

## South Ayrshire Community Planning Partnership Board



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Report by Community Justice Ayrshire Partnership to  
Community Planning Partnership Board Meeting of 26<sup>th</sup> October 2023

**Subject: Community Justice Ayrshire Partnership Annual Outcome Activity Return  
2022/23**

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### **1 Purpose of Report**

- 1.1 To present to the Community Planning Partnership Board the Community Justice Ayrshire Partnership Annual Outcome Activity Return 2022/23.

### **2 The Board is recommended to:**

- 2.1 Note the contents of the report.

### **3 Background**

- 3.1 The Community Justice (Scotland) Act 2016 places a requirement on the national body Community Justice Scotland (CJS) to produce an annual report detailing the achievement of community justice outcomes across Scotland.

To support this process, CJS produce a return template for each local partnership to complete with the details of local activity towards the achievement of these outcomes. The Community Justice Ayrshire Partnership Support Team populated the Community Justice Outcome Activity Local Area Annual Return template using information contained in files or previously submitted for other purposes, and using additions provided by community justice partners.

The completed template was circulated for consultation with partners and sent to the South Ayrshire Community Planning Partnership Board members via email on 4<sup>th</sup> September. A draft of the report was tabled for endorsement at the meeting of the Community Justice Ayrshire Partnership Board on 19<sup>th</sup> September.

Following amendments, the template was submitted to CJS on 29<sup>th</sup> September 2023 for collation with returns from other partnership areas.

This template reports against the national outcomes contained in the previous Outcomes, Performance and Improvement Framework (OPIF). A revised Community Justice Performance Framework (CJPF) was published in March 2023 and will be reported against in future templates.



**Community Justice Outcome  
Activity Local Area Annual Return  
Template 2022-23**

Community Justice Partnership / Group Details	
Name of local authority area/s	Community Justice Ayrshire Partnership – East Ayrshire, North Ayrshire, and South Ayrshire
Name and contact details of the partnership Chair	Name: Julie Dettbarn Email: <a href="mailto:Julie.dettbarn@south-ayrshire.gov.uk">Julie.dettbarn@south-ayrshire.gov.uk</a> Telephone: 01292 612293
Contact for queries about this report	Name: Kirsty Baker Email: <a href="mailto:kirstybaker@north-ayrshire.gov.uk">kirstybaker@north-ayrshire.gov.uk</a> Telephone: 01294 317205

### Template Sign-off from Community Justice Partnership / Group Chair

Date: 29.09.2023

Name:

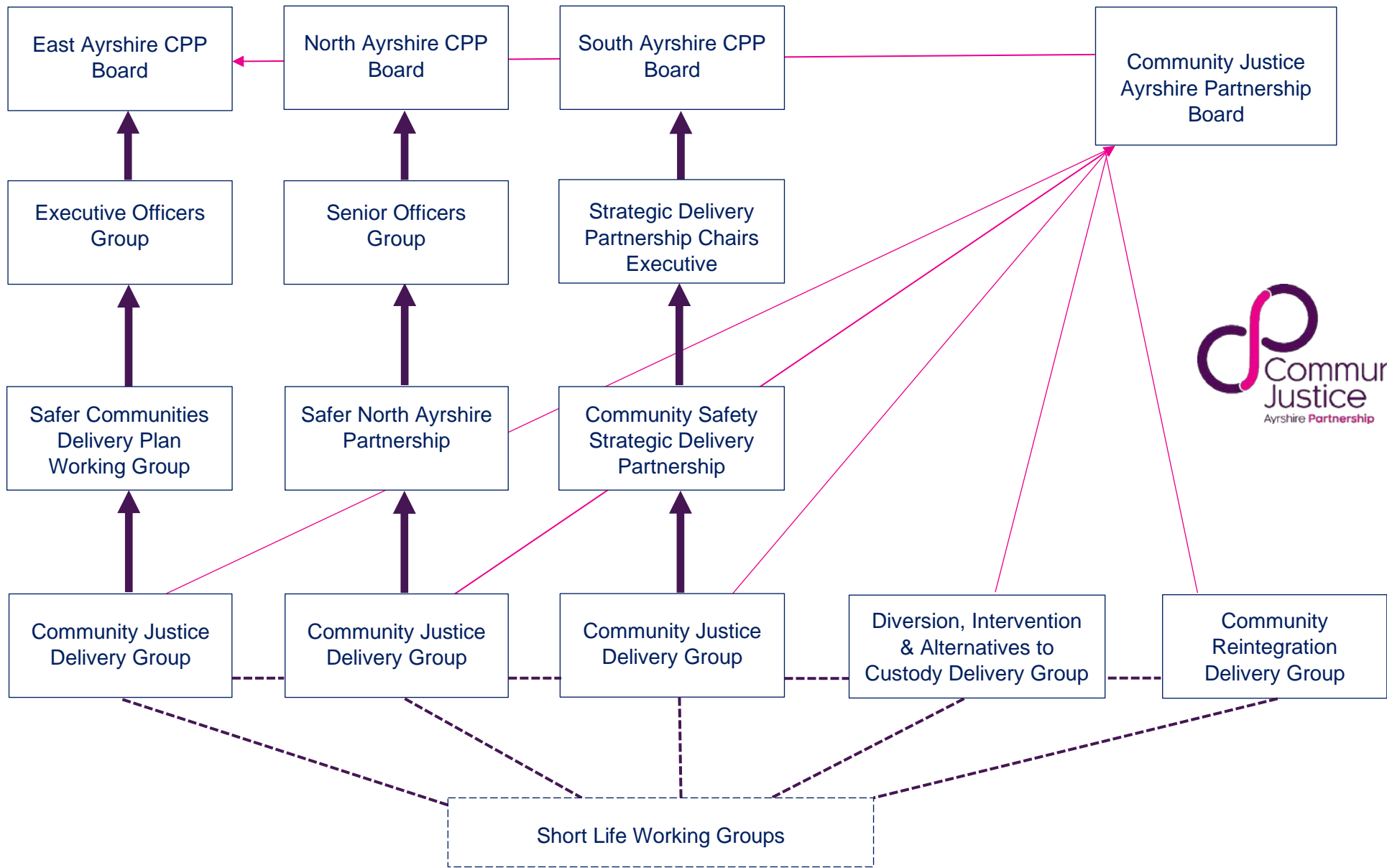


### **3) Governance Arrangements**

**Last year, we asked partnerships to describe their governance structure for community justice arrangements and include links to wider community planning. Please describe any substantive changes since your previous answer.**

The Community Justice Ayrshire Partnership (CJAP) is a pan-Ayrshire partnership working across East, North and South Ayrshire local authority areas. The CJAP Board provides strategic leadership and oversight of the work of the Partnership and is made up of both statutory and third sector partners. It is chaired by a local elected member and vice chair support is provided by the Area Commander / Local Senior Officer for Ayrshire Scottish Fire and Rescue Service. The CJAP reports into North, South and East Ayrshire Community Planning Partnership Boards (CPPs).

The Partnership structure adopted in 2021 has been revised. There are now three Community Justice Delivery Groups in East, North and South Ayrshire CPPs, along with a new Diversion, Intervention and Alternatives to Custody and a Community Reintegration Delivery Group which will support the work of the CJAP Board. These groups will be coordinated and facilitated by the CJAP Support Team, will report into, and be directed and overseen by the CJAP Board. A diagram outlining our governance arrangements during 2021-22 can be found on the following page.



#### 4) The year overall

**2022-23 saw substantial developments and change within the service delivery and strategic policy landscape. This section should be used to reflect some of the a) challenges/negative implications and b) opportunities/positive implications from the reporting year on the community justice partnership. This can include impact on the improvement activity, partner collaboration, and delivery of services.**

#### **Challenges / Negatives**

Partners reported experiencing challenges around:

- Service provision
- Engaging service users
- Increases in demand
- Funding
- Changes to ways of working

Detailed list of comments received from partners:

#### Service provision

- Ayrshire Division has now formally moved to a two-custody centre model as the new Ayr Police Station does not have custody provision. This presents challenges in the provision of peer support within a custody setting as South Ayrshire service providers may have logistical issues in supporting local residents who will be in custody centres in neighbouring local authority areas. This is being addressed through local dialogue, identification of pathways / sign posting and will be on the agenda for the proposed custody navigator steering group.
- A challenge for Scottish Fire and Rescue Service in 2022 was impending industrial action which would have required a realignment of our resources to frontline operations which may have impacted on service delivery and elements of support for our justice partners and people within the justice system. Industrial action was avoided, and the maintenance and continuity of service delivery was achieved. The strength of the partnership is the ability to share the burden and pressures that may arise from social, economic, technological, legal, environmental and political influences we all have to manage on occasion.
- 2022/23 saw significant changes within the management structure within Sacro, this has led to some challenges with knowledge lost, though we have built relationships within the Community Justice Partnership and will continue to achieve this.
- Recruitment and retention of social work staff is difficult throughout Scotland. We have been in a more positive position than some areas of justice services in Scotland, but we remain very attentive to issues of retention when staff are dealing with increased workloads.
- Teething problems around Electronic Monitoring bail and the development of bail supervision have been identified in relation to partnership working amongst Court/ Social Work Services, access to Social Work information systems and potential staff safety issues. We are continuing to foster positive relationships with all services to address these issues.

#### Engaging service users

- Programmes running prior to COVID were impacted and a challenge has been reengaging and reinvigorating engagement and interventions. An example of this has been CPR skills training for prisoners within HMP Kilmarnock.
- A review of the partnerships Community Reintegration model was initiated in December 2022 with a workshop that included lived experience to shape priorities. Further engagement work is planned as part of our involvement as a pathfinder in the development of Getting It Right For Everyone with Scottish Government and the people in prison theme.
- Resilience in Stressful Events (RISE) is a time limited service that supports people to engage and look to areas of personal need and goal setting. This can be difficult for people who are unfamiliar with working with others to discuss needs and requires support of both teams. Joint working is an ongoing development.

### Increases in demand

- Increases in referrals and the use of community-based interventions by both the COPFS and Court. The continuous increase in diversion numbers is significantly impacting on staff capacity and due to an increase in the complexity of presenting need this situation is further compounded.
- Long delays in trials and court proceedings continues to impact the number of reports requested by the courts and the number of orders made. Scottish Court and Tribunal Service reported a proposed timeline of March 2024 for clearing the backlog. Unclear if activity levels have changed due to different decision making in response to delays in proceedings for the backlog and what might be changes in Sheriff decision making.
- Increase in people with multiple complexities and traumas in their lives being supported on community sentences who will require more frequent and greater levels of support to assist them meet their basic needs and be able to address challenges they are experiencing.
- An increase in people in employment on orders and this employment can be precarious and therefore difficult for the person to have flexibility for regular justice appointments during the day.
- A significant increase in Caledonian referrals throughout Ayrshire, coupled with no additional funding or uplift within recent years is impacting on capacity to deliver services which reflects national concerns in this area.
- New priorities led to a huge increase in the number of bail assessments being undertaken by Court based Justice workers and use of community alternatives - there is concern as to how this will be resourced moving forward.
- For some partners, a challenge has been understanding exactly how they fit within the partnership – and for the support team how best to engage with them. Time constraints on partners can make this more difficult.
- The cost-of-living crisis has had a huge impact on our service users; we have witnessed an increase in the number of foodbank vouchers issued and requests made for support with energy costs.

### Funding

- As a third sector organisation, Sacro continues to have short term funding streams which often can be a challenge for recruitment and retention.
- Some aspects of the budget such as the funding for Caledonian programme work has been static for many years despite increasing demand. For example, during covid a one-to-one approach which could be used instead of group work was developed. Although group work remains the gold standard approach to the work, some people are unable to

manage a group due to their own personal circumstances such as living and working in a remote rural area with poor transport links or due to their learning disability.

- A major challenge for EM / bail supervision services is the level of government funding allocated for service delivery, which has already noted significant reductions in moving forward. This service is in its infancy and already we are noting that service delivery is impacting upon wider Justice resources. Particularly difficult as level of demand increasing. This makes it very difficult to appoint staff and impacts on the sustainability of an appropriate service.
- Policy changes, increasing complexity of task (for example increasingly complex risk assessment tools), and the increasing amount of trauma and complex issues in the lives of people that we are trying to support means that the current funding formula for S27 grant is not fully reflective of all the work that justice social work is being asked to undertake. This budget is also envisaged to be flat lined until 2025/26 which in real terms will mean a decreasing budget.
- Promoting the use of voluntary throughcare is also high on the agenda. This is a great idea in principle. However, there is a low uptake of this in practice. This would require a change of strategy to engage people within custody prior to release to promote potential supports. Unfortunately, we do not have the resources to implement this or the capacity to manage much greater numbers of voluntary cases upon release.

#### Changes to ways of working

- Virtual Custody Courts
- Managing change e.g., introduction of additional tasks for Justice Services staff in terms of ASP/VA and associated training, introduction of EM Bail and new national template
- Most of the networking has been carried out over MS Teams which presents its own challenges.

#### Other comments

- RISE was developed in 2021 via Action 15, Mental Health Strategy 2017 – 2027 funding. RISE opened to referrals in 2022. While there has been uncertainty regarding referrals and process across teams, 'challenges' have been managed in partnership with Justice colleagues to develop joint working and referrals pathways. Teams have worked through concerns / issues regarding support to staff and people being referred. This is an iterative process with collaboration being promoted and supported throughout. There is recognition that teams have different ways of working and policy/procedure and guidance to follow. Teams are working to support ways of working collectively that also allows for organisational needs to be met. Examples include development of a RISE steering group, joint training of RISE and Justice colleagues, development of a forum and ensuring governance of sharing information, NHS sharing broad data on team uptake.
- There is work taking place in East Ayrshire in relation to the NES trauma materials and the EAC Trauma Board. There is a need to ensure training in all areas to refresh and upskill workers in this area.
- The CJ Partnership has a wide and varied membership; there is lots of good collaborative work as well as each organisation making its own contribution to the wider strategic goals. The partnership has made good progress raising awareness and knowledge of partner members and furthering joint working, but for some partners it has been a challenge to understand what each partner contributes and identify opportunities for joint working.
- The delay to the publication of the Outcomes Performance and Improvement Framework was a challenge for the CJAP support team - the support team created a Transition Plan



for 23/24 to offer the Board reassurance around the work which would still take place over the coming year.

## **Positives / Opportunities**

Partners reported positives or opportunities around:

- Governance
- Partnership working
- Developments/increases in use of Alternatives to Custody
- Service/staff development
- Engaging with the community

Detailed list of comments received from partners:

### Governance

- A positive for the CJAP support team was looking forward to the introduction of more streamlined and simplified national documentation at the end of the year.
- Public Health leadership for the Community Justice Partnership with the appointment of a Public Health Consultant with a remit for justice alongside drugs, alcohol, and mental health/homelessness. This involves the related development of team to support the work. This will ensure public health input to the Partnership, Diversion Intervention and Alternatives to Custody Group and the three Ayrshire Partnership groups.
- The publication of the new National Strategy for Community Justice in June 2022 provided an opportunity for partners to refocus on engagement for new strategic priorities.
- The Joint Review of Diversion from Prosecution published in February 2023 provides an opportunity to build on the findings and drive forward progress on the recommendations to deliver better outcomes for individuals and our communities.

### Partnership working

- RISE are informed of changes within policy / practice and local planning for Justice Services. RISE is a pan-Ayrshire service and is able to highlight variance across service and connect where issues arise. Management teams across Justice / RISE and Forensic services have developed routes of communication to support service development, delivery and review.
- We (Sacro) have received funding for Counselling Services in North and South Ayrshire. We also have been funded to provide Justice support within North Ayrshire and have an Alcohol Throughcare Service which operates in East Ayrshire with support from the ADP. As a third sector organisation we have positive partnership relationships.
- With the implementation of EM/ Bail supervision services, Court staff from both Ayr and Kilmarnock have been working collectively to develop this service, which has encouraged peer support and camaraderie within learning.
- In 2022 Ayrshire Justice Partnership services worked in collaboration with NEST, The Three Sisters consultancy and Learning and Development - training on Autism was developed and delivered in a bespoke fashion to provide staff with the appropriate skills and knowledge to work effectively with these individuals. Positive working links have been established with Learning Disability Teams throughout Ayrshire and skills-based training with Diversion staff has been received.
- Dedicated Justice services workforce working in creative, person-centred ways to build relationships with people to help them make positive choices in their lives. For some people this will involve helping them to meet their basic needs of food, warmth, and shelter, for others it will be supporting them to have different opportunities such as

through training or employment. We work with our partnership agencies to provide a person-centred plan of support.

- Justice social work has been a key partner in the newly established MARAC (multi-agency risk assessment co-ordination) processes across Ayrshire to improve the identification of risk and support to those at risk from domestic violence.
- Multi-Agency Public Protection Arrangement (MAPPA) – partners continuing to work together to ensure that appropriate risk management plans are in place and are regularly reviewed to increase community safety. Strategic leaders and managers consider learning from other areas to ensure that we continue to strengthen and improve our practices.
- Community Justice is a relatively new part of my (local partner) remit, so I have found it very beneficial to find out about the services offered by the range of partners. There have been a number of occasions where I have invited a partner along to our own internal team meetings to ensure the information on the services offered can be cascaded to my own staff who in turn can signpost customers to the most appropriate agency to meet the customer needs.

#### Developments / increases in use of alternatives to custody

- Increased Diversion from Prosecution referrals
- Ayrshire Justice Partnership Services have been continuing to drive and deliver their bail supervision and structure deferred sentence element of their service to provide services with credible alternatives to remand and early support within the community.
- An additional positive development was the establishment of a pan-Ayrshire 'Diversion, Interventions and Alternative to Custody Delivery Group'. This group is still in its early stages and the Terms of Reference and membership are evolving; however, this will provide a focus for activity and data capture in the months ahead.

#### Service / staff development

- Ayrshire Division is working closely with Police Scotland's Criminal Justice Services Division (CJSD) to ensure officers awareness and knowledge of requirements to support diversion is improved.
- Following a successful funding bid through CORRA, The Drug Treatment and Testing Order team employed 2 Recovery Development Workers to support and further develop the service. These appointments have been very successful and a positive evaluation for 2022 has resulted in a further 4 years of funding being received.
- In 2022, Justice Services worked collectively to develop a Domestic Abuse Assessment Pack for staff. This has been developed to provide a model of best practice for Justice Social Work in relation to assessment practice and with those service users who have been convicted of domestic abuse offences. The pack is based on a model developed by Glasgow City Council and amended for us.
- Justice Services have been engaging with staff across the service and some of the people that we support to consider what best practice in a justice service would look like as part of a best value review process and aligned with Community Justice national aims and priorities.
- Emphasis on trauma informed practice provided opportunities to explore available training in this area.

#### Engaging with the community

- Unpaid work has undertaken a wide range of work in the community this year, engaging with key stakeholders to identify new opportunities and projects. This includes assessing

risk and needs and then undertaking both large and small community events and other work to improve community spaces across the breadth of East Ayrshire. A quarterly newsletter has been developed for stakeholders to share information and showcase the beneficial outcomes of work being undertaken in communities.

- The Community Reintegration Delivery group has been undertaking work to consider the processes and model of support for people when they leave prison and return to the community. This work has made use of the tools and Scottish approach to service design as part of the prison theme for national work being undertaken to develop Getting It Right for Everyone (GIRFE) programme. This work was initiated in a workshop with a broad range of stakeholders including those with lived experience. Further work along with those of lived experience to better understand their experience and priorities for service development are planned.
- Justice staff have implemented a fortnightly drop-in session for those no longer open on statutory orders. It is hoped that this will allow a form of social contact but also provide supports and signposting where appropriate. Activities run through the Making a Difference (MAD) project will also be offered to individuals accessing the drop in who are no longer open or for individuals leaving custody.
- We have been able to support individuals through access to S27 money in emergency cases. We have also made links with local food larders and invited representatives from these to a team meeting to build connections and greater awareness.

## NATIONAL OUTCOME ONE

### Communities improve their understanding and participation in community justice\*

Where applicable have regard to the following indicators:

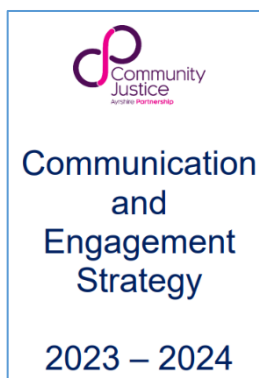
- Activities carried out to engage with 'communities' as well as other relevant constituencies
- Consultation with communities as part of community justice planning and service provision
- Participation in community justice, such as co-production and joint delivery
- Level of community awareness of /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

\*Community Justice comprises the activities, services and partners that work with and around people from the point of arrest, through the justice system and supporting their exit from justice contact and integration into their community

### 5) How have you engaged with partners, communities, and individuals to improve their understanding and participation in relation to community justice?

This section details work carried out in the area towards National Outcome One, namely efforts to engage with our community about community justice.

#### 5.1 Activity Undertaken By CJAP Support Team:

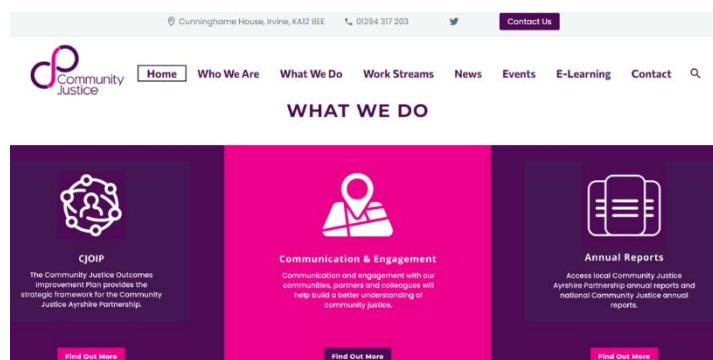


The team developed a Communication and Engagement Strategy 2023-24. This strategy:

- Identifies our stakeholders and who we will communicate and engage with
- Identifies the ways in which we'll communicate and engage
- Outlines the measurements we will use to evaluate our success
- Will help us to plan and deliver actions within our Community Justice Outcomes Improvement Plan (CJOIP)

In July 2022 we launched our new Partnership website Homepage - Community Justice Ayrshire.

This was part of our efforts around our messaging and visibility, with the aim of increasing understanding of, and participation in, community justice. The website details who we are, what we do, work streams, news and events. In the future we will also be adding an e-learning resource to the website.



As part of our continuous improvement, six months after the launch, we contacted stakeholders to survey them about the new website – this was to ensure we have the right

structures in place and to increase understanding and participation. We wanted to make sure it provides the information people need, in a format that works for them. Over 30 responses were received from stakeholders who work across Ayrshire in statutory services, third sector, private sector, and others, with a varied role type including practitioners, operational managers, and senior managers. We obtained useful feedback on what people found useful about the website, what they use it for, likes and dislikes. As a result of the feedback, we investigated potential changes to the website in terms of how user friendly it is and made a change to our home page. We also discussed various new developments which could be added and have a plan for these to be implemented in the future.

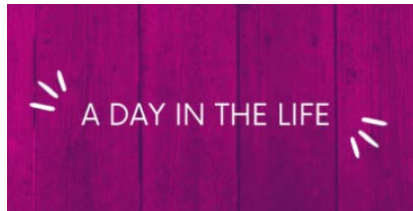
Since the launch, there have been an average of 291 users of the website each month. We also know that there have been just under 4,000 impressions (people have searched online and the search has produced our URL domain) each month.

Around this time, we also increased efforts in our use of social media – since July our X (formerly Twitter) page had an average of 8.5 new followers and over 4,300 impressions (number of times a tweet has been seen) per month over 22/23, and at time of writing has 1,455 followers of the page.



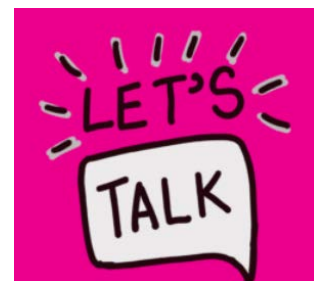
The website hosts a Support Services Directory [Community Justice Directory - Community Justice Ayrshire](#) which was revised and updated this year. Information in the directory is split into different sectors, e.g., Alcohol and Drug Treatment and Recovery Services, Family Support, Housing and Justice Services, etc. The directory includes information and contact info for over 100 support services available in Ayrshire.

Part of the engagement undertaken through the website and social media channels has



been the 'A Day In The Life' articles [A Day In The Life - Community Justice Ayrshire](#). With 10 new articles published over 22/23, raising awareness of many different partners across the Community Justice landscape including a school careers advisor, a prison director, and a desistance officer. Practitioners are asked to describe their role, including the good points and the challenges of their role, as well as what a typical day looks like (if such a thing exists!). The articles are also shared internally round the wider Social Work workforce to raise awareness across teams.

We continued our [Let's Talk](#) series which was designed to help people understand the importance of community justice and reducing reoffending and to raise awareness of services working to create better outcomes for those involved in the justice system.



The Community Justice Ayrshire Partnership Support Team have been working with Community Justice Scotland on a Photography Project to capture images of community justice in action. These photographs add to the photo bank of images launched by Community Justice Scotland to raise awareness of what community justice looks like across Scotland.

The Ayrshire photos can be accessed via the link below and will be used by the Community Justice Ayrshire Partnership in our communications, reports, and strategic plans as well as to raise awareness of community justice in Ayrshire.

[Ayrshire | Flickr](#)

## **5.2 Pan Ayrshire Activity**

Engagement of **RISE (Resilience in Stressful Events)** and Justice has identified areas where there may be misunderstanding / need for further discussion of roles and responsibilities for each part of service and organisation. Through regular dialogue and shared learning, staff across services are gaining better knowledge of resources and processes to support people who access services and each other.

This collaboration has supported the development of pathways that are shared and understood, steering group development and establishing a forum for case discussion. RISE would like to see the development of the forum expand to include additional Justice colleagues. Collaboration in regard to variance in Court process has also supported the NHS in consideration of a review and test of change in regard to court liaison services.

**SFRS (Scottish Fire and Rescue Service)** have created many opportunities to share with wider partners and communities on the creation of the community garden in East Ayrshire. The work involved various partners and community groups. This support was well received and well organised and created a great opportunity for breaking down any barriers with a uniformed emergency service.

Workers enjoyed being involved in the project which was created for the community. Many people visiting the station for community events often comment on the vibrant colours on the fence which makes it far more inviting for visitors. Trees and flowers were also planted as part of the project.

The **Ayrshire Justice Partnership Services** have attended local community-based marketplace events across Ayrshire, providing information on services to other partners, elected members, and the wider community. This has led to wider service recognition and has encouraged further partnership working. They also regularly attend ADP community-based events across Ayrshire and specialist events including recovery walks and Domestic abuse awareness events.

In September 2022, Justice Partnership Services delivered a 'showcase' event at Fullarton Hub in Irvine to highlight the range of Justice services within the community. This event demonstrated that partners as well as the local community are often unaware of the work being undertaken by Justice services.

The Scotsman published an article on DTTO from Ayr Sheriff Court in February which shone a positive light on the service and highlighted the hard work of staff who ensure that service users are heard, understood, and supported to achieve.



Scotland's drug treatment and testing orders (DTTO) are controversial but they can have a dramatic effect – Karyn McCluskey | The Scotsman

This article in a national publication will increase the wider community's knowledge and understanding of the service and the impacts it has.

**DWP (Department for Work and Pensions)** partnership staff have presented an overview of Community Justice to the Southwest Scotland Senior Leadership Team in addition to the three DWP Prison Work Coaches that cover the three Ayrshire LA Jobcentres. The Prison Work Coaches have a presence in all seven Jobcentres within Ayrshire on a weekly basis. As a result, they have become a "resource" for the managers and site Work Coaches to use on Community Justice areas of enquiry.

**Recruit with Conviction** continued to undertake a capacity building and awareness raising programme across East, North and South Ayrshire, having been commissioned to do so in December 2020 but hindered by the pandemic.

35 colleagues from the three local authority areas have attended training to date. All three Local Authorities (LA) North, South and East Ayrshire undertook an agreement to become "Recruit With Conviction Ambassador" organisations. Ambassadors promote safe and sustainable employment for people with convictions in their own workplace and seek to influence other workplaces too. Ambassadors should seek to ensure that internal recruitment policy and practices are both current and proportionate regarding the employment of those with convictions.

The Recruit With Conviction programme of work has now disbanded, however the CJAP Support Team will be looking at the legacy of the programme of work to ensure it is not lost and hope to be able to develop resource for the website.

Through **PING (Peoples Involvement Networking Group)** people were invited to "have their say" in August and share their views and experiences of CJ services in Ayrshire.

People were asked for their experiences of the journey from point of arrest to appearance in Court, within prison and back into the community and / or on community orders. We wanted people to tell us what they think needs to change and how we can better help, with issues like Training and Employment, Housing, Addiction Issues, Mental Health and Wellbeing.

We want to listen to the people who access our services to help us to provide the right help at the right time, to help them feel part of your community and reduce re-offending in Ayrshire.

17 people attended and provided valuable feedback which will help identify our priorities for our forthcoming CJOIP.

### **5.3 East Ayrshire Activity**

Scottish Government published crime statistics show that:

- The rate of crimes (all crimes) in East Ayrshire ranks 13<sup>th</sup> highest in Scotland. The rate is below the national rate, and since last year has decreased by 4%. The rank has fallen from 9<sup>th</sup> last year to 13<sup>th</sup> this year.
- Compared to other areas of the country, East Ayrshire has higher levels of 'Damage and reckless behaviour' crimes – 5<sup>th</sup> highest rate (although the rate decreased from last year the rank went up, suggesting it decreased more significantly in other areas)
- Compared to other areas of the country East Ayrshire had lower levels of 'Sexual crimes' – 25<sup>th</sup> highest rate (decreased 13% and 5 ranking places from last year).

Crime stats were shared with partners at the delivery groups for consideration as part of developing our new CJOIP.

Following on from **Vibrant Communities'** very successful Youth Action Team Roadshows last year, all secondary schools participated again this year. Consultation and feedback from the schools identified that the S3 age group that was targeted last year, whilst this was relevant to them, it was recognised that we needed to target the younger age groups. With this in mind, the workshops were pitched and delivered at an age-appropriate level to the S1 pupils (new S2 cohort) of our secondary school estate. Dedicated workshops were delivered by colleagues and partners with themes being Alcohol & Drugs, Fire & Water Safety, Stigma, ASB and a dedicated YAT workshops. There has been great success and engagement with the young people participating in the roadshows and hope to continue with them again in the future with a potential target area being the Primary 7 population who will be transitioning into secondary schools.

The Youth Action Team have been working in partnership with Police and SFRS. This partnership has provided smooth working relationships and quick responses as part of early intervention to reduce complaints and encourage young people to consider different activities.

**East Ayrshire ADP (Alcohol and Drugs Partnership)** funded three community events, organised by **Vibrant Communities** held throughout the month of March to help to challenge negativity and misinformation around people with problematic substance use.

The 'Let's CHAT about Stigma' roadshow visited Dalmellington, Auchinleck and Kilmarnock to spread hope and positivity around recovery services as part of Women's Recovery Month.

The family-orientated events, featured children's games, sports mentors offering boxing sessions, the youth work team providing activities for young people, as well as alternative therapies and health checks. Recovery services were on hand to offer advice and support and to showcase the positive work that is going on across East Ayrshire.

Councillor Jim McMahon, Cabinet Spokesperson for Addiction and Recovery, said: "These events were all about getting communities to come together to spread hope and positivity about recovery services and the support that is available to individuals and families who need it.

"It's vital that we challenge the stigma around people who have experienced problematic substance use and these roadshows were an engaging and innovative way to do this. Thanks to everyone who came along."

Vibrant Communities have been continuing with the support for prisoners and families' visiting HMP Kilmarnock, with the delivery of weekly play bonding visits to enable dads to spend time with their children, develop parental / child bonds and build knowledge on the importance of relationships through play and informal activity. Larger scale family events have been delivered indoors and outdoors during Easter, Summer, October, and Christmas holidays to allow families to come together and spend quality time together.

The Youth Action Team have working in partnership with Police and SFRS. This partnership has provided smooth working relationships and quick responses as part of early intervention to reduce complaints and encourage young people to consider different activities.

Housing Support continues to be delivered to individuals released from prison entering a council tenancy. This supports re-integration into the community and local supports and facilities.



In our older peoples supported accommodation we now have close links with the unpaid workforce team and have a placement set up here to support unpaid work in a supervised capacity.

In **East Ayrshire Unpaid Work** there are established relationships with local communities and groups to identify work and projects that are of benefit to communities. Information on the positive impact of the work being undertaken is shared through a quarterly newsletter that has been developed, as well as giving out contact details for people to discuss a potential project.

Unpaid work placements are supported and available in East Ayrshire Council of Voluntary Organisations (EACVO). These placements support the foodbank and also the GRAFT project.

For example, East Ayrshire Unpaid Work Teams worked in partnership with Crossroads Ayrshire Food Hub for two morning sessions in the lead up to Christmas 2022 – service users learned how to forage in the grounds of the Foodhub for the natural materials and how to make a wreath. The UPW Co-ordinator attended both sessions and advised it was no easy task and required a good level of skill from service users which they managed.

On completion of the wreaths, UPW Supervisors and their teams picked a beneficiary of their choice in our communities to give the wreath to as a recognition and thanks for supporting Unpaid Work throughout the year, and who have received a service from Unpaid Work teams. The beneficiaries included:

- Two residents of East Ayrshire who receive the garden maintenance service. Unpaid Work support those isolated in our communities with maintaining their garden. A Supervisor told us that one lady always insists on providing squads with a can of juice when they do her garden which is greatly appreciated. One lady also looks forward to the Unpaid Work squads coming to do her garden and is always so thankful for the support and the conversation that the team provides her and the relationship she has built over the years with our UPW Supervisor.



- Lilyhill Gardens, Richmond Fellowship, Kilmarnock – Unpaid Work assisted in improving their communal garden area for residents to use.

- Frank, Scout Leader, Dalmellington. Frank is a valued member of the Dalmellington Community and supports many groups in Dalmellington through the Scout Hall. Unpaid Work teams assist Frank throughout the year with numerous tasks and Frank refers to the Unpaid Work teams when required for members of the community who require

assistance.

- East Ayrshire Foodbank – Unpaid Work teams assist throughout the year with collections and distribution of food items to communities in East Ayrshire. East Ayrshire Justice Services work with our third sector partners, CVO East Ayrshire in delivering this service.

This was as well as supporting our colleagues in Roads Department with filling all grit bins in East Ayrshire in preparation for winter.

We have made a priority action within our improvement plan to consider how we engage, participate, and collaborate with those that are using our service or have used our service to ensure that our ways of work are informed and influenced by their views and experience.

We link in with local communities through their planning groups and community leaders. Some of these links were interrupted by covid restrictions and we are actively re-establishing them.

Community spaces and facilities that unpaid work have been involved in are better maintained and more accessible and attractive for use by the community. An example of this is the work in several cemeteries, community football organisations, parks and community buildings across East Ayrshire to undertake key tasks such as the paths are cleared and maintained, painted, gardens tidied etc. Positive feedback has been received from community organisations on the positive impact that this is having for communities. Unpaid work have also received positive feedback for the role they have played in supporting the foodbank which has ensured that those in need within our local community have access to food provisions.

We also provide a grass cutting and garden maintenance service for several older or housebound adults, which receives very positive feedback for those undertaking unpaid work.

Engaging with young people and adults in relation to how services are provided and what they could look like in the future ensures that our services can be shaped and improved based on lived experience. This also supports people to feel valued and empowered.

As part of our rolling plan for those on unpaid work and other activities we have a program of defibrillator training session delivered by the Fire service. We support everyone who is on unpaid work to undertake learning this practice skill to provide potentially lifesaving support in their community in the future.

**CVO (Council of Voluntary Organisations)** projects, graft and CVN have a long history of pioneering the involvement of people with direct experience of the justice system. This year they have designed a number of ways to listen to the views of experts by experience and involve them in the design and delivery of services. These approaches amplify people's voices to make sure the justice system benefits from their insights.

This includes in unpaid work, with an increase to 23 placements enrolled in 22/23, and learning from clients about barriers they face and in response, developing a range of additional services which meet/address some of these needs.

Unpaid Work Teams have worked closely with The Night Before Christmas Campaign (NB4CC) to make sure no child in East Ayrshire was left without presents at Christmas. Our placements helped in a number of areas including collecting delivering, sorting, wrapping and managing donated toys.

The GRAFT Project have supported the refurbishment of six designated Community Living Rooms operating across various purpose-built community hubs in East Ayrshire. The Community Living Room project looks to respond to the cost-of-living crisis and provide a warm, friendly and inviting space for the local inhabitants of East Ayrshire who are struggling to pay essential household bills, to put food on the table, and who's mental health and wellbeing has been impacted by the Covid-19 pandemic and now with the cost-of-living crisis. Each of the Living Rooms provides a warm, friendly, and hospitable space, offering free tea, coffee, sandwiches, and soup (cooked and prepared by our catering staff within our WG13 social enterprise), along with a host of games and activities. The aim of the Living Room programme was to improve mood and hope, to provide a social outlet and garner community spirit during the current crisis.

At CVO, involving service users and stakeholders in the planning and delivery of future services, both as volunteers and as contributors to focus groups, allows us to support them to have a valid input and control over the design of the service and promote peer mentoring and group learning. This can be a step towards realising that their opinions and experiences are valid, supporting skills development and helping to raise their aspirations.

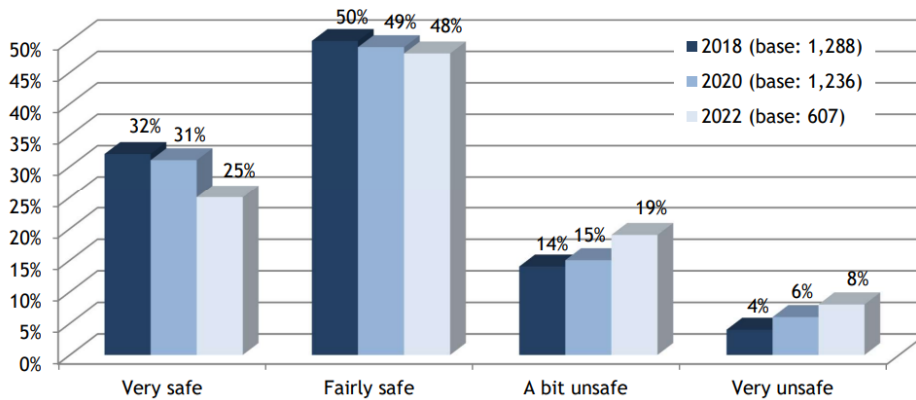
**Patchwork Recovery Community** held an afternoon tea for elderly residents which was aimed at those living nearby however also attracted numerous attendees from areas outwith the local community. This was an idea to tackle stigma which may have existed, especially for the older generation. The day was a great success - the stories that were shared on the day were enjoyed by all and encouraged people to consider and reminisce about their life's when they were younger.

#### **5.4 North Ayrshire Activity**

The North Ayrshire Community Planning Partnership carried out the biennial People's Panel Survey in 2022. This is a survey of 2000 local residents who have agreed to answer questions and provide their views on the areas in which they live. It's followed up with focus groups for 8-12 people in each locality to find out a bit more about their views. We were able

to consider community perspective of safety and community justice and use this information to decide what action to take – for example looking to increase awareness through our communication and engagement strategy.

**Figure 5.6: Feeling of Safety Outside in Neighbourhood After Dark**



Source: Microsoft Word - North Ayrshire People's Panel 2022 Survey Report 170822.docx

- There has been a modest reduction between 2020 and 2022 in the proportion of people who say that they feel safe when outside in their neighbourhood after dark, from 80% to 73%. This decline was slightly more apparent amongst people living in the 15% most disadvantaged areas (from 77% to 65%).
- Respondents continue to believe that the most important priority for working with offenders in the community is tackling the underlying causes of crime, such as drugs or alcohol (54% choosing this as their top priority from a prompted list). This prevalence of those choosing this as their top priority changed significantly between 2020 and 2022 (the 2020 figure was 33% of respondents choosing this as their top priority).

We worked with our CPP partners to review and amend what is asked around Community Justice and found that:

- Only 15% of respondents indicated that they were aware of what “Community Justice” was. Although this figure falls somewhat in older age groups.
- Of those respondents who were aware of what Community Justice is, 33% were aware of Community Justice services and / or projects within their community. Those in the 15% most disadvantaged areas were more likely to be aware of such services / projects than those living in the rest of North Ayrshire (37% compared to 31%).
- Overall, very high proportion of respondents (89% in each case) agree that people who have committed an offence should have the opportunity to pay back to the community, and that they should have the underlying causes of their behaviour addressed.
- Respondents were generally ambivalent about the relative effectiveness of prison and community sentences in preventing re-offending, with 66% indicating that this “depends on the circumstances”.

Scottish Government published crime stats show that:

- The rate of crimes (all crimes) in North Ayrshire ranks 11<sup>th</sup> highest in Scotland. The rate is below the national rate, and since last year has decreased by 2%. The rank has fallen from 12<sup>th</sup> last year to 11<sup>th</sup> this year.

- Compared to other areas of the country, North Ayrshire has higher levels of ‘Non sexual crimes of violence’ – 9<sup>th</sup> highest rate (although the rate decreased from last year the rank went up, suggesting it decreased more significantly in other areas)
- Compared to other areas of the country North Ayrshire had lower levels of ‘Sexual crimes’ – 18<sup>th</sup> highest rate (decreased 4% but increased 2 ranking places from last year).

Crime statistics were shared with partners at our delivery groups for consideration whilst developing our new CJOIP.

In March, **North Ayrshire ADP** facilitated a Development Day which aimed to engage partners from across the landscape of alcohol and drugs, including Justice.

The engagement highlighted that there are strong working relationships between Justice services and drug treatment and recovery services in North Ayrshire (NADARS). NADARS have a positive working relationship with Justice Services. There are good links with campus police officers, and they can raise any concerns with justice social work services. Equally, any incidents that occur out with school the police are fully involved.

**Families Outside** were identified as being a useful resource in being able to provide support to families. Education are now able to make referrals to Families Outside if they are supporting any children whose parents are in prison. Additionally, the police are also working alongside **Turning Point Scotland** to take referrals from custody suites.

There are robust assessment and care planning processes as well as positive throughcare support and pathways if someone is convicted. For young people, the MASH and Youth Justice Team are supporting young people into their 20s who are involved in the justice system.

As with other areas of discussion throughout the day, having people with lived experience providing support to people within the justice system was recognised as being extremely valuable. Having that type of support available in prisons and within HSCP services has supported more people into recovery and helped with reducing the risk of reoffending. The responses indicated the existing resource should be built upon to help offer more support within prison settings and to people when liberated.

From a strategic perspective, it was highlighted that the ADP have no identified outcomes related to Justice outlined within the strategy. There are national drivers and outcomes that can help inform this, but this is clearly an area for development.

There needs to clear focus for supporting people with alcohol or drug related support needs within the justice system which involves partners across the landscape e.g., social work, prisons, third sector organisations.

We may have to consider our approach to help empower people into recovery. For example, people are referred to NADARS and attendance is mandatory as part of a Drug Testing and Treatment Order, which is designed to reduce drug use and related reoffending. It was again highlighted the valuable role Recovery Development Workers play in supporting to empower people into recovery for the right reasons.

Despite that, people identified the pathways from prison to rehab, referred to as turnaround, as being clear for males. However, there is a gap in provision of rehabilitation services for females. Overall, there is a consistent theme about understanding pathways and what support is available across the landscape of alcohol and drug support services from a justice perspective.

It was clear from the feedback that employment opportunities for people with a previous addiction issue and a criminal record are limited. For example, employment within a school or working with young people can be challenging. One response highlighted that schools should have more awareness of justice services to help support people and families in the system. It could be suggested involving people who have experience and have been successfully rehabilitated could be a good way of facilitating this.

The investment in lived experience in this area could be integral to providing the most robust model of support possible in North Ayrshire. This could help people understand pathways and what support is available. Additionally, having good relationships with people and understanding this element of the recovery landscape could help the ADP to fund the appropriate diversionary activity for people in the community.

The ADP will be updating their strategic plan for 2024 onwards and will consider all the feedback around Justice in helping to shape and influence our strategic priorities and actions. Further, it is important that we remain engaged with the entirety of the Community Justice Partnership to ensure we are working collaboratively to produce better outcomes for people across Ayrshire.

**North Ayrshire Justice Services** have engaged with service users through continued use of entrance questionnaires. This enables early discussion of the individuals needs and expectations. It can also help identify potential issues with engagement and remove these barriers at the earliest opportunity to increase the likelihood of successful completion.

Justice services have continued to empower those with lived experience by encouraging service users to participate in the MAD (Making a Difference) project, in both the activities and within meetings to gather their views and insights. This provides service users with an opportunity to contribute to the delivery of the service. One barrier to progression in this domain is the limited time workers have to dedicate to MAD activities and meetings. This can be time intensive and oftentimes other statutory duties have to take priority. We are currently engaged with various partners through these initiatives. For example, we rent space from KA leisure for the sporting activities and have agreed cut price memberships for some of our service users. We have also built connections with Arran outdoor centre and have a further visit planned with staff and service users in August 2023. Links have also been established with Families Outside. They attended recent team meeting to promote their service. This provides us the opportunity to link service users' families in for additional support through these most difficult of periods.



Unpaid work has a Twitter social media page to evidence work completed within the local community and to display the type of work we can undertake to others looking for help with their projects, e.g., in our Christmas workshop producing festive products including reindeers and eco-friendly snowmen.

An elected members event took place which unpaid work attended, and there is a stall to display unpaid work at several community engagement events throughout the year alongside partners.

### **5.5 South Ayrshire Activity**

Scottish Government published crime statistics show that:

- The rate of crimes (all crimes) in South Ayrshire ranks 17<sup>th</sup> highest in Scotland. The rate is below the national rate, since last year it has increased by 5%. The rank has increased from 18<sup>th</sup> last year to 17<sup>th</sup> this year.
- Compared to other areas of the country, South Ayrshire has higher levels of Crimes of dishonesty' – 6<sup>th</sup> highest rate (increased 8% from last year while the rank stayed the same, suggesting it also increased in other areas)
- Compared to other areas of the country South Ayrshire had lower levels of 'Sexual crimes' – 28<sup>th</sup> highest rate (although this increased 5% and 1 ranking place from last year).

Crime statistics were shared with partners at our delivery groups for consideration when developing our new CJOIP.

If an understanding of community justice was an integral part of a conversation with a customer, **SDS (Skills Development Scotland)** Careers Advisers would work with the customer to help them improve this. This could happen in a variety of settings in the delivery of our school and post school services.

To support our own staff in the delivery of our services to individuals we have begun to roll out trauma informed practice training to our operational teams. We are using the NES/NHS modules which are part of the National Trauma Training package.

A joint Memorandum of Understanding is being developed with Scottish Prison Service and SDS which covers our work within the HMYOI establishments (which is in line with our statutory work directed at young people in the senior phase/schools).

Within **South Ayrshire Justice Services** continued co-location within the Newton Primary School hub (which offers food and clothing banks and other supports to community members) to offer increased opportunity to engage directly with service users within their community when they attend. This has offered an opportunity to connect with hard-to-reach service users who have disengaged. It has also allowed a communication pathway from the hub to the Justice Social Work team as concerns or needs for support have arisen.

The Unpaid Work (UPW) team

- Attend the Safer Communities Joint Action Group (JAG) each month and have taken on a number of work areas through attending these including, targeted clear ups in public spaces at the rear of shops in Lochside and Whitletts. Our Unpaid Work team also participated in the Lochside Clean-up day, which was a joint working day with a number of housing and community partners.
- Continue to be active partners in the Wallacetown Environmental Focus Group and are considering a range of potential Unpaid Work tasks identified from attending this group.
- Attended the Lochside Community Group meeting from which the team have been able to help with groundwork, gardening, maintenance and waste clearing.
- Representatives attended the Newton Residents meeting, where we have carried out targeted litter-picking and placed two benches for the community at Newton Shore.
- Undertook a presentation to VASA last autumn and were able to identify a number of UPW tasks with local charities following that engagement.
- Representatives have attended a number of Community Council meetings and from them taken on work improving natural habitats in wooded areas; built a number of bird, bat and bug houses for community groups; cleared sand and weeds from the esplanades at Troon, Ayr and Girvan and refurbished a number of memorial benches. The attendance at these meeting is vital for engagement with local communities and many of the UPW

activities we have taken on recently have been as an indirect result of attending community council meetings. We have carried out work at Muirhead, Kingcase, Kincaideston Primary Schools for their outdoor areas; as well as Kyle and Ayr Academy helping with bike tracks and poly tunnels. Each of these activities developed from discussions within community group meetings.

Consultation across South Ayrshire is ongoing and generally undertaken in the form of presentations to local community councils across the authority, promotion and awareness raising of the team at Ayrshire Employment Events and community days. In January 2023 a presentation was provided to elected members in South Ayrshire by the Justice Service and Senior Managers to communicate the breadth of work undertaken by the service and to outline plans for service development. Additionally, a similar presentation was given again by the Justice Service and Senior Managers to the South Ayrshire HSCP Integrated Joint Board in February 2023 to outline the role and remit of Justice Social Work Services, the specific pressures the service was responding to 'post covid' and future plans to communicate with a range of relevant partners.

A dedicated Justice webpage is operational within South Ayrshire Council public website outlining some of the different types of work/projects the team have undertaken. Community groups and representatives can make direct referrals for assistance from the Community Payback team using the link to the request form and there are also contact details provided.

Unpaid Work teams worked in partnership with River Garden Auchencruive, a charity that helps people in the early stages of recovery from alcohol and drug addiction.

Teams serving CPO's have been undertaking grounds maintenance work as part of the extensive ongoing improvement programme and were tasked with felling several trees. Unpaid Work teams were able to remove several trees and used these to construct reindeer and snowmen herds on the lead up to Christmas.

Teams learned how to take accurate measurements, how to use hand drills and saws safely, as well as the use of specialist glue during the construction stage.

River Garden were selected as a beneficiary as they provided the wood which allowed the teams to make the reindeer and snowmen. River Garden hosted their annual Christmas Faye and were able to sell the items raising money for the charity.

The Ayrshire Hospice, a charity providing specialist care and service to those affected by life limiting illness had contacted the Unpaid Work team. The service was able to donate several reindeer and snowmen for the charity to sell, which generated over £300.



One donator said, "Our addition to the family stood proud over the festive period – thank you".

An Unpaid Work Coordinator said, "I spoke to the teams who were involved in this work, and they felt they had really benefited from it. One service user told me that, when he went home, his partner had bought flat pack furniture and he confidently built it up. He told me he had never attempted anything like that before and had assumed it was beyond him."



“Another service user asked about the possibility of restoring furniture and as a result of this we have contacted a local charity, Community Gift Exchange, who restore donated furniture, and are putting together a plan to take on restoration and upgrading work.”

## **NATIONAL OUTCOME TWO**

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

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

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

### **6) How has your partnership worked to enable strategic and collaborative service planning and delivery?**

This section details activities undertaken by partners toward National Outcome Two, around partnership working.

#### **6.1 Activity Undertaken by CJAP Support Team**

We hosted several events over the course of 2022/23 to gather important feedback from partners and steer us on our aims moving forward.

- In collaboration with Community Justice Scotland, we held a Horizon Scanning event with partners this year. Hosting a truly representative number of community justice stakeholders provides the best set of responses to a horizon scanning exercise: each stakeholder will have competing priorities and different future challenges, and emerging issues may be perceived in different ways. We performed a thematic analysis of the feedback received through this event which gave us valuable insights around the strengths, weaknesses, opportunities, and threats of the partnership. The responses gathered will be used in our development of our new CJOIP.
- We held a pan-Ayrshire Community Reintegration Workshop in December with the objective to discuss throughcare from prison and community reintegration. The workshop was aimed at practitioners, community members and people with personal or family experience of returning to the community after serving a custodial sentence. As well as presentations, we facilitated round table discussions and considered case studies. The feedback we received will be considered in the development of our action plan for the new CJOIP, specifically through our Community Reintegration Delivery Group. This work has been linked to the pathfinder work with Scottish Government on the development of GIRFE which includes a people in prison theme.
- In November we held our 'Community Justice Matters' conference with around 150 delegates in attendance, including local Elected Members, senior leaders and front line practitioners from a wide range of statutory and third sector services. Attendees were presented with input from Keith Brown MSP, the Community Justice Deputy Director, the Chief Executive of Community Justice Scotland, from youth group Heavy Sound CIC, and from CJ partners in Public Health Consultancy and SFRS.

Local authority delivery groups have been established with partners from community justice in each area. An introductory session was held in September so people could put forward

their thoughts about strengths and areas for improvement, and this fed into the meetings which took place in 2023. The purpose of the groups is to bring partners together, make connections, share learning, and contribute to improving community justice outcomes for both people in contact with the justice system and the wider community who are impacted by justice issues. This includes linking partners and providing updates from other areas (e.g., where some services work within a local authority boundary and others like health services work across all of Ayrshire).

We also established our Diversion, Intervention and Alternatives to Custody Delivery Group in 2023. With initial membership from ADP, Ayrshire Justice Partnership Services, SACRO and Police Scotland (and potentially more members to be added) this group will focus on local actions around diversion, including progressing some recommendations from the Joint Review of Diversion from Prosecution published in February 2023.

## **6.2 Pan Ayrshire Activity**

Partners in the **Ayrshire Equality Partnership** held a successful hate crime conference called 'Empowering Communities in Ayrshire To End Hate Crime' in October 2022.

The conference, attended by over 120 delegates, aimed to inspire, and empower delegates to challenge the attitudes, actions and behaviours which underpin hate crime.

The Ayrshire Equality Partnership is made up of Ayrshire College, the Ayrshire Valuation Joint Board, the three Ayrshire councils, Community Justice, NHS Ayrshire and Arran, Scottish Fire and Rescue Service, Police Scotland, and the University of West of Scotland (UWS).

Hosted by Dave Scott, Campaign Director of Nil by Mouth, a national anti-sectarianism charity, the conference featured keynote addresses from Dr Christian Harrison, Reader in Leadership – UWS, and Khadija Mohammed, Senior Lecturer – UWS, a choice of workshops and networking opportunities with a host of organisations.

Keynote speaker Khadija Mohammed said: "This was such an important and much-needed event to bring together diverse communities across the public sector to raise awareness of hate crime and provide the opportunity to discuss how we can collectively address this.

"Education is a powerful vehicle to disrupt the status quo and encourage young people to think critically about what they are learning and challenge the negative stereotypes that continue to influence and shape behaviours."

Police Scotland representative, Superintendent Shaheen Baber, said: "Hate crime should have no place in society and will not be tolerated. Everyone has a right to live safely as their true and authentic selves, without fear of prejudice.

"We understand it can be hard for people to report a hate crime, and in some cases to even recognise or acknowledge that they have been a victim.

The development of the **RISE** service and the forum alongside Justice services has supported collaborative discussion, shared understanding of roles and responsibilities and aimed to reduce access barriers in access.

Through membership of the CJAP Board, **SFRS** as a key partner has been able to share what contributions have been made and by listening to partners on the Board and by presentations made to the Board, SFRS can and do offer various elements of support to others. Through the partnership events like Recruit with Convictions were made possible. The event was only made possible through the partnership and included lived experience

attendees at the event. This aims to signpost and encourage people with lived experience to think of a career within SFRS and expresses the opportunities that currently exist.

Discussion around support for the five Community Justice Delivery Groups also allows closer working and joint activities around achievement of our justice outcomes.

Within **Police Scotland**, the MAPPA process plays a pivotal role in establishing and maintaining strong partnerships between SOPU and community justice partners. Management of Offenders etc. (Scotland) Act 2005 lists several bodies that have been identified as Duty to Cooperate (DTC) agencies and therefore it is imperative key working relationships are maintained.

Through MAPPA process several local programmes are available such as Moving Forward Making Changes (MFMC), Stop It Now which provide offenders with techniques/mechanisms to resist further offending and overcome sexual urges.

Varying data and information is held and routinely shared within the MAPPA process around community-based court disposals such as Community Payback Order's, Restriction of Liberty Orders, Licence conditions etc. Through excellent information sharing with partners, effective risk assessment can take place and ideas/processes floated that will support change and improvement.

As highlighted in the **MAPPA** Annual Report 2022, there is a need for MAPPA level 2 and level 3 Chairs to have an understanding of current risk assessment processes and risk practice. While those MAPPA Chairs who routinely deal with such work are highly competent, other MAPPA Chairs, particularly at level 3, who are all Senior Officers and largely now removed from the operational practice, and particularly Senior Police Officers who do not have a background in risk practice, may feel ill-equipped when faced with decisions around very high-risk offenders. As a result, the SOG requested that Professor Hazel Kemshall, emeritus professor of Criminal Justice at de Monfort University, who is generally held to be the architect of MAPPA, be asked to deliver training to our level 2 and 3 Chairs. This training was made available to professionals from across Scotland and a total of 109 individuals attended representing all MAPPA partner agencies. Two sessions were held in Glasgow and one session in Perth and the training was unanimously evaluated as first class and a video of Professor Kemshall's Training has been made available to all MAPPA partner Agencies.

A MAPPA awareness video has been developed and has been circulated to all MAPPA partner agencies. The video provides a basic awareness of MAPPA that would be useful to newly appointed staff and for newly elected councillors who may wish to know about MAPPA.

Inputs continue to be provided to other SOGs across Scotland regarding the South West Scotland model for dealing with internet facilitated outing of offenders. Such outings continue to cause difficulties to MAPPA partner agencies but the level of activity from Community activist Groups has not reached the same level as 2020.

The SOG continues to development and strengthen links to all Child, Adult and Public protection committees and report directly to the local Authority Chief Officers Groups, including circulation of literature to promote the service.

**NHS Public Health** are developing a life course approach to justice involvement involving risks and opportunities/preventive approaches for individuals, families and communities.

Public Health are framing / developing contributions across the different forums in a common style and format to support learning and activities across primary, secondary, and tertiary approaches to intervention.

**Ayrshire Justice Partnership Services** visited Borders and Dumfries and Galloway Justice teams to discuss and share best practice with regards to their development of Structured Deferred Sentence, Diversion from Prosecution and Drug Treatment and Testing Orders.

Ayrshire Justice Partnership - development of team to work across Local Authority boundaries, providing flexibility and expertise within economies of scale. We have collaborated with partners to improve service delivery, the female offenders team delivered group work within the women's aid hub in Saltcoats, allowing women to access the facilities within the hub.

Pooling of resources of EM bail between North and East Ayrshire to provide targeted but flexible service.

Training has been delivered jointly with neighbouring local authorities to provide economies of scale and ensure viability of courses whilst sharing resources in terms of venues and trainer's time. This has allowed staff to access training and learning opportunities otherwise unavailable on a singular local authority basis.

Justice Partnership Services operate across Ayrshire to support area teams and to provide specialist services to all Justice service users. Best value approach implemented due to economies of scale. Justice partnership services have gone from strength to strength and in recent 5 year report all services have optimised use of disposals with positive outcomes and feedback.

The Local Diversion forum provides strategic as well as operational support to Justice Partnership services and youth teams across Ayrshire. Recent developments have included changes to data collection through Government and implementation of recommendations as highlighted through recent Review by the Justice Commission.

The National Strategy for Community Justice Framework has now been adopted by Ayrshire Justice Partnership to ensure focus and to allow for service developments and operational decisions are always taking into consideration wider objectives. This framework will be utilised from March 2023 and updated on a quarterly basis. This allows for a streamlined approach to be adopted by all.

With regards to strategic objectives in relation to reducing the number of individuals in custody, we received Government instruction and guidance in relation to the implementation of EM bail and development of Bail Supervision and CPO RMR with very little or no previous discussion. Introduction of these services at a time where we had no assessment framework, indication of resources (in the longer term) and no platform to discuss resulted in resources being utilised from other services. Although there is awareness of strategy, implementation of new services, service design and tools to implement must be fully discussed and in place prior to implementation.

In Ayrshire we have demonstrated full utilisation of alternatives to custody, with increased numbers overall for Bail Services, including EM and Bail Supervision and Structured Deferred Sentence.

Diversion from Prosecution is being fully utilised across Ayrshire by both adult and youth services. Attendance of national forums brings focus and discussion to local forums to continually develop the service.

**DWP** have trebled the resource of Prison Work Coaches with every LA area within Ayrshire having a dedicated Prison Work Coach (PWC) operating in that area.

### **6.3 East Ayrshire Activity**

Within **Vibrant Communities** the Youth Action Team work in partnership with community partners, particularly Police Scotland and SFRS to improve services and target local hotspots due to complaints about Anti-social Behaviour. The benefits of working with partners has meant youth action teams can be mobilised to hotspot areas and reduce pressures on partner services. Co-ordinating delivery has also been utilised when an area has high incidents of ASB, and it allows for partners to work and engage with young people better. It has also allowed the service to engage with provide support to local youth organisations and sports clubs who are being affected by some aspects of youth disorder – this has strengthened relationships and partnership working with some of the voluntary sector colleagues.

Through the facilitation of our Family Involvement Programme (FiP), parent/carers identify topical areas for discussion, this has included Managing Teenage Behaviour – delivered by our colleagues from the Children and Families Team, Substance Awareness input from the Campus Police Officer, Social Media session – delivered by Doon Academy Teacher and Peer Relationships. As part of the Parental Empowerment Programme, parents and carers co-produce a bespoke offer of sessions including Water Awareness and Deliberate Fire Setting as well as Defibrillator Training - delivered by Scottish Fire and Rescue, Input from our Stigma Officer and CPR and First Aid Training delivered by the British Red Cross.

#### *Positive feedback from parents/carers to FiP*

*“The session was really welcoming and relaxed”*

*“Enjoyed spending time as a family doing something different”*

*“You get to meet teachers and interact with them and they get to know you a little!”*

*“The sessions were always really welcoming and relaxed, we could all talk openly and have laugh and there was no judgement”.*

Promotion of RespectMe with children, young people, and their wider families. Information shared as part of 1:1, group work and family learning programmes as part of ilunch, Enhanced Transition programme and REST (Respect, Empowerment, Support and Teamwork).

*Quotes from young people (Muirkirk Primary School):*

*"Respect is being quiet when somebody else is talking and listening to people."*

*"Empowerment is showing someone to do something themselves and encouraging them to do it."*

*"Support is when you see somebody who is needing help and helping them."*

*"Teamwork is passing to other people who are in your team."*

*Pupil feedback changes pre and post REST programme*

*'A lot' of knowledge and understanding of*

*Respect 20% > 89%*

*Empowerment 0% > 67%*

*Support 0% > 100%*

*Teamwork 40% > 100%*

Working in partnership and supporting the visitors centre within HMP Kilmarnock, the Foundations Hub allows families to be signposted for direct support of being affected by imprisonment. The Play and Early Intervention team are delivering the play & bonding visits and seasonal events within the prison for children & young people visiting with a parent/carer and the partnership with Foundations Hub (recovery enterprise) allows for community support for these families.

Vibrant Communities deliver intergenerational work through nurseries, primary and secondary schools to improve mutual respect across the age ranges. This has an early intervention approach to build respect, relationships and appreciation across generations hopefully reducing stigma for you people and reducing anti social behaviour near our older peoples units.

The Parliamentary Justice Committee were due to scrutinise the Scottish Governments Bail and Release Bill and wanted to speak to people with a lived experience of Bail. The Committee met with **GRAFT and CVN** after requesting to hear informally from frontline staff and service users for a sense of how support for people recently liberated works on the ground. For example, what are the practical challenges with getting prisoners into housing, access to GPs, benefits and other support services.

MSPs wanted to shadow a member of the GRAFT Team as they felt it would be valuable for Committee Members to give them a real feel for what happens on the ground.

The Committee invited us to attend the Scottish Governments Bail and Release Bill debate and will continue to support this to make sure the voice of the lived experienced is heard and supported.

CVN and the Graft Project link in with a wide variety of community, third sector and statutory services with support being provided to apply for a range of benefits or maximise existing

benefits including Personal Independent Payments and Universal Credit. Additional input includes support to access Scottish Welfare Fund, Bus Passes and Council Tax Rebates.

Our Community Development Worker makes referrals to a wide range of partner agencies including addiction services, Citizen Advice Bureau, Breathing Space, Wavelength, Cruze Bereavement Service and Home Energy Scotland

#### **6.4 North Ayrshire Activity**

**Money Matters** have a Welfare Rights Officer (WRO) who works closely with Justice Services including undertaking joint visits. The WRO attends the North bail clinic every Wednesday as these people are often recently out of custody and often need support with benefits. WRO provides advice and assistance to staff re benefits and financial inclusion. WRO attends team meetings regularly and give updates on both the service and benefits updates as well as attending Community Justice Ayrshire Partnership events.

Co-working cases with Justice staff to best support the service user. For example, joint appointments or calls, information sharing and passing on any concerns about the service users presentation or difficulties. Often service users will mention a benefit issue to their Justice Officer and not contact us directly, however with good relationships the Justice Officer can easily feed that information back. Can work together to do the practical side of picking up and getting forms signed, calling DWP etc.

Within **North Justice Services** unpaid work is available to access throughout North Ayrshire, and we also offer a smaller scale service on two Islands. However, we often struggle to gain access to any personal placements within the islands.

In relation to the Justice fieldwork team, we continue to work in partnership with the Sex Offender Policing Unit through MAPPA. We have existing processes in place whereby regular MAPPA meetings are held for joint cases and information is frequently exchanged to ensure the highest risk cases are robustly and safely managed. In terms of developments, plans are in place to re-commence face-to-face reviews for Registered Sex Offenders which will further increase joint working and information sharing practices. The Partnership Delivery Team have liaised with the forensic mental health team and organised monthly Justice forensic forums whereby a psychiatrist attends for a joint discussion of the most complex cases. This allows appropriate information to be shared and advice sought on how to manage the most challenging cases open to Justice.

#### **6.5 South Ayrshire Activity**

**Health and Wellbeing Team** have been engaging with CJ partnership to discuss support available, planning of activities and support for CJ partners is now developing.

**Justice Services** recruited a Peer Mentor linked to the Justice fieldwork team in 2021 to support people within the Justice System to address their needs and promote their rehabilitation with a primary focus of supporting people upon their release from prison. This was undertaken in close consultation with SAC ADP and their support and experience in developing peer employment posts. This post has continued throughout April 2022 until March 2023 (and beyond). This post has worked closely with other peer workers based with RecoveryAyr and has supported justice services in terms of offering support to short term prisoners through voluntary throughcare and also to service users experiencing difficulty with alcohol and drug issues who require support to connect with local community-based recovery activities. The peer worker has used their links with those with lived (and living) experience and the service user engagement group (PING) to develop a mutual aid support

group for those leaving prison. Links with the recovery community through these initiatives also encourage participation in wellbeing activities such as football and walking.

In addition to the development of the group, the Justice Peer Worker has been able to offer direct engagement with service users struggling to link with available services and supports including the recovery community supports. Creating an opportunity for service users to have a point of contact and support into the available community-based supports has been an important development for our team and our approach.

A number of services delivered by statutory justice in Ayrshire are delivered in partnership. **Ayrshire Justice Partnership Services** provides flexible group-work programmes designed to fit the needs of both men and women (groups are gender specific). These groups have proven to be successful with generally high attendance rates. Due to Covid between 2020 and 2022 these groups were largely suspended, however during 2022 these groups recommenced. In addition, there has continued to be good support from Ayrshire Justice Partnership Services in terms of delivery of 1:1/2:1 work (in place of group setting when this has not been available) which has allowed specific offending behaviour work to continue. This allows for flexibility in terms of staffing and economies of scale in terms of group delivery. In particular the team deliver MFMC and the Caledonian System group-work element.

A further post, sustained with temporary funding (and available on a pan-Ayrshire basis) has been a Desistance Officer post specifically for working with individuals subject to MAPPA. This post was well received and responded to an identified service need for those subject to MAPPA who may be isolated and required support to engage with their local communities. This post supported such individuals to develop their interests and community links safely and appropriately balancing risk management with supporting service users to meet their good lives goals.

Additionally, the Partnership Services allow for a specialist women's Justice Service to operate responding to women's needs which is pan-Ayrshire; services which can prioritise diversion, bail supervision and structured deferred sentence and services. Another role within Ayrshire Justice Partnership Services is the Addiction Development Officer (ADO) role to support staff to address alcohol/drug related offending, by providing knowledge and interventions to enhance working with individuals. The ADO also promotes the work of Justices Services on the implementation groups of each locality Alcohol & Drug Partnership, as well as contributing to the development of the ADP strategies in relation to alcohol/drug offending and liaising with partners on issues of treatment and support for service users. One aspect of this has been looking at how we ensure all staff have access to Naloxone training and we have explored how this can be cascaded to our UPW supervisors with plans progressed within the reporting timeframe.

Justice Services recognise the importance of improving life chances and supporting people to address their substance misuse difficulties and importantly to listening to the experiences of service users who have engaged with us (or not) to consider how we and other partner agencies may need to improve or develop to increase accessibility or engagement. In partnership with South Ayrshire Drug and Alcohol Partnership the PING service user led group is now well established and relationships between Justice Services and the group remain strong. This includes weekly activities for both men and women, including social fitness and groupwork activities, with excellent levels of engagement and attendance. Justice Services contribute to a dedicated PING Development Worker who has lived experience and who coordinates and develops the PING groups and liaises closely with



Justice Services to help us understand where issues might exist and what changes we can make to resolve them.

Justice staff coordinate with the PING peer workers to co deliver weekly events such as the badminton group.

In South Ayrshire we have excellent links with our ADP. As well as involvement with the ADP and sub-groups, this also includes participation and providing resources in relation to the community navigator pilot and the connect 4 change pilot. These links allow us to raise the needs and profile of service users linked to statutory Justice and connect with a range of partner services.

Justice Services have worked in partnership with SACRO locally to offer access to a counselling service for service users. The South Ayrshire Counselling service was commissioned by South Ayrshire Council and provides counselling support to those individuals involved in Justice Services. Counselling sessions are provided to those experiencing trauma, mental health, and other areas that are affecting lifestyles, behaviour, and health. The service is delivered by a qualified Counsellor, registered with COSCA from a person-centred perspective. The counsellor receives both operational supervision from Sacro and external clinical supervision from a formally qualified Counselling Supervisor.

This ensures compliance with regulatory and memberships requirements of a COSCA registered counsellor. This service has been provided for a number of years and has become an integral part of our responses to service users seeking counselling opportunities. There have been 48 referrals for this service between April 2021 and March 2022.

Recognising the frequent experiences of trauma of the service users we work with and the need to be able to offer the right support at the point the service user is ready to engage with it, this partnership has offered access to a trained counsellor and has removed the barriers of access to this support. Justice Services has commissioned SACRO to provide this support on a part-time basis. Feedback from service users has been very positive, stating that this support can enable them to begin to address some of the past trauma in their lives and to consider ways in which they can make positive changes in relation to problem solving skills.

As part of the Whole System approach for women and early intervention. The women's screening programme is offered to all women who are in custody to provide immediate information and initial assessment for women appearing from police custody. The service is aimed to screen every woman providing the Sheriff with brief background information and a proposed bail support plan to offer Sheriffs a viable alternative to remanding women in custody. Justice Services work in partnership with Barnardo's to provide a service for women appearing through Ayr Sheriff Court (particularly the custody court). The screening service assesses the women's individual community support needs and when required, referrals are made to universal services and to more intensive practical support such as to partner agencies including the Shine mentoring project facilitated by Barnardo's locally, and Time for Change to assist with mental health, addictions, housing, benefits, and any other crisis intervention support that the women require within the community. We can also link women with the aforementioned available occupational therapy support. There were 22 referrals to this service over the requested time period with a range of supports offered, including meeting women at the custody suites at Saltcoats/Kilmarnock following release and offering immediate, face to face and practical support.

The service provides interventions at an early stage, to promote and improve outcomes so that women's ability to engage with services is increased, these services include initial and

return dates to court, assistance to access social work, housing, addictions services and NHS, also help to access and complete essential forms. Barnardo's staff work closely with key professionals including allocated social workers, housing officers and employability officers to support women to ensure all appointments are maintained to ensure better outcomes for women.

Justice Services work in partnership with Ayrshire Council on Alcohol to offer a specific counselling service for justice service users. The overall aim of the service is to provide a locally based counselling support service to assist individuals to recover from alcohol misuse. The Service is person-centred and offers self-directed approaches to care that build on the strengths and the resilience of individuals, families, and communities to both attain and sustain personal responsibility, health, wellness, and recovery from alcohol misuse. During the time frame for reporting a new specific counsellor for Justice service users was appointed, therefore creating an opportunity for the team to build relationships with the counsellor, increasing use of the referral pathway and better understanding the service available and which service users might benefit or how best to prepare service users for the intervention.

South Ayrshire Health & Social Care Partnership (SAHSCP) have linked with our Employability and Skills partners and our Literacy support to look at how best to respond to the needs of service users. We have explored co-location of employability and skills (and continue to do so) and have linked with SAC Adult Literacies to develop a process for how we can access fuller literacy assessments and subsequent interventions. The employability and skills service is a central part of many case management plans for Justice in SAC and works with service users to identify training and employment goals and establishes where and when reasonable progress can be made.

SAHSCP have longstanding positive links with our MAPPA partners, meeting through MAPPA meetings and ongoing risk management. These relationships provide creative opportunities to consider what approaches might best meet the needs of a service user and allow us to leverage resources. One example of this is how these relationships have impacted the needs of other service users (non-MAPPA) and when we have had individuals presenting with specific risks, we have been able to negotiate with Housing colleagues to find suitable accommodation cognizant of the relevant risks.

Children's Health, Care and Justice Services came together to plan and implement the Safe and Together model across the service. While some training commenced in March 2022, the majority of this work has progressed between April 2022 and March 2023, with a cohort of the blended Core training delivery (combining online 'live' tutorials alongside online training which commenced in January 2023 and a 4 day in person Core training completed in January 2023.

Justice Social Work section 27 budget contributes £30,000 to PING Development Worker and subsequent costs.

### **NATIONAL OUTCOME THREE**

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

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

- Partners have identified and are overcoming structural barriers for people accessing services

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

**7) What steps have you taken to improve access to services, and what impact has there been as a result?**

This section looks at work undertaken by community justice partners towards National Outcome Three:

**7.1 Pan Ayrshire Activity**

The development of **RISE** and it's associated forum over the period 2022 – 23, have supported access to mental health and wellbeing support and person-centred assessment and interventions for people referred to the service who require short-term interventions that promote / develop skills in self-management. Where assessment indicates other need, RISE and Justice Staff have supported people to access other supports/ services.

Challenges have existed where further gaps across services have been highlighted and discussion has supported collective understanding of the remit of each part of the service.

Within **Justice Services**, MARAC (Multi-Agency Risk Assessment Conference) launched across Ayrshire in August 2022. MARAC is a local meeting where representatives from statutory and non-statutory agencies meet to discuss individuals at high risk of serious harm or murder as a result of domestic abuse. The meeting provides a safe environment for agencies to share relevant and proportionate information about current risk, after which agencies agree actions to reduce risk and increase safety. The primary focus of the MARAC is to safeguard the adult victim. However, the MARAC will also make links with other processes and agencies to safeguard children and manage the behaviour of the perpetrator. MARACs are attended by a range of adult and children's services including Police Scotland, Women's Aid, local authority, and health services. Colleagues across Ayrshire recently met to reflect and consider learning from the first year of MARAC.

**HMP Dumfries** have developed and implemented a Wellbeing strategy which has involved the employment of a Wellbeing Officer for a 12-month trial period. This officer has engaged in partnerships with NHS, We Are With You, and Scottish Recovery Consortium to provide services and engagement to support recovery from addictions and trauma.

In addition, the Wellbeing strategy has focussed on the implementation of a Wellbeing Garden which provides opportunity to support mental health through a Men's Shed and a programme of fitness and wellbeing provided by Physical Training Instructors.

Working alongside partners to deliver targeted interventions for groups and individuals **SFRS** have been able to demonstrate the added value from experience in community justice and restorative justice. This type of approach also focused on supporting parents and carers responsible for young people involved in anti-social behaviour and higher tariff offences. The

focus continues to be around the whole families support to allow the family the opportunities often.

Along with our partners in the local authority **Sacro** provide targeted interventions to those identified to us, we do this with our Counselling service, Justice Support, and our Alcohol Throughcare Service (ATS).

117 referrals  
received for 1:1  
counselling

*Feedback from people using counselling services*

*"Explained why I'm feeling the way I was and gave me hope."*

*"I would highly recommend counselling... been a fantastic help at such a difficult time."*

*"Made things seem clearer about what would help me moving forward."*

Sacro received continued funding from both North and South Ayrshire councils for our Counselling service. The service offers 1-1 counselling to those working with Justice Social Work, who, by virtue of their offending, are excluded from many of the other social and personal support routes that we take for granted. This service allows a fast response for those who require counselling, it can alleviate the pressure on mental health services and support those in need. We look at several methods for the counselling to be delivered, Walk and Talk, 1-1 in person within dedicated spaces within Social Work offices or in the individuals local community, on the telephone or online, we assess this based on the individuals needs and wants.

Sacro also provide additional Justice Support to North Ayrshire. We utilise the Outcome Star (Justice Star) within this service. The Justice Star is a self-assessment which is completed with the individual to look at the areas of support need. An action plan is created which is bespoke to everyone. This allows for targeted intervention to be given to improve outcomes for individuals. Within this service we provide an assertive outreach model to ensure that each individual can access supports within there own local community and do not have to travel to access the support we provide.

Sacro's Alcohol Throughcare Service has strengthened links with prison-based health services to enable alternative links and routes of access by those in custody. On a weekly basis the service attends a Community Reintegration Meeting attended by, NHS, DWP, senior staff for Serco, Police Scotland and numerous Third Sector organisations. This groups seeks to assess and review the needs of people due to be liberated from HMP Kilmarnock and ensure they have access to the appropriate services. These sessions inform both on a needs and support level but also allow community-based service (Sacro ATS) to develop robust risk management strategies. The services continues to seek new partnerships and referral links within the area to ensure all those who may be in need of the service receive an offer of support.

Within **Ayrshire Justice Partnership Services** a pilot of the services implemented through first phase of pathways – early intervention through Diversion/ Structured Deferred Sentence and Partnership Women's Team. Review of service completed in January 2023, with consideration for implementation of referral pathways from Court and MAPPA.

February 2023 saw the introduction of a Forensic Mental Health / Justice Services Forum, which takes place on a 6-weekly basis in person. The purpose of the forum is to identify

service users and areas of presenting complex need whereby cases are discussed in a collective manner to allow for evidence-based approaches to be identified, discussed, and implemented by Social Work staff. This forum has proved to be extremely enlightening for Justice staff who are reporting more confidence in directing supervision sessions and achievement of positive outcomes for service users.

In 2023, Justice Partnership Services have been more accessible to service users in rural areas through running general offending groupwork for both women and men within rural areas of East Ayrshire. These groups were extremely successful; however, resources were stretched throughout these periods.

Regular meetings with NHS Addiction Services across Ayrshire by the DTTO team continues to facilitate positive relationships and partnership working. Implementation of MAT standards has come to the fore within conversations and discussions have taken place with regards to trauma skills development for Justice staff.

With the increased Prison Work Coach resource deployed by **DWP** in the area we have supported the welfare, housing and employability activities of the prisoners and the partner agencies with the knowledge that the staff have on the DWP benefit regimes and supporting process. This has been further improved by the Prison Work Coaches engaging with prisoners in pre-release and then in the prisoner's home jobcentre on release. This gives a continuity of engagement and support that prevents customers having to repeat the activities and build another relationship with staff on the Jobcentre site. The Prison Work Coach will maintain the customer in their own caseload to ensure that continuity of engagement is maintained. Previously the Prison Work Coach would have booked the customer into a site Work coach and the prisoner would need to start the engagement and relationship with another member of DWP staff.

## **7.2 East Ayrshire Activity**

In **East Ayrshire Housing Services** Rapid Rehousing Transition Plan, we note the challenges for local authorities and partners to overcome when someone enters and is liberated from prison, for example:

- Loss of settled accommodation upon sentencing;
- Demand for temporary accommodation upon liberation;
- Prisoners neglecting to submit a housing application and therefore not being on the SEARCH waiting list prior to release;
- Prisoners not attending pre-arranged interview on release and presenting at a later date or not at all.

To build on the existing partnership arrangements, the following actions were identified within our Rapid Rehousing Transition Plan to ensure that all partners demonstrated ongoing commitment to meeting the SHORE Standards:

- Create a multi-agency development and implementation group for SHORE Standards;
- Develop a SHORE Standards Protocol;
- Target a specific group of prisoners for outreach work within HMP Kilmarnock as identified by Ayr Housing Aid as in need of intensive support;
- Fully explore feasibility of conducting face to face Housing Options interviews at HMP Kilmarnock.

East Ayrshire Council works in partnership with Ayr Housing Aid to accommodate prisoners on release from incarceration from HMP Kilmarnock and HMP Barlinnie.

The Council also works with several organisations, meeting the SHORE Standards to improve the preparation and support for those in, and leaving, custody, namely, SERCO, Community Justice Ayrshire Partnership, and NHS Ayrshire & Arran.

Most individuals who use the prison advice service are local authority tenants who may require advice on benefit entitlement, sub-letting and retaining their tenancy. This highlights the importance of local authorities working with all stakeholders to ensure that tenancy advice, support and accommodation is available for prisoners on release. This is further reinforced by the fact that most individuals expressed that they needed advice on housing options and benefits information and guidance.

Within NHS at HMP Kilmarnock, staff carry out early identification at reception and routine clinics resulting in onward referral to housing providers for those at risk of homelessness upon liberation and ensure an assessment of social circumstances/history is completed, incorporating housing status.

A Preparing For Liberation (SHORE Standards) Checklist has been implemented to enable Neighbourhood Coaches to take a holistic approach when measuring outcomes for tenants who go into prison, with consideration given to housing, health and wellbeing, money matters and employment and training, encouraging collaboration with partner agencies at every stage.

The impact of this activity has resulted in no repeat homeless decisions in 2022/23, which is echoed in the previous two financial years. These statistics reaffirm the benefits for collaborative working across agencies.

In 22/23, our prison housing advice provider, Ayr Housing Aid, completed a total of 644 appointments, this includes 455 ongoing cases and 189 new cases. This shows that service users are engaging in multiple appointments whilst in custody, highlighting their trust in the service and need for advice all through their sentence.

Of the total 396 cases which Ayr Housing Aid managed from individuals at HMP Kilmarnock, 287 were from single people (72.5%). Feedback from Ayr Housing Aid informs that many prisoners are often isolated and may not have a support network on the community to help manage their housing issues while in prison, such as collecting mail, ensuring their home is secure, packing up belongings or handing back house keys. An emerging issue is a sentence which exceeds the benefit entitlement period where the tenant is unwilling to terminate their tenancy, no family support and no storage options for their belongings and results in the accrual of rent arrears. This highlights that additional information and support on housing and benefits could be provided at an earlier stage.

Support referrals are made from entry to ensure support is in place should someone be released from court/remand, this also allows the support worker to build a relationship prior to release.

*108 cases closed and in 55 cases homelessness was prevented*

Ayr Housing Aid also now contact 3 months prior to release instead of 2 months for earlier intervention and then see everyone due for release at 6 weeks pre-liberation. Everyone is also discussed at the weekly Community Reintegration Meetings.

Within **Vibrant Communities**, the creation of Youth Action Team Roadshow to educate young people about their behaviours within communities has brought partners together and we have worked to reduce Youth Disorder and Anti-social behaviour complaints. This has

proved extremely successful with 97% of young people indicating they will be more responsible in the community because of the workshops.

ACT – Achieving Change Together; supporting women in EA who have had their child/ren removed from their care. Working together with H&SCP, Housing, EA Advocacy and Recovery Services to support women to engage with services and organisations. Partnership work with housing to support access to welfare funds and housing support officer input.

Vibrant Communities Lifeskills and Inclusion team has continued to offer Adult Literacies Support to the communities of East Ayrshire providing 1:1 and HUB based supports specific to everyday reading, writing and numbers. Services are tailored to individual needs and person centred to ensure barrier removal is key to adults accessing the provision. Adult Literacies Essential Skills Service is free and confidential. The service works closely with partner agencies to ensure a smooth transition for adults wishing to access our services. The links include - NHS- GPs, Community Connectors, Social Work, JWP and many charitable and community organisations.

1:1 and HUB based provisions are located throughout place-based areas continuing to improve on partnership referrals from the above agencies.

1:1 Adults accessing provision are well attended and the development of stronger links with place-based agencies has encouraged referrals to our Adult Literacies provision.

Adult Literacies provision has strong links with our Community Based Adult Learning provision within Lifeskills and Inclusion VC to allow for signposting of Adult learners on to positive destinations.

New provision for Lifeskills and Inclusion team for 2023 which will enhance our Adult Literacies core provision is our Multiply- Numeracy First steps provision funded through the UK Shared Prosperity Fund. This service has a targeted remit on numeracy supports for adults and families within East Ayrshire. Overall aim of providing numeracy learning opportunities to increase confidence with numbers for those needing the first steps towards formal qualifications and numeracy workshops for parents wanting to increase their numeracy skills to help their children and help with their own progression. This numeracy specific funded service has allowed us to enhance our core Adult Literacies provision by developing an accredited learning route. Lifeskills and Inclusion team have been working closely with SQA and have developed three credit rated Money MOT customised awards at SCQF Level 3, 4, and 5 with topics specific to Money lifeskills. Topics covered are personal banking; savings; best value shopping; borrowing; paying bills and budgeting.

The community reintegration model in place in HMP Kilmarnock is currently being reviewed to strengthen the arrangements and support plans for those leaving custody. This work has aligned with work with Scottish government on the development of a Getting It Right For Everyone framework which has included a work stream for those in custody. This work has included key partners to ensure a clear joint understanding on what is currently being offered and areas for development. The work has also included consultation with those with lived experience to understand their journey with further sessions planned to co-design tests of change to take forward.

Dalmellington is one of the rural communities in East Ayrshire, there has been very positive experiences of Justice social worker staff being based in the area a couple of times a week, linking with other services, and providing support to people in their own communities. Work

is underway to develop a new community space in the area which will further enhance – workers going to the area – working closely with other partners.

Recovery hub links to a lot of positive supports in the recovery community for those who have support needs in relation to their drug use. Through justice social work we regularly link people in or provide them with information about the variety of groups and supports available in the community

Employability supports for people to help them get ready for work or learning can also be a key aspect of their plan. We will link people into local supports and provide direct support for people seeking employment. There has been work done this year to assist people who have developed skills during their unpaid work to use these to apply for posts, for example the skills that they have developed in grounds and garden maintenance.

The **CVO** woodwork unit supports service users, many of whom are vulnerable and furthest from the labour market with complex support needs. The project has been able to recycle some donated furniture to vulnerable families and people who would otherwise not have any. Through wood workshop placements, people have been able to increase their confidence and self-esteem, improve their social skills, resilience, and ultimately work towards further opportunities.

In August, to mark International Overdose Awareness Day, the **East Ayrshire Recovery Network** hosted a walk for members of the local community with the aim of increasing awareness of, and therefore access to, recovery links in the area. Places where Naloxone and Nyxoid were available were pinpointed to people to make sure they knew where and how to access it if needed, as well as offering training in how to administer it. Afterward, people were offered food and refreshments and the chance to speak to other support networks which are available.

### **7.3 North Ayrshire Activity**

The **Unpaid work service** provides the same workwear to every service user on Orders, access to CPO officer on site for support and referral to other support services as required. Travel warrants are also provided to allow service users to engage with their Order. Unpaid work is a 7-day a week service and has personal placements available which can be tailored to suit individual needs around parenting responsibilities and paid employment.

Employability mentors continue to source digital resources to reduce barriers for those service users wishing to partake in training, employment, or education.

Justice Service Team Managers have commenced regular meetings with colleagues from addiction services, mental health, and service access. This allows for greater understanding of each services role and enables issues regarding access to services to be discussed at the earliest opportunity. Stemming from this, a development day between Justice Services and North Ayrshire Drug and Alcohol Recovery Service (NADARS) has been proposed. It is hoped that this will increase awareness and improve joint working practices with the aim of improving levels of access and engagement for any joint clients.



In November the Changing Rooms Project - an innovative community project targeting residents who have been involved in offending and are working with **North Ayrshire Justice Services** as part of a community based order issued by the Court - was launched.

The project developed employability and life skills, and instilled the 6 Cs (confidence, communication, commitment, customer service, customer care and courtesy).



In collaboration with Miko coffee, candidates received both training and hands on experience of delivering a high-quality barista service. All clients will be able to access ongoing training and development opportunities as part of North Ayrshire Councils Justice Employability Mentor Programme, where they will be offered one to one support and guidance from a mentor who will help them to continue to develop their skills and access ongoing accredited qualifications across a range of different industries to encourage them to pursue their employment goals and aspirations. Our goal is to break down the barriers that offending can create, and encourage them to dare to dream big and overcome the barriers that led to their offence, improving the lives of the individuals and families that live within our community.

#### *SU feedback re employability mentor*

*"It was all very relaxed and friendly, and she explained everything to me in a way that I understood. Within weeks the funding was made available (to do forklift training)."*

*"My support continued after completing my forklift training... assisted me on my CV and gave me advice about going forward with interviews." "Through employability programme I have grown in confidence, and I now feel I have the skills to move forward in my job search. I have learned a lot about myself, so in a few short months I have now got my forklift licence, I have new computer skills and can confidently browse the internet and search for jobs."*

*"I'm very pleased to say I am now in full time employment - my job role is a forklift operator."*

#### **7.4 South Ayrshire Activity**

Regarding improved access to employability services, there is already a successful long-term partnership in place between **SDS, DWP and South Ayrshire Council Thriving Communities**, all of whom work very closely to support customers into education, employment or training. Through the workings of the community justice partnership there has been an opportunity to raise partner understanding of employability support available locally which in turn has the potential to improve access to employability services through increased awareness of the support available.

**Thriving Communities** work within all areas of the community providing access to training and strengthening transferable skills with group work and 1-2-1 support. A holistic service allowing onward signposting for external training and mental health support for anyone either

thinking about starting work or returning to the workplace. Aftercare is in place to allow the participant to sustain and allow employment as part of their journey. Thriving Communities have links with local justice social work staff, and this allow us to take part in early assessments to gauge the participants needs. Health and Wellbeing and local addiction services link in as well as community-based working within schools as part of our Family Engagement Team. Our Literacy/Multiply team work alongside to allow skills to be updated for college and employment, as well as family life. We also refer directly to SALUS for mental health support both in and out of employment. The Information and Advice Hub is a positive link we use when relevant.

There have been developing discussions regarding the support available for **the health and wellbeing team** to offer a variety of support for people accessing services.

**Justice Services** have been the lead for MARAC implementation in South Ayrshire and has liaised within the HSCP and beyond with colleagues in Health, Education, Housing, Women's Aid, Assist and the Police to progress implementation. A monthly meeting has been held following the monthly MARAC to consider implementation issues and to consider any practice and development needs.

Given the importance of service users accessing relevant treatment and interventions, Justice Service's link with the South Ayrshire ADP is very important. During 2022/23 Justice Service has worked closely with the South Ayrshire ADP plans for developing access to longer term residential rehabilitation options. SAHSCP Justice has been an active partner with the planning for this and additionally agreed a temporary pathway, assessing and referring (where appropriate) Justice service users who were accessing the Turnaround facility and Ward 5 for longer term rehabilitation while the development team created the formal referral pathway. Justice remains an active partner of the Residential Rehabilitation working group which has led to the development of the ROADS team.

In South Ayrshire our work alongside the ADP/RecoveryAyr in appointing a Justice peer worker to have a specific focus on those leaving custody commenced in 2021/22 and progresses in 2022/2023.

Throughout this year we have re-engaged our Third Sector partners with Ayrshire Council on Alcohol, Sacro and Barnardo's continuing to work with our service users at various stages of the justice system, commencing from first court appearance through to leaving the system.

Within South Ayrshire an Information and Advice Hub is available for all residents to obtain help with money, welfare and benefits. Justice Service has strengthened links with the Hub to ensure that all service users have access to benefit advice and maximisation. It is hoped that this will help support people as cost-of-living increases and poverty is a real issue for people within justice arena.

Links with Kilmarnock Prison continue to improve and has strengthened since Covid, with weekly integration meetings and links with peer workers and VTC.

There has been a national focus on homelessness services for a number of years now with a view to shifting local government's response from the current approach to one of **Rapid Rehousing** and to ending homelessness in Scotland. In South Ayrshire;

- Discussions will continue on new Housing Bill upon further instructions from the Scottish Government.
- We have signed up to the SPS data sharing protocol and is making use of the data provided to prevent homelessness and prepare for and support those being liberated.

- Train relevant staff to deliver the SHORE standards and develop internal process for ensuring SHORE standards are implemented effectively and all partners are aware of their responsibilities.
- Involvement of people with lived experience in driving forward service improvement via a homeless engagement research group and will include people who have been involved with Justice Services.
- A review of the Council's Allocations Policy is ongoing to ensure it is reflective of legislative requirements and meets local needs.
- Applications for homeless assistance continue to be offered by office appointment or by phone. Appointments with Housing Options are made available for those who are in Prison. The Housing Options Service in South Ayrshire is a 24-hour service, operating out of hours emergency homeless standby service.
- Expansion of the Council's Housing First Service which is supporting those with complex needs to settle in secure accommodation and address any support needs.
- Expansion of the Social Lettings Service which will improve access to the private rented sector.
- A redesign of housing support contracts which commenced on 1st September 2021 and are currently operating well.
- Housing Support Providers Forum to share knowledge and good practice to assist in improving services.
- Delivery of trauma training and development of trauma informed services.

There are several services available to those who are in prison. A Prison liberation working group was established where partners meet to understand roles, bringing partners closer together to support people and sharing good practice. Longer term aims around housing plans to be developed by partners to allow person centred and collaborative plans leading up to liberation supporting lead officer approach and removing need to 're-tell their story'. Partners include Housing Policy and Strategy, Housing, Justice, NHS, ADP, DWP, Housing First, Housing support providers and others.

Housing First was introduced in South Ayrshire in 2019 and at the end of 2022/23 flexible, person-centred support was provided to 34 people assessed as having complex needs. This includes people who have a history of homelessness, addictions, mental ill health, physical health issues and involvement with Justice Services. A successful multi-agency approach has been established to oversee the operation of the project and to promote effective joint working between services. The service has developed processes for stepping down levels of support as people become settled and support needs reduce. Tenancy sustainment levels remain high with one of the first tenancies sustained for over 4 years. Anecdotal evidence suggests reduced involvement with Justice Services as people settled into their tenancy and address other support needs.

Homelessness Survey carried out in partnership with 'I'm In' Project to learn from people with experiences of homelessness or when at risk of homelessness. Work is progressing by exploring learning and recommendations with further opportunities for lived experience input.

South Ayrshire Council has recruited a Trauma Informed Practice Officer who will work to ensure that South Ayrshire Council and partners are delivering trauma informed services.

South Ayrshire's Housing Policy and Strategy Team has introduced a Social Lettings Service which aims to improve access to the private rented sector and has a homelessness prevention focus. Currently operating with 8 properties where homelessness was prevented, an example of this is tenant received notice to leave current private rented accommodation.

Applied to Social Letting Service', successful match with quick move, resulting in removing risk of homelessness and requirement for homelessness assistance including temporary accommodation.

Women's Aid provide specialised housing support in South Ayrshire to many victims of domestic abuse. A Housing Domestic Abuse policy is being developed with partners and lived experience group.

Targeted work within Wallcetown community involving Violence Reduction Unit, SFRS, Housing, Justice, ASB team, Thriving communities and many more to reduce crime, increase community involvement and tackle issues within the community in a multi-agency approach.

Person-centred and trauma informed Housing Options Service which will work with people to ensure they are living in accommodation where they feel safe and secure. Over 120 officers across all Housing departments have signed up and attended various levels of Trauma Informed training to enhance their learning and understanding.

A review of Housing Support Services was carried out in 2020. The findings from this review informed the content of the new housing support contracts which commenced on 1st September 2022 and include elements of Prison Advice or Prison Support.

Ayr Housing Aid are commissioned to provide a prison advice service to prevent homelessness as far as possible on admission to prison as well as assisting with welfare issues and any other housing related issues. Services are available where a prison sentence has been given and housing related issues need to be considered. Housing advice and assistance is also available prior to liberation.

Seascope are commissioned to provide a service to those 26 years and over who are due to be liberated. Attempts will be made to engage prior to liberation and for those who engage support will be provided until a person is settled in secure accommodation. This includes collecting a person on the day of liberation. Quarriers are commissioned to provide the same service as Seascope but to those who are 25 years and under.

Other local providers including ADP provide services within HMP Kilmarnock and will make appropriate links with housing and support services to ensure a smooth transition into the community.

## **NATIONAL OUTCOME FOUR**

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

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

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

- Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs , DTTOs and RLOs )
- Number of short-term sentences under one year

**8) What changes have been made to community justice arrangements to enable desistence, reduce reoffending, and promote integration, and what impact has there been as a result?**

*(Note: CJS will gather numerical CPO data from the Justice Social Work data that feeds in to the annual report on Community Payback Order reporting. Partnerships are not expected to generate this data for the purposes of completing this template.)*

This section details activities undertaken by community justice partners toward National Outcome Four, around reducing re-offending.

**8.1 Pan Ayrshire Activity**

Following referral and / or assessment, **RISE** will triage to other services areas following discussion at RISE clinical pathway.

**HMP Dumfries** have developed a new partnership with Scottish Recovery Consortium and We Are With You to provide support with addiction needs and provide Peer support training which can help reduce the risk of reoffending. In addition, in partnership with Prison Fellowship we have provided Sycamore Training which focusses on victim impact of offending to around 25 individuals.

**SFRS** have trained 175 plus people with CPO in Out of Hospital Cardiac Arrest (OHCA) and those people were also integrated into community projects with SFRS such as Kilmarnock Community Garden where fencing and outdoor structures were painted in vibrant colours. This made it more appealing for all visitors to the station attending thematic and seasonal events. An image of this project appears on the Ayrshire Community Justice Ayrshire Website.

Training in OHCA provided all CPO clients with certificates and builds resilience into communities with additional people having critical lifesaving skills. With the partnership initiative now tried and tested, a schedule has been agreed for a cohort averaging fifty people each quarter, will now participate in lifesaving skills. Once training is complete each person receives a certificate which will enhance personal portfolios and development plans.

To demonstrate the effectiveness of the partnership NHS also delivered naloxone overdose awareness training. How to administer naloxone and identify the signs and symptoms of overdose compliments the lifesaving out of hospital cardiac arrest and defibrillator training.

Agreed alcohol and drug referral pathways were established in 2022 between Scottish Ambulance Service, Police Scotland and the Scottish Fire and Rescue Service as an agreed Tri Emergency Service Pathway. In addition, Scottish Families affected by Drugs and Alcohol cards being left with people to access support and advice and vital naloxone take home kits.

**Sacro's** Justice support services works with individuals subject to statutory orders. Within our bespoke action plans we look at 'a crime free life' and how we can support the individuals we work with to reduce the risk of reoffending. This service is also utilised as additional support to those who are supported via MAPPA. Our assertive outreach approach

seeks to offer support in the individuals local area and encourage them to integrate within their own local community.

22/23

Recorded Police Warnings – 1754

Anti-Social Behaviour Fixed Penalty Notices – 326

**Ayrshire Police Division** is committed to using alternate disposals for crime and offences that do not require the offender enter the criminal justice system. This will remain a focus in 2023/24 coupled with our renewed commitment to ensure there is sufficient information in police reports to COPFS that enables decision making for diversion from prosecution outcomes.

Police routinely assist / monitor certain Community Payback Order (CPO) conditions (i.e. where an officer can examine a device belonging to the offender). E-safe technology is utilised and devices frequently monitored ensuring CPO conditions are adhered to with any breach reported to Justice Services.

From 1st April 2022 until 31st March 2023, 77 persons were convicted of a sexual offence resulting in them being subject to Notification requirements. Out of these 77 nominals 52 were given community-based disposals by way of CPO's.

More community disposals are available (e-safe for example to monitor device use) with restriction of liberty as part of orders which again allows a community disposal to be considered where appropriate. Stringent Risk Management Plans are compiled and agreed with police and Justice Services for effective community management.

Police are made aware of CPO / licence conditions in relation to a registered sex offender and assist in the policing of these by reporting any concerns or evidence of a breach to the relevant social worker. Routine joint visits are also carried out with police / Justice Services.

Within **Ayrshire Justice Partnership Services**, Introduction of EM bail / development of bail supervision at Kilmarnock Sheriff Court from May 2022 and Ayr Sheriff Court from November 2022. With regards to strategic objectives in relation to reducing the number of individuals in custody, we received Government instruction and guidance in relation to the implementation of EM bail and development of Bail Supervision and CPO RMR with very little or no previous discussion. Introduction of these services at a time where we had no assessment framework, indication of resources (in the longer term) and no platform to discuss resulted in resources being utilised from other services. Although there is awareness of strategy, implementation of new services, service design and tools to implement must be fully discussed and in place prior to implementation.

In Ayrshire we have demonstrated full utilisation of alternatives to custody, with increased numbers overall for Bail Services, including EM and Bail Supervision and Structured Deferred Sentence.

Diversion from Prosecution is being fully utilised across Ayrshire by both adult and youth services. Attendance of national forums brings focus and discussion to local forums to continually develop the service.

In May 2022, Justice Partnership Services applied for funding for 2 Recovery Development Workers with lived experience to compliment the DTTO Team. Funding was agreed for one

year initially, however following a positive evaluation and positive outcomes due to this development, further funding has been received for four years. Progress was demonstrated through a measurement of recovery outcomes as stipulated by the government. The Peer Worker Pilot was showcased at a National Drug Mission Funding Event. The Corra Foundation, which oversees the Scottish Government's Drug Mission Fund 2021-2026, requested an input to their bimonthly fundholder event focussing on the Justice System, this was to highlight the first funding opportunity awarded to a statutory Justice service.

The RDW role includes befriending at clinics, liaising with DTTO staff, advocacy and attending appointments, attending health improvement activities. The desired outcomes of this role are to increase engagement, increase recovery tool scores and reduce revocations in the first 6 months.

One of our Making a Difference (MAD) Project members has been successful in obtaining a job as a Recovery Development Worker with the Council. He has admitted that he would have been unlikely to have had the courage to go for the job were he not to have built his confidence being involved in MAD.

Justice services have continued to develop and have renewed our desistance officer post for Registered Sex Offenders, working in partnership with clients to promote integration into local communities by helping them access local activities and organisations some examples of this are people joining a chess club and local history group. This has reduced social isolation and increased self-esteem reducing risk of re-offending.

Within the **DWP** network the increased resource allows for the introduction of employability activities and potential of work in a more focused model. Prison Work Coaches work closely with the DWP Employer Engagement staff to ensure that any opportunities that are available to the customers. The increased awareness on reoffending is also now part of how the Employer Engagement staff market local employers within the 3 Ayrshire LA's Jobcentre boundaries.

## **8.2 East Ayrshire Activity**

Whilst undertaking **unpaid work** part of the initial and ongoing assessment is considering if there are appropriate other activities which can be undertake. Example of this are defibrillation training this is provided in partnership with the local fire station. As part of our rolling plan where there are opportunities at different points in the year to have over the course of a week everyone who is undertaking unpaid work attend a session at the fire station to learn how to use the defibrillator. This is an essential skill which may be needed to help others in the community. We are also exploring having similar sessions for learning how to use of Naloxone.

Another example of other activity is support to learn a key skill or the opportunity to undertake online learning for example which can support people gain employability skills. For example, if someone is trying to improve their skills in the English language or their literacy skills then courses can be accessed to support this.

MAPPA partnership arrangements work well with strong and robust working relationships between the key MAPPA partners, good attendance at MAPPA meetings and clear considerations of how best to support the person and effectively manage the risks.

Justice social work builds relationships with people that we work with to ensure that the support that they receive meets their individual needs. We work to understand the person's

traumas and behaviours and ensure that basic needs are being met to promote their ability to undertake offence focused work and increase desistance and community safety.

Through CVO, the GRAFT team and Unpaid Work Placements have built a gym area within their unit which is being introduced to encourage people with a lived experience of the justice system to turn their backs on a life of crime.

Regular participation in exercise has been shown to decrease overall levels of tension, elevate and stabilize mood, improve sleep, and improve self-esteem.

Thanks to two supervisors who are boxing coaches, people are offered boxing training with a difference; the programme helps young people develop discipline, emotional control, and teamwork, before providing practical advice and progression routes to help the service users enter employment or further education. The training also provides respite from any difficulties at home and a free hot meal at every session.

### **8.3 North Ayrshire Activity**

The **ADP** have committed funds to support a CPO Recovery Development Worker post to be hosted within Justice services. Although the individual has not started yet the ADP, alongside Justice Services in North, have been proactive in helping to identify an area for development and committing resources to help address it.

In relation to **Violence Against Women and Girls**, Caledonian Case Managers and Group Facilitators attend training on Caledonian which supports skills in identifying domestically abusive behaviour and recognising patterns of behaviours. This training prepares staff for delivering the Caledonian programme with perpetrators. The Ayrshire Justice Partnership are currently re-working training for their Domestic Abuse assessment pack, and this will be rolled out later 2023/24. All staff can access online training via safer lives and third sector training, moreover Safe and Together training which includes a significant element on assessing and working with perpetrators is open to all NAC HSCP staff. All justice staff receive training in Spousal Assault Risk Assessment (V3) which is used to support the identification of risk factors and plan appropriate responses when working with domestic abuse perpetrators.

High quality, evidence-based court-mandated programmes are in place at a local level that work with perpetrators of VAWG to hold them to account for, and support them to change, their behaviours. NAC has the Caledonian system in place, which includes a SAPOR accredited programme for addressing men's domestic abusive behaviour. This includes individual and group work elements and is used for men with a pattern of domestically abusive behaviour who are assessed as moderate to high risk of harm to intimate partners, this programme takes two years to complete. NAC also has the Moving Forward Making Changes programme for moderate to high-risk sex offenders including those who have perpetrated violence against women and girls. This is an evidence-based programme based on the good lives model and is designed to reduce risk of re-offending.

All Justice staff are trained in providing interventions with perpetrators of VAWG, working as part of multi-agency teams, even where there is no court mandated programme. More widely Safe and Together, which provides a framework for working with perpetrators is being rolled out in North Ayrshire, however this remains at a relatively early stage and evidence of implementation is not yet available.

**Unpaid Work** continue to use 'Other activity' for individuals subject to CPO's. This covers a wide range of options from groupwork, one to one activity packs for those of level one orders



and no other social work input. Training, personal development and evidenced online learning resources can also be used as other activity. This supports individuals to complete their requirements whilst also providing motivation and incentive to undertake training or development opportunities as part of their Order.

MAPPA arrangements remain in place. This continues to prove effective in relation to risk management. There was also a desistance officer in post in the past year. They were based at Ayrshire Justice Partnership Services and worked pan-Ayrshire with individuals subject to sex offender registration. The purpose was to reduce isolation which is often identified as a significant risk factor in relation to further offending. They were able to engage this service user group and support with integration. The worker received positive reports from individuals she supported and from practitioners who made the referral. Unfortunately, the post recently ended due to funding. However, a temporary desistance officer post has been created within North Ayrshire. It is hoped that they can fulfil a similar role. In relation to other changes, we have noticed a reduction in the use of remand as a result of recent changes in policy. This is anecdotal as we do not have figures to support this at present.

#### **8.4 South Ayrshire Activity**

**Justice Service** have desistance and reintegration at its heart. We have recommenced our service user engagement group (PING) steering group where members of the Justice Social Work Services team to meet routinely with representatives of the ADP hosted PING and attend the wider PING group meetings - engaging directly with those with lived experience of accessing Justice Services. This has been important in considering the interface between Justice Social Work and the service user engagement group and consider opportunities for service development. This has led to the development of a joint venture photography project; the refurbishment of our group room and the creation of a therapeutic space for counselling sessions and the beginnings of work to develop a pathway for volunteer peer workers to be based with Justice Social Work (potentially offering support within Court settings or to those on UPW) and also consideration of how we can develop information (such as leaflets for service users to explain the role and purpose of Justice Social Work Services. Our Ping group also have the opportunity to engage the wider service user group in surveys which can feed directly into service delivery. This also includes access to elected members and senior HSCP management.

Both Ping Development worker and Peer Worker encourage service users to attend activities within their local communities and where there are difficulties with feelings of stigma, confidence can be gained by attending activities run by Justice Services.

All service users who are subject to either court sentencing or prison throughcare licence have an action plan which is needs and risk led to interventions which will assist on a journey to desistance. Third Sector partners, as detailed above, assist to deliver these interventions, including ACA programmes with problematic alcohol use, Sacro counselling service and access to recovery network. As part of the Whole System approach for women and early intervention. The women's screening programme is offered to all women who are in custody to provide immediate information and initial assessment for women appearing from police custody. The service is aimed to screen every woman providing the Sheriff with brief background information and a proposed bail support plan to offer Sheriffs a viable alternative to remanding women in custody. When women are made subject to court orders the Ayrshire Justice Partnership Services women's service will offer an individual intervention which again is needs and risk led.

## **NATIONAL OUTCOME FIVE**

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

## **NATIONAL OUTCOME SIX**

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

## **NATIONAL OUTCOME SEVEN**

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

**Have regard to the following indicator:**

- Individuals have made progress against the outcome

### **9) What mechanisms and arrangements enable your area to understand progress for people against these outcomes?**

The below information relates to activity amongst partners contributing to the achievement of National Outcomes Five, Six and Seven which focus on improved life chances to our service users.

#### **9.1 Pan Ayrshire Activity**

Justice services will refer to **RISE** team where need is evident in regard to wellbeing and it is considered that people may benefit from short term support to look at self-management interventions / techniques / strategies e.g. managing anxiety, structure to day or week / sleep management / medication management. Where additional needs become apparent at referral or assessment, RISE will highlight these and, where practicable, work alongside colleagues to triage on to other services or work collectively to support the person to manage issues.

The forum supports colleagues to discuss people with complex needs with discussion having a focus on planning, suggested interventions and, where applicable, referral on to other services.

**HMP Dumfries** operate a Multi-Agency Community Integration Board (MACRIB) which invites all community partners to discuss those being released within a 12-week period and to identify supports and appropriate agencies.

**SFRS** in Ayrshire have a program running to support the journey of lived and trauma informed experiences where registered volunteers will develop new skills in various elements of our service delivery. Home safety, water, and road safety, safe a life and joint community initiatives

Safety is at the forefront of CPR and out of hospital cardiac arrest training not only relating to safety of people in the justice system, but the resilience built into the safety of the wider community. Fire Safety Engagement Training for family support workers and housing officers as well as families outside.

Integration of support and training, great risk awareness and involvement in community projects has provided the wider sense of value and belonging. Certificates of achievement

and participation in such skills also supports the attainment and portfolios for CPO workers to benefit current employment or employability pathways.

East Ayrshire Council have shared the strategy of the wider role out community defibrillators with Save a life Scotland and as finalists in the Local Government Chronical Awards 2023. The UK wide awards which open to all UK local Authorities learned of the initiative to save a life.

The training received also supports the Scotland's Drowning Prevention Strategy by building resilience into communities in partnership with justice services. Young people also accessing live experiential training at Loch Doon around water safety, CPR and out of hospital cardiac arrest. Thirty-four community defibrillators have been installed across East Ayrshire Council and out of over eight hundred trained, one hundred and seventy-five were CPO unpaid workers from across Ayrshire.



David Doran from EA Council said “the partnership with Justice Services and support from the Ayrshire Justice Board allows outcomes in our strategy to be driven forward and without support from the partnership this is harder to achieve”. This initiative supports the Scottish Governments Out of Hospital Cardiac Arrest [Strategy 2021-2026](#).

**Families Outside** worked with families across Ayrshire affected by imprisonment to address the potential negative impacts of this experience, such as the negative impact on social, emotional, financial, and educational development of a family, leading to disadvantage, exclusion, and the risk of offending. They do this through their helpline, Regional Family Support Coordinators (RFSCs) and Support and Participation Coordinators (S&PCs) throughout Scotland. The services involve different activities including helpline support, direct 1-to-1 sessional support in families' own homes and befriending and peer-support where people can come together and find shared solutions for problems along with others with lived experience. Throughout 2022/23, Families Outside engaged with 23 families in Ayrshire through direct 1-1 support, and with 21 families through helpline support.

#### *Feedback received*

*"We are getting the help we have needed for so long. Someone who doesn't judge us."*

*"I have done so many things like the COPE Art Competition, Reading Activity Challenge, Yoga, and the groups. I have really enjoyed being part of the group."*

*"Your support really helped us all cope with dad being in prison and with the isolation during lockdown."*

**Justice Partnership Services** have integrated performance measures to capture areas of success and future development. A person-centred, strengths-based approach is adopted by all staff to ensure that presenting needs are being met. In 2022, through the identification of many service users being neurodivergent, partnership working was established between Justice Services, Learning and Development, NEST and the Three Sisters consultancy to allow for general and bespoke training to be designed and delivered to all Justice staff throughout Ayrshire. This proved to be very successful and allowed for staff to explore how

they could adapt practice to achieve the best outcomes for service users. In North Ayrshire this partnership with NEST continues to be developed through the Learning and Development Team who now offer generalised Autism training to all staff who work within North Ayrshire.

Regular reviews are undertaken for people subject to CPO's, these allow the monitoring of progress and enabling clients to reflect on the milestones achieved and create action plans for working towards future goals. Other tools used to measure outcomes and progress include the Desistance officer evaluation framework where clients rate their progress before during and after intervention against agreed outcomes.

**Sacro's** Justice Support service in North Ayrshire use the Outcome Star (Justice Star). This tool is completed with everyone at the start of the journey with Sacro. Using this tool then allows us to create an action plan which is bespoke. The Justice star is reviewed regularly with the individual which allows us to track each individual's journey and look at which area may need more support put in place and where improvements may be required. Sacro also collate feedback at the end of the support which is audited and changes to service delivery are made depending on the narrative.

## **9.2 East Ayrshire Activity**

**Vibrant Communities** Lifeskills and Inclusion team continue to work off a social practice model ensuring our services are person centred. All Adults accessing Adult Literacies supports undertake regular Individual Learning Plan reviews, to establish learner/person centred need and supports they wish to engage in and goals they wish to work towards. Individual Learning plans allow our service to measure impact qualitatively- allowing the learners to identify their own goals and recognise individual achievements as well as tracking and progression routes onto other provisions or services.

Our initial interview process allows our service to track referral routes from partner agencies allowing us to record progression routes for individuals accessing the service.

Our Multiply Numeracy first steps provision new for 2023 is a service that will provide learning opportunities for Adults and families to improve their life chances with access to a formal qualification in relation to money skills. The Multiply service is currently developing three SQA Customised Awards- Money MOT (Level 3, 4, and 5) which will provide a numeracy learning opportunity for adults focussing on money and budgeting skills of which will be beneficial during the cost-of-living crisis. Encouraging adults to build a positive relationship around numeracy learning in relation to real life contexts. Referrals onto this provision will continue to be developed through our Adult Literacies provision with connections with NHS- GPs, Community Connectors, Social Work, JWP, employability services, financial inclusion services and wider Vibrant Department as well as many community and charitable organisations and lastly self-referral.

Housing support continues to be delivered, linking people who have experienced homelessness with local community supports and groups to ensure reintegration into a new community. Linking them with groups, health services and advising on funding available to develop and strengthen community resilience and wealth.

Within the **justice social work's** action plan, we are looking at further development of a quality assurance and data system which will provide usable data including outcome data to inform decision making and planning within the service. This will build upon the data that is already collected for national reporting requirements to ensure that we have a data system which has meaningful quantitative and qualitative data to better evidence that we are

practicing in a way that is making a meaningful difference and will help us to shape, develop and continually improve our service.

**This year CVO East Ayrshire has provided:**

**73 vocational employability support opportunities (including CV writing, interview skills and work readiness training)**

**57 vocational training opportunities**

**CVO** Job coaches have worked alongside trainees in their chosen role and use systematic instruction techniques to break down complex tasks into manageable learning, build confidence and offer support with external issues affecting their lives. Successful completion of this gives the trainee improved job prospects and transferable skills in self-evaluation, planning and goal setting that can be applied to any workplace.

Developing and refining this bespoke training course has had a positive impact on the lives of trainees and has raised awareness of the contribution people can make when they receive appropriate levels of support and training.

CVO East Ayrshire also created 18 permanent posts for long term unemployed parents receiving training and employability training on completion of the program. These opportunities were aimed at young parents under 25 and parents with additional support needs; including, Mental Health, many of which have been touched by the justice system, who are furthest from the labour market. We offered accredited training which was delivered on a flexible basis by our employability staff and job coaches which has been designed to meet the needs of local employers in sectors which are growth areas, and who have identified the skills and traits they value in potential employees.

Our training provides multiple benefits; accredited qualifications, healthy relationships, positive role models, social skills, promote integration, improve mental health, mitigate against loneliness and isolation, and break down barriers within the local community as well as providing commercial work experience. Delivery will be in a supported learning environment at the heart of the community and will facilitate the transition into sustainable employment.

Through CVO, WG13 is used to address the lack of employment and training opportunities for adults with multiple barriers to employment in East Ayrshire. Set within a three-storey building in the heart of Kilmarnock it encompasses. As a social enterprise WG13 aims to incorporate industry based best practice through our involvement in community development and support aspects of our service delivery. Our ability to move people into employment is testament to the success of our partnership approach.

An example of the work they undertake is many of the people we work with may come from backgrounds where alcohol, drugs and associated crime featured heavily. By introducing them to training and employment opportunities within the hospitality industry we can begin to have conversations about responsible alcohol consumption and the impact on both their own and other people's lives of criminal activity while providing them with practical work experience and training.

The involvement of the local Community Police in the delivery of Best Bar None support has also allowed us to facilitate a different introduction to the police for many of our young people and highlighted the partnership approach we have to keeping everyone safe including them.

Again, as a direct result of our involvement in Best Bar None we have registered as a Third Party reporting Centre and Keep Safe Venue and have involved the people we support in the meetings with partners leading up to this decision.

Open Doors Community Wellbeing Hub in the heart of Kilmarnock Town Centre provides a safe place where people can access a wide range of activities and supports aimed at providing health and social benefits, improving life chances and signposting to opportunities within the community.

Open Doors delivers some of the priorities identified by the community and offer much-needed community-led activities. This joined-up approach to service delivery within a one-stop facility would ensure maximum use of existing resources and improved accessibility to service provision.

The GRAFT Project, Open Doors team and volunteers have organised and facilitated several groups and services that help to tackle food insecurity, social isolation, lack of opportunity and inclusion. The priority this year was to offer services focusing on children and families to help create lasting memories, a safe space, and healthy meals.

As CVO continue to develop new skills-based opportunities and increase the level of participation of trainees in events the range and diversity of evidence suitable for inclusion in submissions has likewise increased. This has been particularly evident in the increased involvement of trainees in IT, marketing and arts and crafts.

Many of our trainees have enjoyed working in the craft sector within our Grafix print studio. We wanted to create a financially self-sufficient social enterprise business model for Artworks that would be independent and non-reliant on public funding. The craft group started as a support group but has developed into a creative social enterprise hub where the trainees can be creative but also have access to a quiet area with a sensory room when things get too much. The trainees make their own products and sell them and give the profits to different local charities.

### **9.3 North Ayrshire Activity**

**North Justice Services** continue to identify service users' needs at the earliest opportunity and respond to these. This can include completion of offence focussed work to explore their behaviours, increase insight and improve ability to self-manage. Our social work assistants regularly support with benefits maximisation and can also refer into money matters service if required. We look to build on service users interests and strengths where possible. This is often done through a referral to the employability mentor service who are based within the unpaid work service. They can help explore relevant work, training, and volunteering opportunities. The employability service is open to anyone with a conviction in the last five years and has access to NHS supported services such as Salus to offer to service users.

We offer various leisure activities through MAD such as walking group, football, boxing, and monthly cooking challenge. This allows a level of social interaction which can decrease isolation and help improve physical and mental health.

Responses to other needs includes referrals to appropriate supports. For example, we utilise the local addition service (NADARS) for those struggling with drug and alcohol misuse. Justice Services has also employed a recovery development worker who will be in post in the coming months through funding from Alcohol and Drug Partnership. This will enable support to be offered to those struggling with addiction issues. This will also help strengthen our ties to the recovery community and increase awareness of available resources.

We continue to measure the impact of interventions and supports through departmental reviews and gain further feedback through exit questionnaires when involvement with Justice formally ends. Justice Services are also taking steps to continue to seek feedback from service users regarding the service they receive and how this could be improved where possible. We plan to convene focus group for specific service users to gather views. For example, group for those on CPO's, one for throughcare/license, one for those on MFMC. It is important to recognise that individuals on differing Order types may come across different issues within the system which we could help address or at least recognise and be mindful of.

**Families Outside**, as part of their work across Ayrshire with families affected by imprisonment, carried out group work in North Ayrshire funded via the Community Mental Health & Wellbeing fund from the local TSI. Since February 2023 there has been an adult peer support group maintained running monthly and with 6 families signed up. Its hoped the group will increase, and more opportunities across the area will be offered. A children and young people support group is under development.

#### **9.4 South Ayrshire Activity**

**Justice Social Workers** are all trained in a range of risk assessment tools including LSCMI which is a comprehensive general offending assessment and case management tool, to aid professional decision making on level and focus of interventions of people involved in offending. This is an ongoing process and as a service user moves through their journey the LSCMI case management is updated and shared at statutory reviews, showing areas of strengths and where further intervention is required. This can be reported back to Sheriffs in the form of a completion report, at the end of a CPO. It addresses areas such as housing, employment, leisure time, relationships, addition issues and offending behaviour with specific emphasis on pattern, nature, seriousness and likelihood of offending.

SARA tool is specifically used for assessing risk within domestic abuse and helps to characterise the risk posed to partner and children in terms of likelihood, imminence and severity and is used to determine if Caledonian System is a viable option. Caledonian System is subject to a great deal of quality assurance and data collection which assists to determine if a programme has been successful.

For work within MAPPAs with registered sex offenders, data is collated from partner agencies alongside duty to cooperate to monitor the effectiveness of MAPPAs and is scrutinised by the Strategic Oversight Group, which operates alongside the MAPPAs Operational Group. Social workers are fully trained in risk assessment tools designed for assessing risk of those convicted of sex offending, such as SA07 and RM2K. These provide basis for risk and needs led risk management plans which are multi agency and have appropriate scrutiny of MAPPAs.

Training has been undertaken by Justice Service staff in many areas of public protection to ensure they are skilled to work with a range of high-risk individuals and also those who are most vulnerable. Training in the last year has included adult support and protection, including ensuring there are council officers within the team and also Prevent awareness.

**South Ayrshire Council's Thriving Communities** is part of the Community Justice joint working board. This allows us to not only share best practise but engage with other Ayrshire councils around planning Pan Ayrshire work to improve the lives of residents who are currently or were involved with Criminal Justice system. Within our TC Employability team, we work with Social Work, Criminal Justice, TC Family Engagement Team, Literacy, Housing, DWP, SALUS, internal and external partners and colleagues. This places a clear pathway for each client and their family. At an initial assessment we can support the

individual with short-term and long-term goals. This allows evidence of pathway and client's journey is guided by their needs and realistic goals.

"Other activities" to support Community Payback Order reduction of hours and possible re-offending are based around walking appointments, walking groups where suitable, tailored training, budgeting, food and cookery courses and physical and mental health support through SALUS and partner addictions services. The delivery of these interventions allows a possible reduction in re-offending and a more structured lifestyle using an action plan we map this pathway; this is reviewed monthly and forms a reflection meeting. We have an Employer Engagement team who support with job brokering. Lived experience clients are encouraged and supported if they choose to enter a programme that allows them experience and a qualification to then go on to support other clients within addiction support services. Our officers provide aftercare for all our clients as they progress.

The recent changes in policy around Management of Offenders Act (2019) have allowed SAC to work alongside colleagues in H.R. and our recruiting policies are now in line with this. This has allowed a clear picture for all council departments and recruiters around the changes required for Recruitment of Offenders. We are now Ambassadors as are our other Ayrshire Council colleagues.

**10) If available, provide one or more supporting case studies, lived experience narrative or other information to demonstrate activity and impact relating to the objectives reflected by person-centred outcomes 5, 6 and 7.**

The following pages contain a range of case studies provided by community justice partners from across Ayrshire:



Individual A is a 41-year-old male who was referred to SACRO Justice Support Service as a result of the following offences: Section 38 Breach of the Peace as the SU made homophobic remarks to Police following an assault by his son which he lied to police about. He has 27 Previous convictions since 1999 including: Assault, Culpable Reckless Conduct, Breach of the Peace and various driving offences.

At the time of referral A was estranged from his children and his relationship with his ex-partner had broken down. He has a complex medical history ;diagnoses of Schizophrenia and Asperger's Syndrome, although he complies well with his medication regime. He also had a history of poly drug misuse (mainly Heroin, Valium, and Methadone) and at the time of his referral, he was using cocaine and still dependent on a methadone script.

At first meeting I conducted an Outcome Star to establish the priorities he wanted to work towards. These included housing, family relationships, practical support with his business and improving his social isolation. He hoped that making improvements in these areas would also lead to an improvement in his mental health.

A's main priority was moving to a different area, in order to distance himself from negative peer influences and allow him to establish his business. We quickly identified that one location was not suitable due to a negative influence living there. His housing options were initially being influenced by the location of his business. It took several weeks to identify a suitable location for both his new accommodation and business. Sacro worker helped A to identify suitable properties, facilitated meetings with business owners, and offered practical support and advice on budgeting, venue size, layout etc. His business is now thriving, and thanks to finding secure and safe accommodation he has been able to re-establish contact with his children.

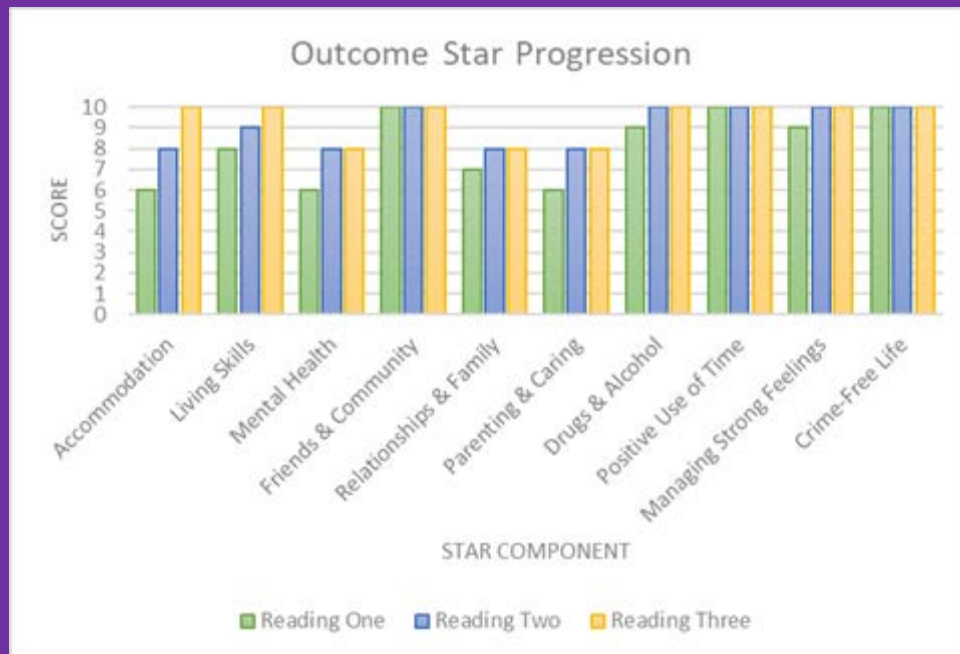
A refused to contemplate having a relationship with his children due to the reluctance of his ex-partner to allow them to travel over to his new accommodation. However, when this was spoken further about, it was identified that due to his past behaviour there was a lack of trust. He was encouraged to speak to his ex-partner again, but this time offering to go to the children's local area and taking his children out for a short period of time in their local community. Gradually, he managed to build the trust back up with his partner, and over time he was allowed to keep his children for overnights. Sacro worker helped A decorate his home appropriately in order to make it a welcoming environment for his children. Thanks to his patience and consistent effort, these relationships continue to improve, his son now works in his shop at weekends and his daughter regularly cooks with him, participating in the cooking challenge. Reconnecting with his family has led to a significant improvement in his mental health and appears to have positively impact on all areas of his life.

(cont.)

Although attending church regularly, he previously did not have the confidence to socially interact with other congregation members. Through working with him and developing his confidence, he is now able to interact with others, accepting invites to social activities and greatly improving his social network and skills

A no longer has a methadone script and has not used cocaine in several months. He is well established in his recovery and has a good support network and positive influences in his life. He is also living a crime free life and is taking care of all his responsibilities both on a personal and professional level.

**Impact of Support:** As demonstrated by the above Case Study, many referrals made to the Mentoring Service are of a complex nature, requiring several different interventions and action plans to be carried out simultaneously. To help accurate prioritisation of these needs and ensure the service delivered is consistently tailored to the needs of each individual, Outcome Star data is utilised. An initial reading is taken at the commencement of service provision, with subsequent review readings carried out every 8 weeks. From these readings, appropriate support is identified and signposting to relevant special support agencies is carried out. The below table illustrates the journey of progression undertaken by the individual in the above case study.



Individual F was referred to SACRO counselling service by Social Work due to depression and low mood. He lives alone and has occasional contact with his children. F's personal relationship broke-up and he remains on friendly terms with his ex-partner, and regularly takes the dog out.

Our first conversation was via telephone, we discussed how his low mood was impacting on his mental health. When asked if he was thinking of ending his life, F replied that "he was not going to do anything stupid". I was taken by surprise to hear from his Social Worker a few days later, he had walked into the sea.

We spoke about F's actions, and he apologised for not being truthful, but went on to explain he did not want to be stopped. We explored how he now felt about being saved and he expressed guilt and shame. We worked together on a safety plan and our relationship became deeper as trust was established.

F agreed to a walk and talk session; we started by walking upwards into the hills, in the opposite direction from the sea. F was amazed at the different scenery and let me know that this was a new experience for him. He was able to take in the greenery, gardens, dog walkers and smells of the flowers. He was becoming aware of how walking and looking around him, evoked all his senses as he was developing a deeper connection with nature.

As the sessions continued, we ventured into different parts of his local area which evoked emotional memories for him. F was able to share his past experiences and disclosed how his childhood of violence and fear had affected his self-worth. He was able to link violent relationships throughout his life. F learned that he had been taking responsibility for how other people behaved and blamed himself for upsetting others. We worked through this, and he shifted towards being responsible for himself and his own feelings. He was able to understand that if people were angry or did not agree with him, to let that go and not feel it was his fault. He became more independent and started to feel that he was finding his own identity, making his home a reflection of himself.

Towards the end of our sessions together, F achieved something which he said that he could not do at the beginning of his counselling journey. He walked to an area which he thought was out with his capacity. His breathing and heart condition limited him from physical endurance, and we walked at his pace, taking stops regularly. His self-esteem and self-confidence grew and his understanding of himself and how he can shift the way he reacts to others, was a positive change. F started to work as a volunteer in a local charity shop and felt a sense of purpose. I signposted him to the Men's Shed and he was looking to start going during the Springtime.

Reflecting on how he now feels and what his counselling experience was like for him, F recognised that he had made a positive change in his way of thinking and felt hopeful for his future.

Our CVN Development Worker engaged with a very vulnerable man, G, who was begging and having issues with alcohol and drug use. He was picked up from the streets by a lived experience peer from Open Doors alongside a Police Officer due to constantly begging in the town centre. He was under the influence and said he needed money for alcohol as he cannot go without it but engaged.

G was introduced to Open Doors and upon speaking to him, though very timid and shy, he disclosed he was on a methadone reduction programme, not eating and how people take advantage of him and take his money off him and was living in fear at times. Alcohol and drug use was making him more vulnerable than usual, but he couldn't live without it as he was a daily drinker and rapidly increases when he receives his benefits.

His hygiene was declining, he stopped eating and he was living a chaotic lifestyle, He had swapped heroin for alcohol so needed to fund his daily alcohol consumption with Crack Cocaine use becoming more often and his health and life were declining even more so Open Doors installed a shower and WG13 cooked him nutritious meals to keep in his freezer.

He was stopped by police for consumption and drinking alcohol in the Town Centre and received a fine, but things were getting worse for G and with a history of theft G was really stressed and his anxiety was increasing.

G received a community pay back order at court, Justice social work struggled to find a placement for this to be done but G was voluntarily coming into Open doors to talk with the CVN Development Worker about his issues and had built relationships up with staff and with trust being an issue for him as he felt he had been let down his full life and was brought up in care.

An agreement with Justice social work was that G could attend Open Doors to do his 80 hours community pay back order, he turned up on time and done 5 hours a week and finished his order, his anxiety reduced massively while in Open Doors and G felt accomplished that he had finished these hours and the routine he enjoyed.

He said he couldn't believe all the support he had got and came back to volunteer a few hours a week.

D first linked with the CVO East Ayrshire through a Community Service Order in June 2022. He had completed 80 hours unpaid work at our GRAFT project and engaged with our employability project, unfortunately he found himself in back in a position with more community service hours and was put out in placement in another organisation. The placement was not suitable, and the organisation contacted Justice social work to tell them they were not prepared to continue the placement.

D met with the unpaid work supervisor and requested to be placed within the GRAFT Project again. During his time at the GRAFT Project, he felt secure enough to be completely open about his background and told them about his past and how he ended up going through care, his continuous life of crime in Glasgow, where he grew up and his involvement with social work.

During his time in placement, he was referred to the Foodbank and on to the CVN Development Worker through the GRAFT Project. He had experienced delays with his benefit payments which resulted in him being without money to buy food.

D was close to the end of his most recent order but was anxious that the lack of structure and he decided after all the help and support he has received he would like to give something back to the Staff, so he offered to return as a volunteer.

D was also very interested in getting involved with Community Voice Network, CVN work to promote 'Inclusive Justice' which is a research team which supports the project. Shared learning from the project with partners including looking at the success and barriers to date and the future hopes and plans for the groups. Most importantly this allows the group members a chance to share some of the benefits and positive outcomes experienced by being involved with the work.

The CVN Development worker and the GRAFT Supervisor hadn't seen D for a week, they tried calling him, but the phone was no longer in service, so they chapped his door several times but there was no answer. Worried about D's possible situation the supervisor chapped his door after work, just as he was coming out a work van. D enthusiastically told the supervisor that he had been offered a full-time labouring job and had been out working all week.

D's dream of paid employment was finally here and he proved himself a valuable team member.

The difference in D since his involvement with GRAFT/CVN:

- He feels like a positive role model to other service users at CVN.
- He loves having a job and is much more organised.
- He has pride in himself and his ability.
- His confidence has improved dramatically.
- He has formed new friendships.
- He began trusting people and sharing his experiences.

In D's own words:

" I blamed my convictions for holding me back from moving forward in life and getting a job until I done my placement with the GRAFT Project, I really enjoyed working with people that understood because they had been where I was before. I had always struggled to find work or when I did, I didn't last the day. Every interview I attended built up hope, but I always ended up getting knocked back down. This made me feel very depressed without a purpose and like I didn't belong, and it always resulted in me drinking heavily then reoffending again.....this time it will be different!"

LM left mainstream school at 17, achieving standard qualifications. LM then progressed to working in the caring sector until her children were born. When the children were older, with the support of childcare, LM returned to this field of work. LM was in full time employment within the caring sector when convicted of an offence in July 2021. At this time her employment ceased. This had a big impact on LM's life, and she now suffers with depression, anxiety, poor mental health and states at times that this can be debilitating.

When LM was referred to the employability Justice programme by her Social Worker in April 2022 she appeared to be very anxious, however she did express that she would like employability support to work on confidence building to address her low self-esteem and to gain other qualifications to support her long-term goal, which was to re-enter the employment market. At her initial employability appointment, she completed North Ayrshire N.O.L.B. registration and carried out an initial needs assessment to identify practical and emotional barriers. An Action Plan was also created in conjunction with LM to explore these perceived barriers.

LM had left the family home due to the offence and was living in temporary accommodation with her daughter. LM was living in fuel poverty, and was very low on provisions due to her circumstances. To support LM with employability we first worked on addressing the perceived barriers and referrals were made to address areas of fuel poverty, debt and budgeting. Discussion also involved a referral to SALUS, who offer a wide range of support regarding counselling self-management tools and resources which can improve mental health issues. Following this intervention, LM reported that she was beginning to feel more positive and that she was coping better.

LM was now in a better place and was improving each week when she attended her appointments. We started to explore employability support and LM expressed an interest in beauty training and hospitality. I introduced LM to 'My World of Work' website Skills Development Scotland, which gives the individual a grant of up to £200 for the chosen accredited training that will support to open other employment opportunities when accredited training has been achieved. LM attended Beauty training school based in Glasgow and LM achieved a Diploma qualification.

LM's confidence was improving at the same time as Justice Services in North Ayrshire became facilitators for barista Training. The training was undertaken with Justice Services premises in Irvine and LM was supported to attend. Following training, LM demonstrated her new skills at a Barista Launch event within Stevenston and she received her certificate from the Lord Provost on the day. LM subsequently gained employment within the hospitality sector and is doing well.

*B was referred (Nov 20) to Thriving Communities through Justice Services where he was serving a Supervision Order. B was 33 years old, a single parent of a 5-year-old with additional support needs, struggling with his mental health after separating from his partner, the loss of their infant son and engaging with recovery services. They were also homeless, living between family members as B did not want to live within homeless accommodation with his daughter.*

*Due to his chaotic lifestyle and multiple challenges our appointments were initially arranged around B's other meetings to reduce travel, costs and make life easier. This required strong partnership relationships and collaborative working to support B work through his multiple challenges.*

*B was managing to pick up some casual shifts around school times, although this was way below living wage. He was supported to create structure and routine within their lives, attending all relevant appointments with multiple agencies, building confidence, self-esteem, and resilience, also being there for B, during some of life's setbacks.*

*During his time on programme, Thriving Communities Employability officer Chris supported B to undertake industry specific training (CSCS Card), apply for his driving license, managed to gain his own tenancy, engaged with services, accessing support for his daughter, completed his Supervision Order, maintaining life in recovery, working on family mediation and to secure sustainable employment within construction industry in March 22 which is paying the living wage, and fits around his childcare. B also receives robust aftercare service where he is supported to continue to progress his life forward. He is currently working towards setting himself as self-employed.*

*Quote from B – "I was supported to stay on track, where I was encouraged to keep going when things were tough. I have managed to rebuild my life when I did not think I could. The service has been great and really helpful"*



W was due for release on non-parole licence after serving a long-term sentence for serious assault and links with organised crime. During his time in custody W had been victim of a serious assault and as a result had a significant, life limiting head injury. This meant that he ended up being looked after within a hospital environment. As a result, there were communication issues between the prison and Health, meaning that a full risk management plan was not compiled in good time for his release. All agencies had to work together to within a few days to have a robust risk management plan with actions for all involved. W had memory difficulties and there was an uncertainty if he had capacity. Adult Services required to make a welfare guardianship application to the court. As there was an uncertainty if W would understand and comply with licence conditions, there was a request that he remain in hospital over the weekend until the court application could be made and also he was a Friday release, which we know means a lack of services being available over the weekend.

W was going to live with his elderly mother and police had concerns that he could be a target for retaliation from people he had previously assaulted. There were also concerns he would go out of the home and become lost due to the memory issues.

There were a number of agencies involved: Police, Health, Social Care Services, Justice Social Work to name a few. Justice Social Work arranged a Category 3 Mappa meeting where information on W's health needs, care needs and risk of reoffending were shared and a risk management plan was agreed. This balanced the needs of W, along with the risk he posed to others, especially concerns around his mother but also the risk to him from others. Justice social worker took a lead role to help coordinate the plan and ensure a smooth transition from prison to home.

The initial weeks were mainly involved in ensuring W was safe and his health needs were being met, with support to his mother but then as he settled Justice social worker helped to work with other partners to integrate W back into the community and ensure he had activities he could engage in which kept him away from reoffending. This was a short licence, so when it ended the social worker ensured that there was a plan for ongoing support for W, mainly from Health and Adult Services.

This complex case of someone assessed a very high risk illustrates the need to work with partners and the community to help integrate someone back in their community and reduce the risk of further offending.

**11) Look ahead with the new National Strategy, Community Justice Performance Framework and Community Justice Improvement Tool. Please tell us what the next steps are for your partnership in light of these significant developments.**

Over the course of this year we have been engaging with partners around the publication of the new National Strategy and what this means for our area. We have undertaken several activities to work with partners to establish what the current practice, strengths and challenges are in relation to the new national priorities.

The Partnership are currently gathering evidence relating to the new National Strategy to establish a current picture of practice across Ayrshire. This will then be used as a baseline, and as a partnership, we will consider where actions need to be taken to either maintain or improve our work around the specific aims and priority actions within the strategy.

The feedback received during this process will be considered alongside our Strategic Needs and Strengths Assessment (SNSA) for the new CJOIP. The identified local actions will shape our new CJOIP as part of a detailed action plan which will align to those new National Aims, and data measures to be used as evidence of progress, with a view to the CJOIP coming in to effect on 1 April 2024.

Partners will provide regular updates to these actions and performance indicators so we can accurately track our progress in meeting the Aims.