signed up to Community Bridges with 18 service users from the previous year also carried over.

As with all services across the authority and beyond the recovery from the pandemic remained a challenge throughout the previous year. Whilst we have seen the easing of some restrictions it has been apparent that the impact of the pandemic will be a consistent feature for years to come.

Post release physical appointments have continued to be offered throughout the pandemic with physical face to face appointments also being reinstated at the pre-release stage within the previous year. This continues to be at a reduced level to pre-pandemic, however we are satisfied that we are making sufficient progress.

Covid-19 has significantly affected the delivery of services which are routinely required by our service users. Services such as addiction services have increased their use of telephone consultations. GP and health services also were forced to change the way their service was being delivered and as a result some service users struggled to access these critical services. As a result it was felt that that there was an increased demand on our service to provide a more intensive level of support and work with individuals to help

The commitment by NLC Housing Solutions to convert temporary housing allocations to permanent tenancies is supportive of stable accommodation that is recognised as a protective factor in reducing the likelihood of reoffending. It also financially supports service users, as they would have no additional outgoings such as decoration and furniture.

The NLCP Employability and Education Group continued to meet virtually during the pandemic on a six weekly basis. Meetings provided the opportunity for members to provide updates regarding the current labour markets and service provision. Additionally, building on from previous participation work with both staff and service users a thematic subgroup was established to consider how education and employment opportunities could be shared with front line practitioners across statutory and third sector organisations. The group is currently developing a structure to support the provision of a digital newsletter to initially be shared with professionals, but with a longer term aspiration how this may be directly sent to service users.

During the reporting period the NLCJP Employability and Education Group undertook a review of education and employment support available to short term prisoners. The review consisted of:

1. Horizon scanning of services available to short term prisoners.
2. Consultation with people currently serving a custodial sentence as to establish views on support requirements in both the adult and youth estate.
3. Review of data in relation to numbers of people serving short term custodial sentences.



6) Performance Reporting – National Outcomes

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them to overcome any barriers, they may have had in accessing services, such as access to a mobile telephone/ online services.

Findings from the activities undertaken indicated that:

- Whilst there were a range of third sector organisations linked to and working within the custodial estate, these services primarily related to people closer to being education or employment ready.
- A significant number of people serving short term prison sentences were not in a position, due to complexity of need, to engage with employability services, but would benefit from interventions to support reintegration in the community.
- Current provision of pro-active voluntary support to short term prisoners is primarily constrained by funding requirements of Community Bridges and limited to the local community facing prison. It therefore highlighted that there were a number of people serving short term custodial sentences who would benefit from reintegration support.
- Additional resource was required to address the gap in services for short term sentences who required reintegration support to increase future opportunities to engage with employment and education organisations.

As a result of the work undertaken NLC Employability Support and Skills Development Service has agreed funding of £120,000 for Adult and Youth NLC Justice Services to provide additional resource to support people serving short term prison services. This funding will see the recruitment of an additional justice support worker who will seek to extend the provision of Community Bridges to other local prisons. Discussions continue how this will be used with young people.



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.

In order to comply with Standard Operating Procedure developed with Senior Social Workers at Justice Services and Covid-19 restrictions, clinic delivery required to be changed to an appointment based approach from what had previously been a more opportunistic based method of engagement pre pandemic. Working in partnership with the Restorative Justice team, an appointment booking system was implemented. Justice Support Staff within this service appointed their service users to Keep Well and also carried out Covid-19 screening questions prior to clinic attendance. Keep Well clinics were held within three locations in North Lanarkshire, two NLC Justice Services venues including Women’s Service and one within a Health Centre.

As restrictions eased and service users returned to NLC Justice Services bases, opportunistic appointments were offered to those service users attending the office. However, with the upsurge of Omicron variant towards end of quarter three, Keep Well returned to an appointment only based approach as service users were unable to attend unpaid work within the base. Keep Well were unable to participate in the Rolling Programme as this was unable to be delivered due to Covid-19 restrictions.

As of 31st March 2022, 89.56% of patients commenced psychological therapy within 18 weeks (target is 90%)

Keep Well offer an individual holistic health check with a focus on cardiovascular disease prevention. 51 clinics were held during 2021 -22, with 77 people attending the service. 11 individuals were referred to Keep Well by Justice staff with 9 of them attending their appointment. Following on from the health check, case management support was provided to 69% of individuals seen by Keep Well in order to support health behaviour change and engagement with attendance to other support services. The health check resulted in 31% of attendees having to attend their GP practice in order to follow up on abnormal clinical results uncovered at the clinic. 51% people benefited from referral to Leisure services, including Weigh to Go service which is a weight management support service supported by NHS Lanarkshire. 38% of individuals seen accepted testing Blood Borne Virus’s and 9% were referred to Sexual Health and Cancer Screening Nurse Specialist Homeless Project. 7% accepted referral to addiction support services, 10% accepting referral to Quit Your Way service. 30% of individuals seen were signposted to other services including Well Connected resource/ App, NHS Covid-19 Vaccination helpline, Financial Support Services, Addiction Recovery services.

Psychological services have embraced new digital ways of working throughout the pandemic and this has allowed them to continue to progress against waiting times targets. NHS Lanarkshire are beginning to see inequity of access as digital poverty emerges. This could have direct and significant negative impact on waiting times. Across all mental health service areas, we are observing an increase in the number of people reporting concerns about their financial wellbeing with individuals requiring the use of foodbanks and being unable to pay their bills. This is reflected from both patients and staff. Clinicians are also reporting that supporting the constant anxieties and uncertainty that individuals face with



6) Performance Reporting – National Outcomes

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Police Scotland service support by NHS Lanarkshire for people presenting as distressed:

- Liaison nursing provision to support Police triage to redirect where possible presentation to A&E for assessment. This has significantly reduced presentations to A&E and supports Police Scotland Police Officer resource management.
- From the Police triage service if the patient needs to be seen face to face there are 2 options:
 - 1) Seen at Out Of Hours with Liaison and ANP to support a timely assessment and discharge, reduced presentation to A&E and reduce time spent in A&E by Police Officers.
 - 2) Depending on increased risk and complexity or physical health concerns direct referral to A&E
- ANP Police Custody Service. Referral via the Forensic Medical examiner where the patient is assessed within Police Custody suite, 9pm-9am Mon – Fri and 24hrs Saturday & Sunday.
- NHS Forensic Service provide nursing assessment input for those presenting to court Mon-Fri 9am -5pm.

regards to their financial difficulties further impacts on their mental health and consultations can take longer, and episodes of care are increasing. This can have a negative impact on waiting times.

Liaison nursing provision to support people presenting as distressed who come into contact with Police Scotland is hugely beneficial in reducing the time needed to access support from mental health professionals. Additionally, in most cases intervention reduces the likelihood of attendance at emergency departments which are very busy are under significant pressure. Importantly, the distressed individual, in most cases, can be supported at home or in a safe place. This can also reduce the likelihood of offending related to the distress, therefore supporting early intervention and prevention.



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.
Review of welfare rights and debt advice provision for people accessing services.	The review concluded that there were inconsistencies in recording and assessments being completed, which resulted in a revised operational structure being developed. The outcome of this review was that the Tackling Poverty Team on receipt of an effective referral would complete the financial assessment and any subsequent claims that had to be made, this will often be in conjunction with the Justice Staff who will be able to provide supporting evidence for claims etc. It is anticipated that the new model will provide a more effective and consistent method of ensuring that people benefit from the expertise of specialist officers. Additionally, the centralisation of financial inclusion provides opportunity for the collection and analysis of data to understand needs that can contribute strategic planning. A survey of staff using the service will take place in 22-23 to measure impact of the changes.
If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome five.	
<p>Case Study 1</p> <p>VR is a 22 year old woman whose birth mother was known to services due to substance misuse issues and VR and her siblings experienced neglect whilst in the care of their birth mother, VR was removed from her birth family and adopted at the age of 18 months, unfortunately VR’s adoption placement broke down when she was 15 years of age. VR was placed in the care of the local authority and spent time in different children’s houses in North Lanarkshire, unfortunately dynamics changed within the children’s house, VR was misusing substances and presenting with challenging behaviours and she was asked to leave the children’s house setting at age 17. Undoubtedly VR experienced significant adversities in childhood and adolescence including what she perceived as rejection from her birth and adoptive families and lack of a secure base, these issues continue to have a negative impact towards her emotional health. After leaving the children’s house, VR was placed with a supported carer however this also broke down, she then resided between work colleagues followed by various homeless, temporary accommodations, permanent tenancies, overall, VR has resided in seventeen different accommodations since leaving the children’s house and this contributed towards significant instability in her lifestyle.</p>	



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.

VR was made subject to a community payback order in 2018 and I have been her supervising officer through five community payback orders from 2018-current. VR was struggling to live independently in the community, chronologically she was functioning at a lower age. VR was extremely vulnerable to exploitation and agencies were concerned regarding sexual exploitation perpetrated by two males who reported they had knowledge of her birth father. VR was being groomed by these individuals and their actions continued to compound the trauma she had experienced.

During this time frame, VR's substance misuse and lifestyle was becoming increasingly more chaotic, she presented with public order offending when her mental health was poor and she was using substances as a coping strategy. VR struggled to gate keep her tenancies and was the victim of a number of assaults in her home environment. VR struggled to manage her finances and her adoptive family appeared to be exploiting her financially. Despite significant supports in place from different agencies, it was becoming increasingly evident that VR was unable to sustain a tenancy and the current model was not working. Due to the complexities in supporting VR, a multi-agency approach has been essential in supporting her in a holistic manner. Weekly workers meetings were held with all the agencies involved including Children & Families and Justice Social Work, Intensive Support Services, Third Sector and Addictions Services. Additionally, the manager from the children's house where VR had previously resided and who had maintained a relationship with VR since she left at the age of 17 was also involved.

At the beginning of this year, concerns continued to accumulate, emergency services were responding to VR almost daily due to suicidal ideation, risk of overdose, she was evidently extremely vulnerable and struggling to cope in the community, experiencing sexual exploitation, financial exploitation and was at risk of death from poly substance misuse. An Adult Support and Protection meeting was held to discuss the options including detox and residential rehabilitation. However, given her level of trauma and insecurity, consideration was also given to returning to a children's house to benefit from a nurturing and protective environment. VR's views were sought, and she expressed that she wanted to return to the children's house. Initially this was proposed as respite over the weekends whereby VR was particularly vulnerable, however this has become a longer term placement for her.

VR has resided in the children's house now for around four months, since this time her lifestyle has completely stabilised, she is in a safe and secure base whereby she can access supports from staff. She is no longer seeking out negative associations and has been able to safeguard herself from the males exploiting her. VR has significantly reduced her drug misuse and recently achieved a three week abstinence from alcohol use. VR is now thinking about her future options and has been baking which is something she really enjoys and is considering food hygiene courses with the view of opening her own business. This is the most stable VR has ever been and a safe and secure base has allowed her to address the other areas in her life. VR's offending behaviour has significantly reduced and she has not been involved in any offending behaviour since residing in the children's house. An SDS package has been approved and she will receive supports in the community when she is ready to move into her own tenancy in the future. Furthermore, counselling services are also being considered to support her to recover from the trauma she has experienced.

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 case example highlights a coordinated multi-agency approach to the protection of a vulnerable woman in the justice system, whereby staff were innovative and responsive to the care she required to meet her needs and reduce her likelihood of reoffending,

Case Study 2

Mr X subject to MAPPAs arrangements.

When Mr X was charged but unconvicted, he received Housing Support from contracted Housing Support provider funded by Housing (3rd sector). Mr X required to move to alternative temporary accommodation which was subject ERA process and due to new status under MAPPAs arrangements, 3rd sector provider was no longer contracted to assist with housing support with Mr X, as this was out with their existing contractual arrangements.

NLC Housing Solutions in partnership with Police Scotland and NLC Justice Services identified suitable accommodation. Multi-agency risk management planning meeting was undertaken and due to the nature, lifestyle, chaotic behaviour and risk of the individual, NLC Housing Solutions felt that it would be detrimental to remove this service and agreed to fund the 3rd sector provider to support to Mr X as part of the risk management arrangements. Mr X was actively engaged with support provision.

Outcome

Mr X settled within temporary accommodation provided by NLC Housing Solutions and after a short period of time, the accommodation has been flipped to a permanent tenancy, in agreement with all partners and 3rd sector support will be removed as and when appropriate to do so.



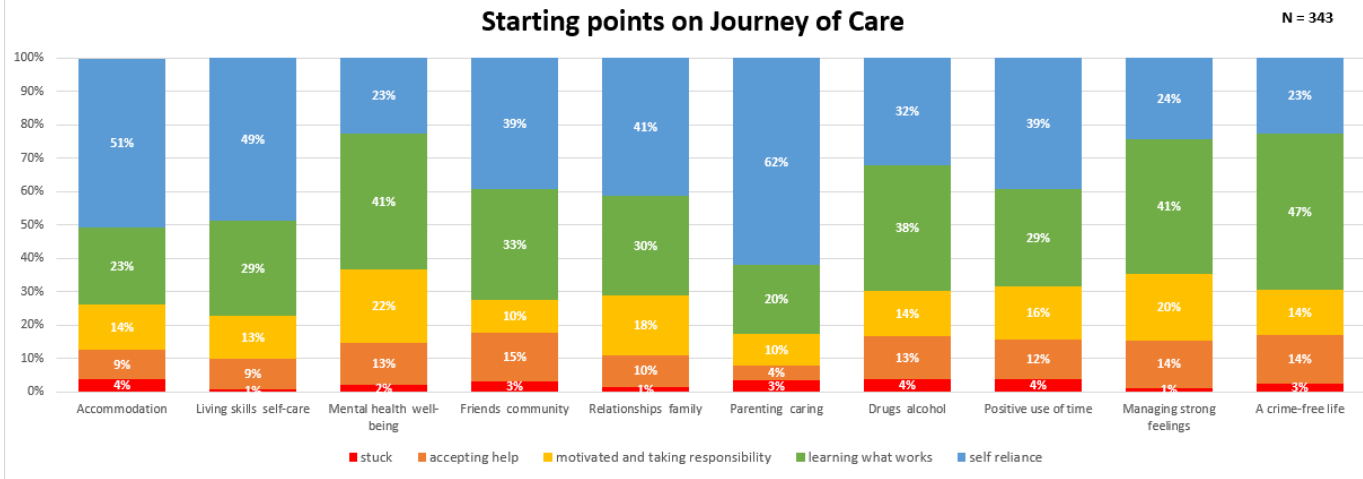
<p>6) Performance Reporting – National Outcomes</p>	<p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>
<p>NATIONAL OUTCOME SIX People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities</p>	<p>Have regard to the following indicator.</p> <ul style="list-style-type: none"> ➤ Individuals have made progress against the outcome
<p>Providing evidence on person centric outcomes has been challenging for most areas.</p> <p>How do partners measure outcome six for individuals?</p>	<p>If this information has been collated, what does it show?</p>
<p>Please refer to interventions and activities detailed in national outcome 2,3, 4 and 5.</p> <p>Within NLC Justice Services outcome star is a service user led tool to ascertain their needs and strengths to facilitate access to services and support. For 2021/22 there were 343 (57% increase from 2020/21) initial and final justice stars available for analysis and are represented in the tables below.</p>	<p>In terms of the Journey of Change (JOC) service users’ readings indicated that self-reliance at the initial stage was highest in Parenting Caring at 62% and second highest was Accommodation at 51%. An increase in both of these star areas is noted in the final star readings with Parent Caring increasing to 65% and Accommodation to 56%.</p> <p>Numerically the largest increases in self-reliance were however seen in the star areas of A Crime Free Life 19% (23% at the initial star to 42% at the final star); Mental Health Well-Being 12% (23% at the initial star to 35% at the final star); Managing Strong Feelings 11% (24% at the initial star to 35% at the final star); Drugs and Alcohol 9% (32% at the initial star to 41% at the final star).</p>



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.

If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome six.



<p>6) Performance Reporting – National Outcomes</p>	<p>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.</p>
<p>NATIONAL OUTCOME SEVEN Individuals' resilience and capacity for change and self-management are enhanced</p>	<p>Have regard to the following indicator.</p> <ul style="list-style-type: none"> ➤ Individuals have made progress against the outcome
<p>Providing evidence on person centric outcomes has been challenging for most areas.</p> <p>How do partners measure outcome six for individuals?</p>	<p>If this information has been collated, what does it show?</p>
<p>Please refer to interventions and activities detailed in national outcome 2, 3, 4 and 5.</p> <p>Within NLC Justice Services outcome star is a service user led tool to ascertain their needs and strengths to facilitate access to services and support. For 2021/22 there were 343 (57% increase from 2020/21) 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 Managing Strong Emotions (11% increase); Relationships Family (8% increase); Positive use of Time (7% increases) and Accommodation (5% increase). This is consistent with the previous year when improvements were also identified across the 10 star areas.</p>



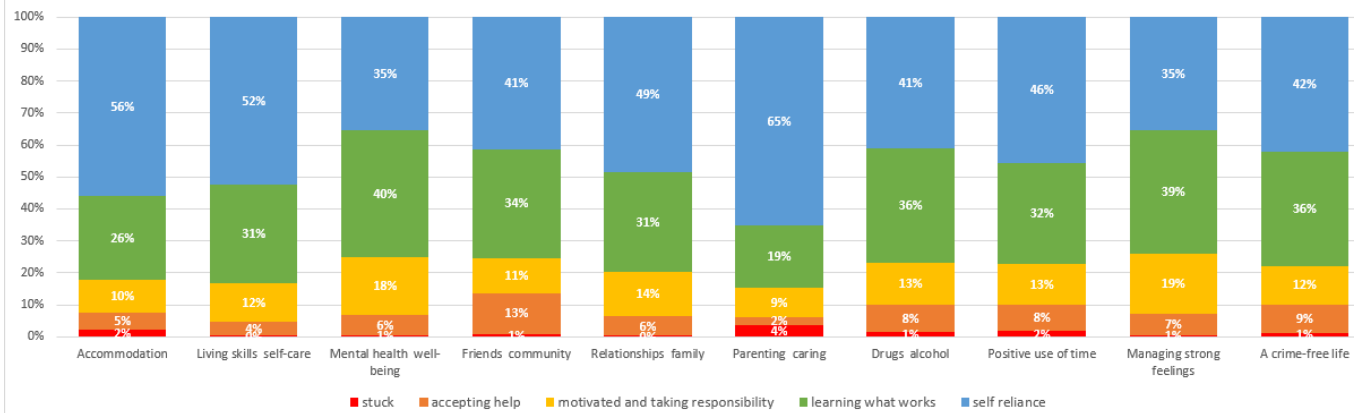
6) Performance Reporting – National Outcomes

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.

If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome seven.

Final (review or discharge) points on Journey of Care

N = 343



7) If you have identified other local community justice activities and outcomes which go beyond the national outcomes, then record them here.	Local outcomes
Please describe the activity	Then describe the impact
<p>In the reporting period, Families Outside supported 40 families in North Lanarkshire. This can further be broken down to: Helpline – 19 Regional Family Support Coordinator – 20 Group Work Peer Support – 1</p> <p>In the recording period we supported these 40 families with 167 separate issues.</p> <p>Families Outside developed four, free to access webinars aimed at giving families information about prison, supporting children and young people, keeping connected and preparing for release.</p> <p>Families Outside developed and piloted new activity based Peer Support sessions for adults and shared invitations to these with the adults we support.</p> <p>In winter 2021, Families Outside received Winter Hardship Funding from the Scottish Government to distribute to the families we support. In North Lanarkshire £5,880 was paid out to families. The majority of these grants to families were spent on food, utilities and clothing.</p>	<p>40 families in North Lanarkshire had access to information and support to help them cope with the effects of a loved one’s imprisonment through the different services we provide. In the case of those families supported by a Regional Family Support Coordinator (RSFC), they have had direct one to one support. Group Work Peer Support had allowed space for one family to enjoy an activity in a non-judgemental environment and our helpline has provided information and support by phone. In all cases we have worked towards the aims that families are included and engaged, that they are connected with their loved one in prison and that they are safe and well.</p> <p>The groups were based on a range of different themes including arts, nature and sport. These were delivered digitally and gave family members a chance to try some relaxing activities in the company of non-judgemental people who are in similar situations. These were well received and evaluated and provided learning for our future peer support activities for adults.</p> <p>The support we have provided has included providing “a listening ear” service and supporting families with their emotions, but also help with the practical impacts of having a family member go to prison. Families Outside has supported families in North Lanarkshire with;</p> <ul style="list-style-type: none"> Concerns for person in prison Access to community support Family relationships Income, finance and benefits Visiting and maintaining contact Information about prison



7) If you have identified other local community justice activities and outcomes which go beyond the national outcomes, then record them here.	Local outcomes
<p>We have been able to engage family members from North Lanarkshire in research work on the financial impact of having a loved one in prison. Families Outside also supported research into developing Child Impact Assessments which document the effect on children when a parent goes to prison.</p> <p>Families Outside was asked to contribute to the induction of new members of justice social work staff. Families Outside provide accredited training on the impact of imprisonment on families.</p> <p>The RFSC in North Lanarkshire is a member of the Children and Young People's Third Sector Network and the Community Justice Third Sector Network. The RFSC also attends Family Strategy Meetings at HMP Shotts and HMP Addiewell and also attends the Visitor Forum at HMP Addiewell.</p> <p>Victim Support Scotland (VSS) has continued to support those impacted by crime in North Lanarkshire, offering emotional and practical support in a way that works for each person, for as long as they need it. The number of people requesting face-face appointments is beginning to increase after a significant drop during the Covid-19 pandemic. We carried out 25 office appointments and 17 home visits during the period 2021/22 but the</p>	<p>Concerns for children Preparing for release</p> <p>Family members that we have supported have also fed back about their experiences of support from Families Outside. Comments from families include: "Thanks very much I really appreciate your help." "Thanks again.... I couldn't have done any of this without your help." "Thank you again, couldn't have done this without your support truly can't thank you enough...You're amazing you're a credit to your work."</p> <p>The involvement of Families Outside in NLC Justice Services induction of new staff members is an important factor to developing the understanding of staff to the necessity of whole family engagement and support as significant people in the lives of someone in the justice system.</p> <p>Memberships of professional networks provides opportunities for the RFSC to highlight the needs of families, feedback their lived experience and influence the development of services.</p> <p>VSS worked closely with a range of third and public sector partners. Our partnership relationships with Police Scotland, the Scottish Court & Tribunals Service and Victims Information and Advice (VIA) are particularly important to the delivery of our services. Our work during the 2021/22 period has included efforts to increase the number of people referred by Police Scotland to help ensure everyone impacted by crime has access to</p>



7) If you have identified other local community justice activities and outcomes which go beyond the national outcomes, then record them here.	Local outcomes
<p>majority of our service users requested support over the phone. The total number of support sessions carried out for North Lanarkshire was 1346.</p> <p>VSS continues to provide a webchat service as well as a text facility and the option to receive support via email for those who do not wish to speak over the phone or in person. Our digital engagement, including social media has increased by over 20% and we are seeing increased engagement with children and young people across our services.</p> <p>We continue to provide support to vulnerable witnesses in Airdrie, Lanark and Hamilton Court. In 2021/22 we supported 1211 people in court, offering general support and information on the day of the trial. We carried out 412 advocacy tasks and resumed the provision of court familiarisation visits which was temporarily suspended due to Covid-19.</p> <p>We recruited and trained 17 new volunteers in North Lanarkshire who took part in extensive training in order to deliver high quality support, increasing their employability and access to opportunities. Volunteers took part in workshops on specific crime types such as domestic abuse, hate crime and sexual crimes as well as receiving training on how to engage with and deliver support to specific groups of people in North Lanarkshire.</p> <p>We continue to help reduce financial hardship for people affected by crime through our Victims' Fund. In 2021/22 we awarded over £21,000 to residents of Lanarkshire. This included payments for security equipment, emergency household, food or clothing expenses, moving costs or travel costs to place of safety.</p>	<p>support. Agencies and organisations who work with people affected by crime can apply to our Victims' Fund on behalf of individuals and we have worked closely with such organisations to make sure those who are eligible have access to the fund.</p>



7) If you have identified other local community justice activities and outcomes which go beyond the national outcomes, then record them here.	Local outcomes

8) What other achievements and challenges happened?	
Achievements	Challenges
<ul style="list-style-type: none"> • £60,000 funding secured from NLC Employability Support and Skills Development for Justice Throughcare Community Bridges Service for an additional post to support people serving short term prison sentences. • £60,000 funding secured from NLC Employability Support and Skills Development for Youth NLC Justice Services. • £120,000 funding secured from North Lanarkshire Alcohol and Drug Partnership for two posts to deliver an 18 month ‘test of change’ Arrest Referral Support Service in North Lanarkshire. <p>Leverage of financial resources represents a significant milestone in the development of collaborative partnership working by North Lanarkshire Community Justice Partnership. Additionally, the NLCJP has continued to address barriers and develop services to improve outcomes.</p>	<ul style="list-style-type: none"> • Whilst it’s difficult to predict exact numbers there is an expectation that numbers of people presenting in crisis (stress/distress) will increase due to the cost of living crisis given North Lanarkshire has a significant proportion of residents living in SIMD quintile 1 and 2. People with lived experience of the justice system already experience a number of social issues associated with deprivation resulting in increased vulnerability and associated decline in physical and mental health. Mental Health assessments NHS Lanarkshire unscheduled care team have risen with a large percentage not requiring secondary mental health care follow up, due to presentation being more aligned to social and economic issues. • Challenges in recruitment / retention across partner agencies • Variance in partners recovery planning



8) What other achievements and challenges happened?	
<p>Staff across all partners who have shown resilience, persistence and creativity in extremely challenging circumstances against a backdrop of significant national and organisational change to provide services for people in the justice system, their families and victims of crime.</p>	<ul style="list-style-type: none">• Impact on finances, mental health and well-being for both service users and staff members• Emotional fatigue and elongation of working day associated with home working patterns• Challenges in delivering proportionate and appropriate service during COVID, particularly structured interventions



9) Additional Information including, next steps for the partnership

Due to the positive partnerships that NLC Unpaid Work Team have forged over the years with the local community, they receive a number of donations at Christmas time. Food hampers were received from The Salvation Army, Paul Parcels, Diamonds in the Community and local Churches for distribution to those in need at that time of year. Additionally, Bocca restaurant provided over 60 festive meals to Restorative Justice for distribution. Local Churches and the Salvation Army also provided information on festive meals available throughout our communities during the festive season for Service Users to access. Over 854 toy bundles and presents were given out as well as 118 in store vouchers which were received from local businesses for distribution to the community, amounting to £1180. A further £200 was donated from a business who has premises resides close to the NLC Unpaid Work Team in Hunter Street, Bellshill.

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 uniforms, adult, child and baby clothing continued to address poverty in local areas.

Staff and service users supported foodbanks in Coatbridge and Airdrie by collecting food and distributing food parcels 2/3 times per week. They delivered 312 food parcels throughout the year to those in need. Supermarkets donated food/toiletries which were delivered on a weekly basis to vulnerable individuals and families throughout the pandemic

There were 491 gifts for younger children and 343 gifts for older children given out over the festive season. Christmas/New Year meals were also provided to vulnerable adults and families from local restaurants. 50 bundles of clothing were also handed out during the festivities to people in need. Easter eggs were also distributed to vulnerable children.

The NLC Unpaid Work Team supported 116 vulnerable adults and families to access funding to assist with daily living. The monies secured amounted to approximately £58,000.

9) Additional Information including, next steps for the partnership

Next Steps

The next steps for North Lanarkshire Community Justice Partnership will be the development of a new Community Justice Outcome Improvement Plan. Actions to support this work will include:

- The development of a new Communication and Participation Strategy to ensure that will have robust and planned approach to participation with people with lived experience, their families, victims, the community and key stakeholders. Additionally, the strategy will set out the NLCJP's commitment in the next reporting year to raise awareness of community justice to positively develop opportunities and reduce stigma of people in the justice system.
- Update the NLCJP SNSA and Data Inference Report to ensure that the North Lanarkshire Community Justice Improvement Plan is informed and underpinned by the review and analysis of qualitative and quantitative data.
- Align the Community Justice Outcome Improvement Plan with the newly published revised Scottish Government Community Justice Strategy to ensure that priorities are considered and implemented to meet the needs of the people of North Lanarkshire.

Additionally, the partnership will continue to support the development of:

1. Increasing the use of Diversion
2. Reducing the use of Remand
3. Improving access to services in custody centres
4. Reducing barriers for people accessing services
5. Third Sector involvement in community justice

