

## South Ayrshire Community Planning Partnership Board



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Report by Community Justice Ayrshire Partnership to  
Community Planning Partnership Board Meeting of 25<sup>th</sup> August 2022

**Subject: Community Justice Ayrshire Partnership Annual Report 2021/22**

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### 1. Purpose of Report

To present to the Community Planning Partnership Board the Draft Community Justice Ayrshire Partnership Annual Report 2021/22 (appendix 1).

### 2. The Board is recommended to:

#### 2.1 Note the contents of the annual report.

### 3. Background

- 3.1 The Community Justice (Scotland) Act 2016 requires Community Justice Partners in each Local Authority area to publish a report annually, setting out action taken by partners (individually or jointly) towards achievement of nationally and locally determined community justice outcomes.

Local Area Annual Return Templates have been produced by Community Justice Scotland to support local areas in fulfilling their statutory obligations on annual reporting under section 23 of the Act and are part of Community Justice Scotland's requirements to consult on the preparation of an annual report on performance in relation to community justice outcomes under section 27. These templates have been included as appendices within the Community Justice Ayrshire Partnership Annual Report, which will be published and submitted to Community Justice Scotland following approval by the Community Justice Ayrshire Partnership Board.

The Community Justice Ayrshire Support Team populated a draft report and templates using information contained in files or previously submitted for other purposes and using additions provided by community justice partners.

This report will be submitted for final approval at the 28 September 2022 meeting of the Community Justice Ayrshire Partnership Board.



# Community Justice Ayrshire Partnership

ANNUAL REPORT 2021 – 2022

FINAL DRAFT

# Foreword From Chair



It is my pleasure to welcome you to the Community Justice Ayrshire Partnership Annual Report for 2021 – 2022. Across Ayrshire partners have been working together effectively to deliver shared community justice outcomes for some of the most vulnerable people in our society.

Whilst we have slowly seen our communities and services return to a sense of normality as Covid restrictions lessen, the impact of the pandemic continues to be felt throughout our communities, the justice system and the people affected by it. Court business has restarted but backlogs remain, increasing work for partners throughout the system.

The full impact of lockdowns on the people we work to support remains to be seen but we know how damaging the periods of reduced social contact have been for some. More recently, the rising cost of living has resulted in challenging circumstances for people to live and work in. However as with all adversity, this also brings opportunities. Opportunities to work together in better ways and find innovative solutions to our challenges.

Scottish Government's recently refreshed National Strategy for Community Justice brings a revised set of outcomes and priorities for us to focus on over the coming year. Much work has taken place to ensure the structure of Partnership is in the best position to work together and achieve these actions.

We would like to thank all the partners for their contribution over the year and look forward to working with partners towards a refreshed set of goals to deliver community justice outcomes in 2022-23 and beyond.

A handwritten signature in black ink that reads "Julie Dettbarn".

Councillor Julie Dettbarn

Chair of Community Justice Ayrshire Partnership Board

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# Introduction

The Community Justice Ayrshire Partnership involves a range of statutory and third sector agencies working together to reduce reoffending and improve outcomes for people involved in the justice system. This is delivered locally under the direction of the Community Justice Ayrshire Partnership Board (CJAP) and guided by the National Strategy for Community Justice.

Community Justice is founded on adopting a preventative approach; an approach to not only reduce crime and the number of future victims of crime, but to help to create a more just, equitable and inclusive society where people's life chances are improved, and our public resources are made best use of.

Local partners work together to achieve a collective vision where people are held to account for their offending but are supported to be active and responsible contributors to their community.

Community Justice is not something that one organisation can do alone, we need to work together to be successful, including people with convictions, victims, families of both and our local communities. This often involves working to address the complex needs of those involved in offending and ensure they have the ways and means to address their offending behaviour and move on in their lives, while ensuring communities are paid back for the harms caused.

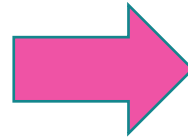
This report outlines some highlights of the work undertaken by the Community Justice Ayrshire Partnership collectively throughout 2021 to 2022 to contribute towards the National Outcomes for Community Justice. Full details of the work undertaken by the Partnership, and individual partners, can be found in the appendices at the end of this document.



# National Outcomes For Community Justice

## What we deliver as partners

- Communities improve their understanding and participation in community justice
- Partners plan and deliver services in a more strategic and collaborative way
- Effective interventions are delivered to prevent and reduce the risk of further offending
- People have better access to the services they require, including welfare, health and wellbeing, housing and employability



## Changes to those who use our services

- Life chances are improved through needs, including health, financial inclusion, housing and safety being addressed
- People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities
- Individuals resilience and capacity for change and self-management are enhanced

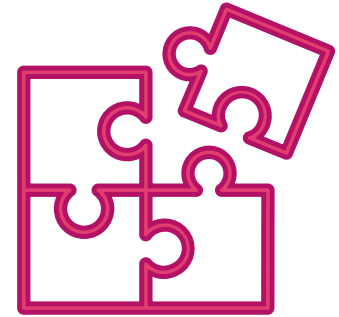
This report contains a range of activity by the Community Justice Ayrshire Partnership towards meeting the National Outcomes for Community Justice

Since the original operating arrangements for Community Justice Ayrshire were agreed in 2015, several changes have occurred both in community justice and wider community planning arrangements. To ensure the right structures are place for a successful partnership going forward, the Community Justice Ayrshire Partnership Board agreed to a review of the operating arrangements during 2021-22.

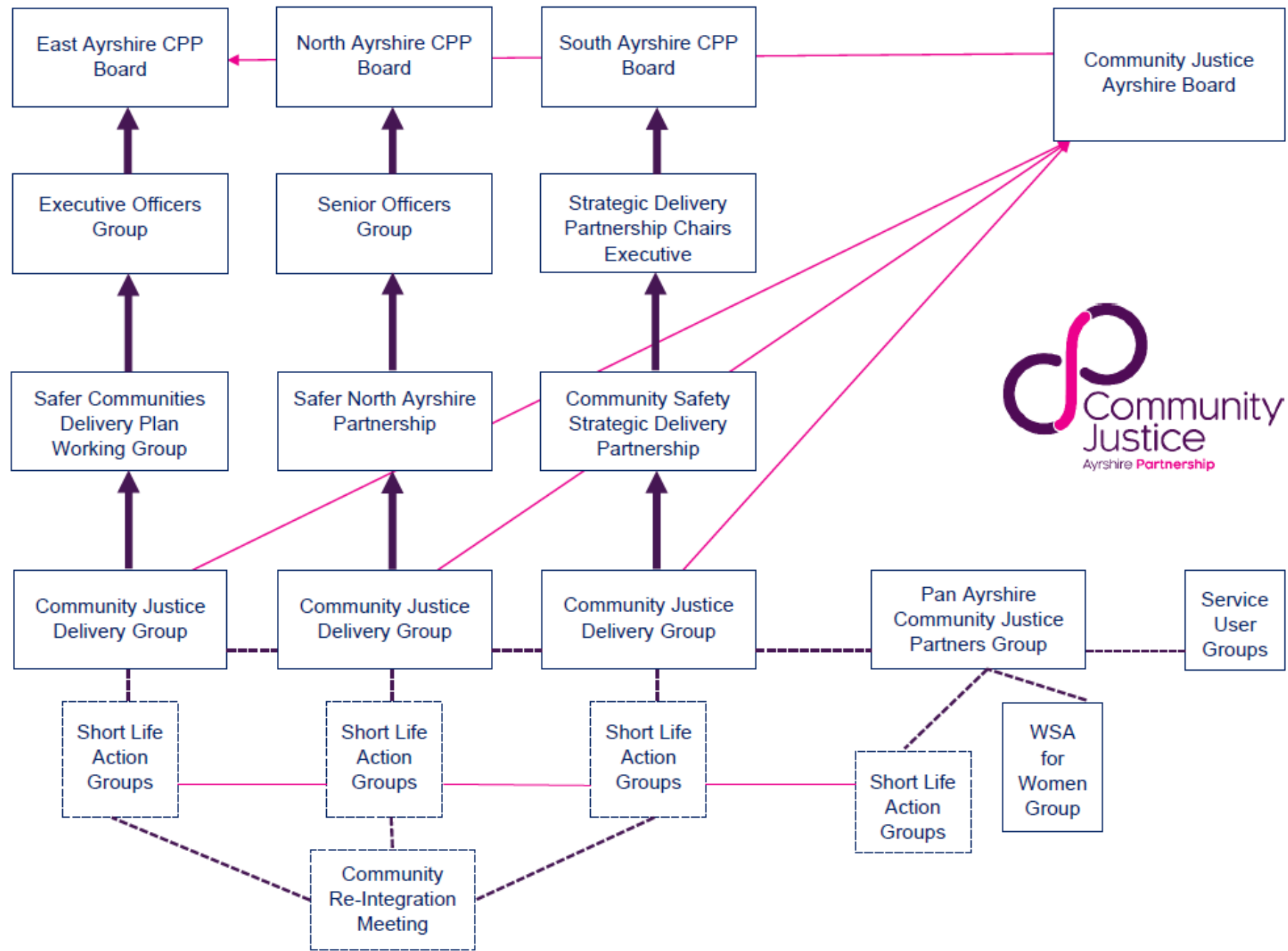
A range of work took place to inform the review:

- Benchmarking against other Local Authority Community Justice Structures – To identify best practice from across Scotland and learn how other areas structure their partnership
- Review of CJA Partners – To ensure the partnership has the correct membership, covering the wide range of services and organisations involved in the delivery of community justice
- Partners Survey – To assess the functioning of the partnership and identify strengths, weaknesses, opportunities, and threats
- Development of Proposed New Structure – To provide partners with effective forums to drive activity
- Partner 'Have Your Say' Session – To learn from the experiences of community justice partners and allow their thoughts and experiences to influence current practice

The review resulted in the development of new Operating Arrangements for the partnership and identified a clear way forward to organise community justice activity. New Community Justice Steering Groups will be developed for East, North and South Ayrshire, with an additional group for pan-Ayrshire partners. A diagram of these groups is available on the next page. These groups will involve representation from a wide range of third and statutory organisations and function as the main driving force for community justice activity in each area. The action plans for each group will take account of the National Strategy for Community Justice, the local Community Justice Outcomes Improvement Plan and any relevant findings from the Strategic Needs and Strengths Assessment. These groups will be established during 2022 and become fully operational when the new local strategy is in place.



## Restructuring the Partnership to Deliver Community Justice Outcomes





# Strategic Needs and Strengths Assessment (SNSA)



Carrying out a Strategic Needs and Strengths Assessment (SNSA) is one of the first steps in the planning and reporting cycle. It is a crucial step that underpins understanding of both service provision and population needs in the local area and forms a baseline for planning decisions and measuring outcomes. The SNSA helps to facilitate evidence-led planning to effectively address the needs of individuals across Ayrshire.

To inform the first stage of the SNSA for Ayrshire, the Partnership worked with a local consultancy agency to produce a comprehensive analysis of the demographic profile of Ayrshire, a profile of people within the justice system in Ayrshire and an analysis of the needs of people involved in the justice system. This included a trend analysis across various domains over a ten-year period, an indexing of the position of North, East and South Ayrshire against other local authorities and an examination of a series of key questions posed by the Partnership looking at key community justice issues.

Horizon scanning is an overarching term for analysing the future to allow policy makers to consider how emerging trends and developments might impact on current policy, delivery and practice. To help 'future-proof' the Partnership, work commenced on the horizon scanning element of the SNSA with the delivery of a Partnership Horizon Scanning Workshop. A range of techniques were used on the day to tease out upcoming issues and opportunities and identify the main drivers and inhibitors to change. This work will allow the Partnership to plan and prepare for upcoming changes, rather than merely react.

A comprehensive service map is being compiled, providing details on the range of needs addressed by each service and highlighting which stage in the justice system the service operates at. This will help to identify both gaps in provision and opportunities for services to come together to achieve shared outcomes.

Having these elements in place will provide the Partnership with a foundation for all strategic and operational activity. The finished SNSA will be used by the Community Justice Steering Group in each local authority to help identify areas for further discussion and action.

# Website Development and Rebranding the Partnership

The Community Justice Ayrshire Partnership introduced a new logo and range of branding to provide a cohesive, consistent, and identifiable approach to branding the work of the Partnership. Using an easily identifiable logo makes it clear that an activity or piece of work is linked to the Partnership, or that an organisation is part of the Partnership.

Strong, recognisable branding facilitates effective communication with the public and makes it easier for the partnership to spread positive messages around community justice. The introduction of a new strapline "Working together to break the cycle of offending" explains the aims and objectives of the Partnership and improves understanding around what the partnership is and what it does.

The new logo represents a broken chain, highlighting the opportunities to break free from the cycle of offending and that an individual's path is not inevitable. The colour purple is often used to represent recovery, which is a vital element within community justice.

The most significant change is that we are now called the Community Justice Ayrshire Partnership, as this is about us working together to affect real change. Real success in Community Justice can only be achieved by partners working together and it was important to convey this to partners and the wider public.

A Communications and Engagement Strategy will be developed over the next year to allow the Partnership to increase the reach of community justice messages and raise further awareness of the activities and impact of the Partnership.



# Opening Opportunities for Employment

Research suggests that 1 in 5 Scots have some form of criminal conviction and many are not meeting their full potential in the workplace. To help address this the Community Justice Ayrshire Partnership collaborated with Recruit with Conviction to increase the employment opportunities for people with convictions in Ayrshire. As part of the previously delivered 'Have Your Say' engagement sessions the views of people with previous convictions were sought to help identify priority areas for action. During these sessions almost all participants identified a lack of money and no job as key reasons contributing to their offending. When asked what could be done to support them not to reoffend, 75% said training or help to find employment.

Following the success of previous training with employability staff, the Scottish Fire and Rescue Service (SFRS) were keen to work with Recruit with Conviction to look at their own recruitment policies and practices and identify how they could adapt these to take a more positive approach to employing people with previous convictions. Discussions took place with SFRS recruiting managers to understand current SFRS policies and the process around recruitment. Through these discussions it was identified that whilst the SFRS was open to employing people with convictions, there was some discomfort around discussing convictions with applicants which could lead to a level of unconscious bias around people with previous involvement in the justice system. The local SFRS Area Commander was keen to address this and agreed to take forward a training programme for recruiting managers to provide information around disclosure, recent changes to the Management of Offenders Act and challenge the stigma around recruiting people with convictions. To strengthen the approach, additional support was received to adapt recruitment policies and provide key messaging around community justice to SFRS colleagues.

A Partnership Event was held to highlight the key changes made by SFRS to their recruiting processes in Ayrshire and raise the work as an area of good practice to influence others. The event looked to encourage local businesses to consider the benefits of employing people with convictions and included a range of speakers followed by dedicated workshops to encourage discussion. To keep momentum going following the event, the three Elected Member representatives on the CJAP Board agreed to take a motion to their respective Councils to become 'Ambassadors for Recruiting with Convictions'.

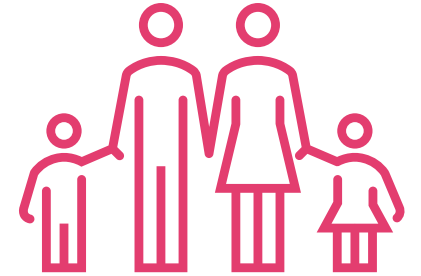
By listening to and understanding the needs of people with convictions in Ayrshire, the Partnership were able to prioritise this is an area of work. Feedback from SFRS recruiting managers has been extremely positive, with one manager saying it has benefited his wider personal development in understanding more about this. The recruitment process for retained firefighters in Ayrshire has now been changed to allow the use of disclosure letters to enable applicants to explain their conviction and show how they have moved on with their lives. SFRS in Ayrshire have also begun a communications campaign to highlight that they are 'inclusive' employers and get the message out that having a conviction does not necessarily stop you joining the service, with the aim of encouraging more people with convictions to apply. Subsequently, a small number of people with convictions have since been employed in retained firefighter roles across Ayrshire.

Families Outside is a national third sector organisation working exclusively on behalf of families affected by imprisonment in Scotland. They advocate for families affected by imprisonment to be treated with justice and fairness so that they can live lives free from stigma and disadvantage. They aim to improve outcomes for families through direct support services, by influencing policy and practice and the delivery of bespoke training and awareness raising sessions.

When a family member is sent to prison, the impact on the family's health and wellbeing can be significant and enduring. Children may experience feelings of sadness and loss, affecting their emotional and mental health. It is recognised that families can play a significant role in supporting the person in prison and preventing reoffending, but they have their own needs for support too. In recognition of this, Families Outside designed and developed accredited training modules that would give professionals who could come into contact with families affected by imprisonment the understanding of the varying needs that families may present with.

The Community Justice Ayrshire Partnership worked with Families Outside to deliver a range of accredited modules to staff working with families affected by the justice system across Ayrshire. The sessions aimed to increase understanding of the impact of imprisonment on the whole family to reduce stigma and isolation, and to improve the overall experience for families navigating the justice process from arrest to release. Modules covered included 'Understanding the issues families affected by imprisonment face'; 'Supporting children and young people who have a family member in prison'; and 'Prison and Prison Visitors Centres'. Each session was fully subscribed and included a mix of people working in both statutory and voluntary sectors.

By delivering training to develop the community justice workforce, the Partnership were able to increase the knowledge and skills of practitioners across Ayrshire. An evaluation showed the training increased confidence in supporting families affected by imprisonment and would have a direct impact on day-to-day work with families. With one participant commenting "I really enjoyed this training, and it was very useful in my current role. I was able to link in with other service providers that attended and made useful working relationships that will benefit my service users". The feedback from the session will be used by the Partnership to develop further work in this area to support families affected by imprisonment.



## Developing the Community Justice Workforce



# A Day In The Life Of

To be successful and achieve our aims as a Partnership we need to bring communities, community justice staff and wider partners along with us.

The Partnership developed a range of online articles to share examples of community justice in action and demonstrate how agencies work together to deliver essential initiatives to reduce reoffending and make our communities safer. Too often negative stories in the media can fail to show the positive impact from community justice initiatives on both individuals, and the community.

To increase awareness and understanding a range of 'A Day In The Life Of' articles were developed, focussing on people working in a variety of services and organisations across Ayrshire. These aimed to demonstrate the dedication and efforts of the community justice workforce towards reducing re-offending and improving outcomes for people caught up in the justice system, their families, victims, and the community as a whole.

The articles touched on a range of different roles from across Ayrshire, discussing what the role involves and how the work contributes to improving community justice outcomes.

Sharing stories allows us to increase understanding of who the community justice workforce is and what they do. This then allows people to better understand how their own work contributes to delivering community justice outcomes.

Increasing awareness and understanding is important because it helps to improve public confidence and awareness in the delivery of community justice. The articles can be accessed through the CJAP website and by clicking the links in the box.



The A Day In The Life Of articles are available here:

- [Court-based Justice Assistant](#)
- [Employability Mentor](#)
- [Offending Behaviour Group Work Facilitator](#)
- [Advocacy Worker](#)
- [Outreach Worker for the Venture Trust](#)

# Sharing Positive Stories of Community Justice In Action



“Cooking Thyme has been a fantastic addition to our ever-growing list of activities. It enables people to gain confidence in all areas of the kitchen and provides life skills with budgeting advice, where smart choices when shopping can free up money for other necessities. Information is also provided on storing and freezing food which reduces waste and stretches the time between shops. We look at healthier options which can lead to a better physical and mental lifestyle. With Cooking Thyme being limited to six people there is a more individual focus on peoples likes and lifestyles enabling a tailored approach to where, when, and how they shop”

The third sector plays a significant role in improving community justice outcomes. They are a source of innovation, responsiveness and flexibility, and can provide a meaningful connection to otherwise marginalised individuals and communities. Throughout Ayrshire, third sector organisations work to deliver a range of important services and initiatives for people involved in the justice system. To highlight the positive difference the sector is making in people's lives and in our communities, a range of Let's Talk articles were released, sharing information on work carried out by third sector partners. These articles aimed to increase awareness of the impact of the sector and increase understanding of the type of work involved in delivering community justice outcomes.

The Partnership also recognises the value of working together to support our communities and wanted to produce an article to highlight how partnership working has directly benefited local communities and reduced reoffending. Through the Community Justice Ayrshire Partnership, links between Police Scotland and two of Ayrshire's User Involvement Groups led to funding being received to provide support activities throughout the Covid-19 pandemic. Ayrshire Police Division's Local Partnership and Initiative Fund, which helps support local prevention-based activities that promote safety and wellbeing in our communities, was utilised to support the work of South Ayrshire's People's Involvement Networking Group (PING) and East Ayrshire's Community Voices Network (CVN). The funding provided by Police Scotland allowed the groups to deliver a wide range of activities including moving group activities online, providing support with access to devices and data and the delivery of online cooking classes with the provision of resources each week. These activities allowed group members to feel less isolated during the Covid-19 pandemic as well as providing them with new skills.

**The Let's Talk articles are available here:**

[\*\*Apex Scotland\*\*](#)

[\*\*Recovery Enterprises Scotland\*\*](#)

[\*\*Positive Steps with Partners\*\*](#)

[\*\*Break the Silence\*\*](#)

[\*\*Families Outside\*\*](#)

[\*\*Spotlight on Partnership Working\*\*](#)

# Next Steps for the Partnership

## **New National Strategy for Community Justice, New OPIF, New Local CJOIP**

- Scottish Government released the new National Strategy for Community Justice in June 2022, which will be followed by a revised Outcomes and Performance Indicators Framework (OPIF) released by Community Justice Scotland in the Autumn
- Work will then take place to develop the new Local Community Justice Outcomes Improvement Plan (CJOIP) for Ayrshire, ensuring alignment to the national strategy

## **Development of Community Justice Steering Groups**

- Following the review of the Operating Arrangements, four new Community Justice Steering Groups will be established to drive community justice activity across Ayrshire
- A wide range of partners will be involved in each of the groups from across both third and statutory sectors, representing the breadth of activity and partners needed to achieve improved community justice outcomes

## **Finalise Strategic Needs and Strengths Assessment**

- The different elements of the Strategic Needs and Strengths Assessment will be brought together to present a picture of community justice across Ayrshire
- The findings will be used to inform the new CJOIP for Ayrshire and the actions to be taken forward by each of the Community Justice Steering Groups



**Working together to break the cycle of offending**



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**PAN-AYRSHIRE  
COMMUNITY JUSTICE ACTIVITY**

**FINAL DRAFT**

**Community Justice Outcome Activity  
Local Area Annual Return Template  
2021-22**

**For Submission to Community Justice  
Scotland**



<b>1) Community Justice Partnership / Group Details</b>	
Name of local authority area/s	Community Justice Ayrshire Partnership – East Ayrshire, North Ayrshire and South Ayrshire
Name and contact detail of the partnership Chair	Name: Julie Dettbarn Email: julie.dettbarn@south-ayrshire.gov.uk Telephone: 01292 612293
Contact for queries about this report	Name: Kirsty Baker Email: kirstybaker@north-ayrshire.gov.uk Telephone: 01294 317205

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

Date:.....

Name:.....

### 3) Governance Arrangements

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

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 Head of Children, Families and Justice Services in North Ayrshire. The CJAP reports into North, South and East Ayrshire Community Planning Partnership Boards.

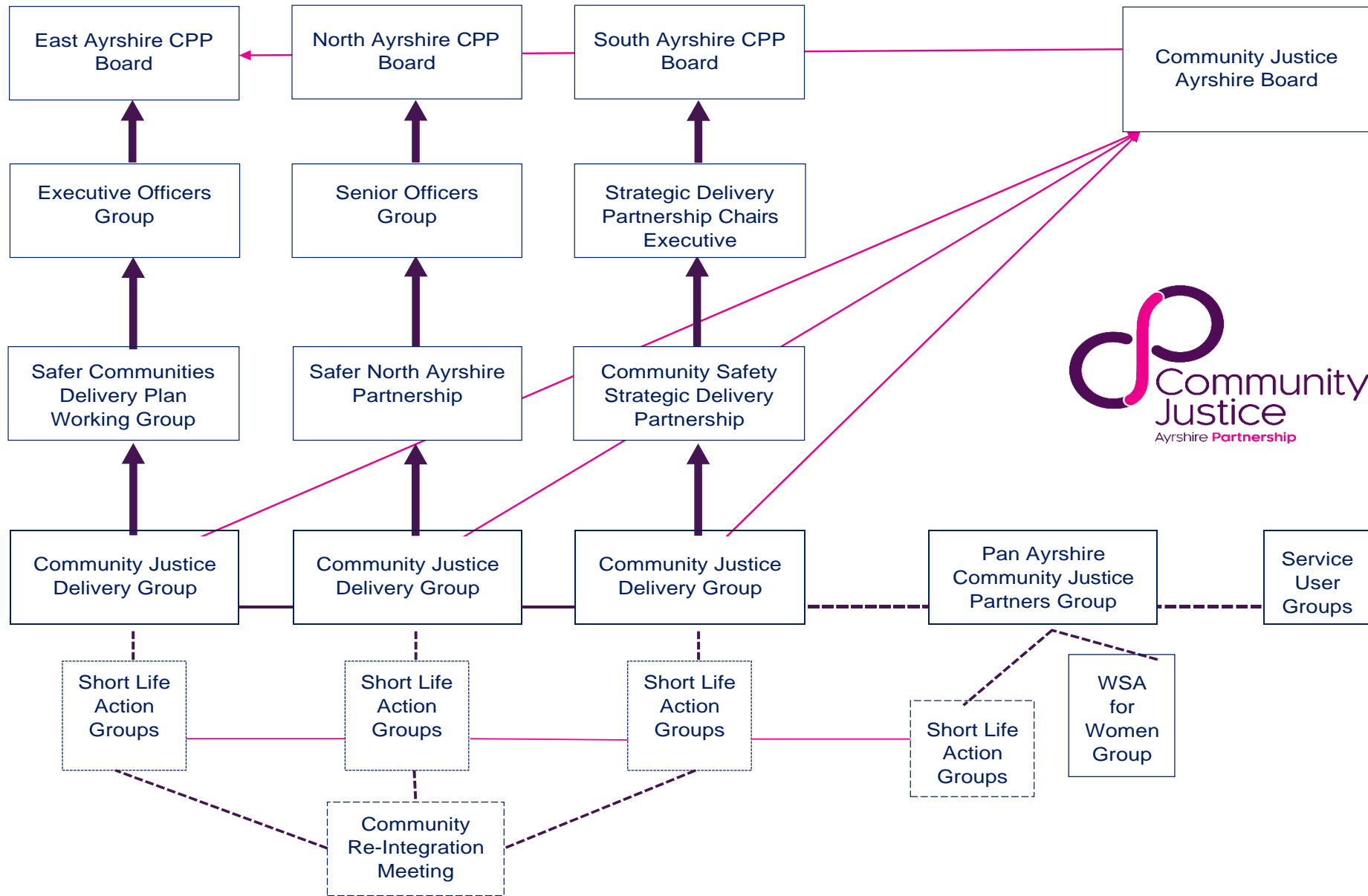
The Partnership also has representation on several strategic groups relating to community justice, across the three Local Authorities. This continues to raise awareness and reports on progress through briefings and presentations.

These groups include:

- Alcohol and Drugs Partnerships
- Violence Against Women Partnerships
- Community Safety Partnerships
- Ayrshire Equalities Partnership
- Community Planning Partnership sub-groups
- Housing Task Force

A new structure for the CJA Partnership was developed following a review of the operating arrangements in 2021. Three Community Justice (CJ) Steering Groups in East, North and South Ayrshire CPPs, along with a Pan-Ayrshire CJ Steering Group, will support the work of the CJA Board. These groups will be coordinated and facilitated by the CJA Support Team, will report into, and be directed and overseen by the CJA Board. Each of these groups will also connect with their respective CPPs Safer Communities Delivery Plan Working Group (or equivalent) governance arrangements.

A diagram outlining our governance arrangements during 2021-22 can be found on the following page. The steering groups are currently in the development phase.



#### 4) Progress From 2020-21 Recommendations

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

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

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

Strong and well-established links continue to be in place between community justice partners and Ayrshire's three Third Sector Interfaces (TSI's), allowing us to keep abreast of developments, changes and new third sector organisations working across Ayrshire. Through the role of the TSI's on the CJA Board, local third sector organisations are a key partner in driving forward strategic decisions.

The CJA Partnership also have mechanisms to engage with third sector partners across Ayrshire through representation on Violence Against Women Partnerships and Alcohol and Drugs Partnerships across the three Local Authority areas. This includes victim organisations such as Victim Support Scotland, ASSIST and Women's Aid, and alcohol and drug support organisations such as Turning Point and We Are with You.

Whilst developing the service mapping element of the Strategic Needs and Strengths Assessment (SNSA) the CJAP linked with the Third Sector Interface (TSI) for each local authority in Ayrshire to ensure the Partnership has accurate knowledge, awareness, and links with third sector and voluntary organisations working with people involved in the justice system across Ayrshire.

The Partnership will be embedding the new CJAP Operating Arrangements over 2022, including the development of new Community Justice Steering Groups in each local authority area. Membership of these groups will include statutory and third sector colleagues, helping to further strengthen engagement with the third sector and provide a forum for partnership working to develop.

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

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

Collectively the partnership identified the following upcoming potential changes under the PESTELO model:

##### ***Political***

- Introduction of a new National Care Service
- Implementation of MAT (Medication Assisted Treatment) Standards
- Changes following recent local elections
- Review of Mental Health Act Scotland

- New National Community Justice Strategy
- HMP Kilmarnock moving to being a SPS establishment

### ***Economical***

- Funding circles for third sector – difficult to plan ahead
- Finances to maintain / develop services
- Fair work
- Justice Social Work – huge increase in use of S27 to support people in crisis
- Covid has triggered increase in funding for some areas – for how long?

### ***Social***

- Same families / people
- Community based restorative work
- Person centred approach for employment opportunities within DWP/Employability and Skills
- Increased social isolation
- Increasing older population – increase in carers
- Older population with dependency
- Poverty – impact rise in living cost
- High drug deaths
- Language / stigma – anti discrimination
- Social – mental health issues

### ***Technological***

- Threat of so much reliance on technology leaving people feeling excluded
- Electronic monitoring of bail as part of CPO
- Increase in online offending as access to technology improves
- Digital poverty – lack of access – how do you contact services that are mainly online

### ***Environmental***

- Changes to Women's Prison estate
- ICT – move to digital services has enabled more connection with more coming into custody and supporting immediately to avoid isolation
- Fuel poverty – impact on crime – impact on society
- Insufficient housing stock – poor housing – inequalities in health – crime / homelessness
- Shaping places for wellbeing
- 20-minute neighbourhoods – access to local services

### ***Legal***

- Widening the use of electronic monitoring
- Judiciary decisions
- Whose responsibility is it to communicate national change locally
- Restorative Justice services to be established in the area
- EM Bail – keeping people in the community who require housing
- Restorative Justice – impact on VAWP
- Impact of pandemic on prison setting

**Organisational**

- New OPIF and Community Justice Strategy
- Data Protection – what info is allowed to be shared
- Sharing of info – systems that speak to one and other
- Lived experience representation
- Broad range in partnership
- Good partnership buy-in
- Good working relationship in Ayrshire
- Culture
- Short term interventions that don't work
- Developing twitter – regular connection with voice of lived experience, two-way feedback
- Recruit with Conviction
- Improve communication
- Throughcare Support
- Complicated operational landscape

**c) How has this been identified?**

These issues were identified through a collaborative Horizon Scanning workshop on 11 May 2022 which was attended by over 45 partners from across community justice. The CJAP were keen to hold a collaborative workshop to complete this exercise, ensuring a representative number of community justice stakeholders to provide the best set of responses to the horizon scanning exercise.

The following exercises were completed during the workshop:

SWOT analysis – Participants were asked to think about the structure of the partnership and its stakeholders and then identify its strengths, weaknesses opportunities and threats. This then supports collaborative thinking on future and emerging trends in community justice by identifying the characteristics of the partnership and stakeholders, which may impact on how the partnership approaches risks and opportunities

PESTELO – Participants were asked to identify developments that may impact on the future both directly and indirectly. Around the room, there was flip chart paper on the wall for each stage of PESTELO and participants were asked to consider issues on post-it notes and add these to the flip chart pages around the room. Using this model helped the CJAP look beyond the confines of the partnership and our immediate stakeholders.

Identifying themes – Responses were considered, and issues were grouped together to create a summary of themes

Constructing scenarios – Using the themes identified, a range of scenarios were constructed, and partners were asked to consider these scenarios using a matrix mapping impact vs. uncertainty of each factor. Participants were also asked to consider the drivers, inhibitors, and indicators for each scenario.

Further work is currently taking place to prioritise themes, thus ensuring they are included correctly within the final SNSA based on their likelihood of occurring and the ability of the stakeholders and collective partnership to address them.

#### 4) Progress From 2020-21 Recommendations

##### d) How will partners respond?

The Horizon scanning element of the SNSA is still in progress and is due for completion in September/October. Following the conclusion of this work, the findings of the horizon scan will be reported in the final SNSA document and used by the Partnership to develop the new CJOIP and actions for the new Community Justice Steering Groups within each local authority.

##### e) What has restricted progress in this recommendation?

This was the first time the CJAP had carried out a horizon scanning workshop, so advice and guidance were sought from CJS on how best to complete this piece of work. Most partners had little or no experience of horizon scanning, however all partners were able to contribute on the day and recognise the value in carrying out this type of exercise. The CJAP plan to develop this work further over 2022.

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

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

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

Since the original operating arrangements for Community Justice Ayrshire were agreed in 2015, several changes had occurred both in community justice and wider community planning arrangements. To ensure the right structures were place for a successful partnership going forward, the Community Justice Ayrshire Partnership Board agreed to a review of the operating arrangements during 2021/22.

A range of work took place to inform the review:

- Benchmarking against other Local Authority Community Justice Structures – To identify best practice from across Scotland and learn how other areas structure their partnership
- Review of CJA Partners – To ensure the partnership has the correct membership, covering the wide range of services and organisations involved in the delivery of community justice
- Partners Survey – To assess the functioning of the partnership and identify strengths, weaknesses, opportunities, and threats
- Development of Proposed New Structure – To provide partners with effective forums to drive activity
- Partner ‘Have Your Say’ Session – To learn from the experiences of community justice partners and allow their thoughts and experiences to influence current practice

##### g) What did this achieve?

The review resulted in the development of new Operating Arrangements for the partnership and identified a clear way forward to organise community justice activity. New Community Justice Steering Groups will be developed for East, North and South Ayrshire, with an additional group for pan-Ayrshire partners. These groups will involve representation from a wide range of third and statutory organisations and act as the



main driving force for community justice activity in each area. The action plans for each group will take account of the National Strategy for Community Justice, the local Community Justice Outcomes Improvement Plan and any relevant findings from the Strategic Needs and Strengths Assessment. These groups will be established during 2022 and become fully operational when the new local strategy is in place.

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

##### **Main Compliance Actions:**

1. Partners have published an up-to-date Community justice outcome improvement plan (CJOIP) or extension statement:
  - Extension statement published on 07.07.21: [Final-CJOIP-Position-Statement- for- Publication-07-07-21.pdf \(communityjusticeayrshire.org.uk\)](https://communityjusticeayrshire.org.uk/Final-CJOIP-Position-Statement-for-Publication-07-07-21.pdf)
2. A participation statement published in or with the last CJOIP:
  - Participation statement published with last CJOIP: [Participation Statement \(communityjusticeayrshire.org.uk\)](https://communityjusticeayrshire.org.uk/Participation-Statement)
3. The actions of the CJOIP respond to priorities and gaps informed by a needs assessment:
  - Development of new CJOIP and subsequent action plans is informed by a full Strategic Needs and Strengths Assessment (SNSA)
4. A public facing annual report has been published which covers progress toward national and local outcomes:
  - Community Justice Ayrshire Partnership Annual Report 2020-21: [Presentation title \(communityjusticeayrshire.org.uk\)](https://communityjusticeayrshire.org.uk/Presentation-title)
5. Duty of cooperation - Such co-operation may include (a) sharing information, (b) providing advice and assistance, (c) co-ordinating activities (and seeking to prevent unnecessary duplication), (d) funding activities together.
  - CJAP partners shared a range of data to complete the data and trends analysis element of the SNSA
  - CJAP partners regularly meet through the CJAP Board to co-ordinate activities
  - Collaboration takes place across the three local authorities with regards to the funding and delivery of the work of the CJAP Support Team
  - Meeting spaces and other resources are regularly shared across the partnership and with the CJAP Support Team
  - The refresh of the Operating Arrangements aims to assist CJAP partners to fulfil their obligations under this section of the legislation.

<b>5) Covid-19 Pandemic Impact</b>	
The pandemic continued in 2021-22. This section should be used to reflect some of the a) challenges/negative implications and b) opportunities/positive implications from the Covid-19 pandemic on the community justice partnership. This can include impact on the improvement activity, partner collaboration, delivery of services.	
<b>Challenges / Negatives</b>	<b>Positives / Opportunities</b>
<p>The challenges/negatives faced because of the Covid-19 pandemic have been wide ranging for both community justice partners and the partnership collectively.</p> <p><b><u>Delays</u></b></p> <p>Work being delayed continued to be an issue. Opportunities to expand on peer support or other Police custody pilot projects for addiction/mental health support have been impacted due to Covid restrictions. Suspension of justice social work (JSW) group related activities led to significant delays to offending behaviour work which does not always translate to a remote or telephone delivery. Some programmed JSW work was able to be delivered on a 1:1 basis, however this created an increased demand on resources. There were challenges in delivering Unpaid Work due to pandemic restrictions and resulting health and safety considerations. Including challenges in finding suitable placements and closure of many individual placement opportunities. UPW has been significantly impacted throughout the pandemic and across the time frame of April 2021 until March 2022. Local restrictions preventing access to vans to transport service users until early 2022 meant that UPW opportunities were significantly hampered and ability to undertake new projects to respond to community need were very limited. Engagement with community partners has often required JSW to indicate they could not commit to certain projects until the local restrictions allowed. Additionally, the pandemic created further delays to the development of a new UPW</p>	<p>Many of the positives to come from the Covid-19 pandemic for the partnership/partners have come from an increased use of virtual communication methods and ways of working.</p> <p>Holding virtual meetings and not having to physically travel has been beneficial and resulted in more working time, with cost savings and environmental positives with reduced vehicle travel. Virtual meetings have been a particular positive for partners working in custodial settings as it has cut down on time spent away from operational duties to attend meetings. A move to virtual training sessions has also been beneficial, both for the delivery of training and for attending, with time and cost savings. Partners also became more skilled in remote working and virtual contact and in many cases communication improved.</p> <p>When restrictions allowed, many community justice services began working in a blended way. Allowing them to offer face-to-face services to those at higher need or who struggled to use IT, but also offer virtual options to those who preferred that option. Ensuring that people using community justice services have access to IT/mobile phone devices has been an important consideration throughout the pandemic. For services,</p>

Challenges / Negatives	Positives / Opportunities
<p>workshop. The new workshop was due to be developed in spring 2020, however a combination of pandemic related delays and challenges has delayed this, and the workshop is only now (summer 2022) nearing readiness.</p> <p>Delays and backlogs throughout the justice system placed additional pressures on the partnership/partners. Delays in court business resulted in a significant increase in the amount of time individuals were spending on remand awaiting further court appearances. Due to population capacity at prisons, some individuals required to be relocated to other establishments, which had the potential to impact on support services on preparation for release. For JSW, the court backlog sometimes created unrealistic expectations from Sheriffs/courts around CJSW Report timescales. This included difficulties in accessing remand prisoners within timeframes to allow for reports to be completed on time.</p> <p>No Court Screenings for women appearing in court could be undertaken to reduce the risk of custody. No access to court building and custody cells in conjunction with limited information being provided meant at times there was a delay or information was incorrect. Support with reducing stress and anxiety, harm reduction and risk management could not be assessed or planned. Family members could not be contacted or relevant services i.e., Children &amp; Families Teams, Addiction Services, Risk Alerts to Court re Methadone prescription etc. No liaison with community-based</p>	<p>the ability to be flexible and utilise telephone contacts has been beneficial, as at times these contacts may be more appropriate and reduce pressure on the need to travel to appointments for people using services.</p> <p>Offering blended options for Unpaid Work (UPW) that could be undertaken at home was helpful in addressing challenges in terms of UPW hours, which were increasing and offered some flexibility. In future these may be helpful in terms of meeting the needs of service users with caring and other responsibilities and may supplement traditional UPW delivery. Additionally, small UPW team numbers were positive for people completing orders as in building up trust, skills, and pro social modelling.</p> <p>Partners also reported a consolidation of partnership working within the community and formation of positive alliances and working relationships with new partners as a result of the mutual aid response.</p>

Challenges / Negatives	Positives / Opportunities
<p>services/workers. Unable to provide emergency supplies i.e., sanitary protection, shoes, clothing.</p> <p>Access to Bail Supervision was also impacted, as staff have not been allowed in the court building so no assessments for Bail Supervision could be completed. This also meant any pro-active work was halted with respect to exploring suitability with relevant court staff. Numbers for Bail Supervision have reduced, however as Courts have now reopened (Kilmarnock) numbers are rising once again.</p> <p>Additionally, specifically in relation to justice employability providers, the main challenge was lack of referrals coming through unpaid work, as the courts were not sitting.</p> <p><b><u>Technical challenges</u></b></p> <p>The use of technology has created challenges for both staff working across community justice and people using services. During the pandemic partners in the public / private / third sectors opted for different virtual platforms to maintain contact and service delivery. Most partners operate with Microsoft Teams, which in the main has been very successful, however on occasion partners use Zoom or other platforms. These communication difficulties have been overcome using telecommunication or separate meetings.</p> <p>Access to specific IT systems whilst working home has also been reported as a difficulty. For statutory Justice Services in South Ayrshire, there have been ICT barriers when working from home, most significantly the inability to access the LSCMI system when it migrated</p>	

Challenges / Negatives	Positives / Opportunities
<p>onto the new system in October 2021. Following this, staff who could previously have undertaken assessments on their laptop at home, could only undertake such assessments when using office-based terminals. This impacted not only covid restrictions in 2021/22 with Justice staff requiring ongoing office access despite increased restrictions, but also the ability of staff to work and respond flexibly as time required to be diarised for office access and if barriers prevented this, the ability to complete such assessments within required timescales were hampered.</p> <p>Often there was an over reliance on technology such as smart phones, house phones and use of technology to facilitate contacts with people using services. Issues with data poverty also continued. Although phones and data were provided, many people lacked the skills, confidence, or experience to communicate effectively with the devices. Devices could be frequently lost and needed replaced.</p> <p><b><u>Service delivery/access</u></b></p> <p>People using services reported difficulties in gaining access to services as some only gave appointments for telephone contact on a given day and time, and if the person had no credit, they could have to wait for another appointment which could take several days. As restrictions have changed and services have changed their method of delivery (no face to face, face to face etc etc), it's been more difficult to track how different partners have been delivering their services. Many services had to adopt alternative means of contact to adhere to social</p>	

Challenges / Negatives	Positives / Opportunities
<p>distancing guidance, i.e., virtual contact, socially distancing walks, doorstep visits, outside space created to meet with service users.</p> <p><b><u>Impact on people</u></b></p> <p>The impact of stress and anxiety on community justice partners themselves has and continues to be a significant challenge, many staff have been managing complex home lives during covid whilst trying to manage their workload and contributing to further feelings of stress, anxiety, and burnout. The reality for many staff has been that in order to undertake their role over the time frame (April 2021-March 2022) they have been subject to constantly changing guidelines and expectations which they have had to subsume and understand alongside their daily workload in addition to additional barriers in terms of undertaking their role (limitations to prison access, limitations to face to face contact with service users, short notice cancellation or delays to planned work due to self-isolation guidelines).</p>	

<p><b>6) Performance Reporting – National Outcomes</b></p> <p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	
<p><b>NATIONAL OUTCOME ONE</b></p> <p><b>Communities improve their understanding and participation in community justice with regard to the following indicators:</b></p> <ul style="list-style-type: none"> <li>➤ Activities carried out to engage with ‘communities’ as well as other relevant constituencies</li> <li>➤ Consultation with communities as part of community justice planning and service provision</li> <li>➤ Participation in community justice, such as co-production and joint delivery</li> <li>➤ Level of community awareness of / satisfaction with work undertaken as part of a CPO</li> <li>➤ Evidence from questions to be used in local surveys / citizens’ panels and so on</li> <li>➤ Perceptions of the local crime data</li> </ul>	
<p><b>What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome one?</b></p>	<p><b>What was the impact of these activities?</b></p>

<p><u>Development Of New CJAP Branding and Website</u></p> <p>The Community Justice Ayrshire Partnership introduced a new logo and range of branding to provide a cohesive, consistent, and identifiable approach to branding the work of the Partnership. The new logo represents a broken chain, highlighting the opportunities to break free from the cycle of offending and that an individual's path is not inevitable. The colour purple is often used to represent recovery, which is a vital element within community justice.</p> <p>Alongside the new logo and branding, a new website has been developed. Partners were surveyed on what they found useful on the old website and what changes they would like to see for the new one. This feedback was then used to work alongside a local website development company to design the content, function, and layout of the new CJAP webpages.</p>	<p><u>Development Of New CJAP Branding and Website</u></p> <p>Using an easily identifiable logo makes it clear that an activity or piece of work is linked to the Partnership, or that an organisation is part of the Partnership. Strong, recognisable branding facilitates effective communication with the public and makes it easier for the partnership to spread positive messages around community justice. The introduction of a new strapline "Working together to break the cycle of offending" explains the aims and objectives of the Partnership and improves understanding around what the partnership is and what it does.</p> <p>A Communications and Engagement Strategy will be developed over the next year to allow the Partnership to increase the reach of community justice messages and raise further awareness of the activities and impact of the Partnership.</p>
<p><u>New Questions Developed for Community Surveys</u></p> <p>A new series of questions to be included in community surveys were developed, covering:</p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of community justice</li> <li>• Awareness of community justice services and projects</li> <li>• Opinions on the ethos of community justice</li> <li>• Opinions on prison/community sentences</li> </ul>	<p><u>New Questions Developed for Community Surveys</u></p> <p>The community surveys are used to help inform areas of priority for the local authority. The results are shared with partners and communities via locality partnerships. Results are also used to gauge performance and influence service development.</p> <p>Covid-19 restrictions have created challenges with carrying out surveys face-to-face, however work is underway to survey communities using alternatives methods.</p>

<p><u>Consultations</u></p> <p>The CJAP facilitated a collective response from community justice partners for the following consultations during 2021-2022:</p> <ul style="list-style-type: none"> <li>• National Care Service</li> <li>• Covid Recovery Public Health Services and Justice System</li> <li>• Bail and Release from Custody Arrangements</li> </ul>	<p><u>Consultations</u></p> <p>This allowed partners to directly contribute their thoughts and views towards upcoming strategic documents and legislation. Providing the opportunity to influence the delivery of community justice services.</p>
<p><u>A Day in The Life Communications</u></p> <p>To be successful and achieve our aims as a Partnership we need to bring communities, community justice staff and wider partners along with us. The Partnership developed a range of online articles to share examples of community justice in action and demonstrate how agencies work together to deliver essential initiatives to reduce reoffending and make our communities safer. Too often negative stories in the media can fail to show the positive impact from community justice initiatives on both individuals, and the community.</p> <p>To increase awareness and understanding a range of ‘A Day In The Life Of’ articles were developed, focussing on people working in a variety of services and organisations across Ayrshire. These aimed to demonstrate the dedication and efforts of the community justice workforce towards reducing re-offending and improving outcomes for people caught up in the justice system, their families, victims, and the community as a whole.</p>	<p><u>A Day in The Life Communications</u></p> <p>The articles touched on a range of different roles from across Ayrshire, discussing what the role involves and how the work contributes to improving community justice outcomes.</p> <p>Sharing stories allows us to increase understanding of who the community justice workforce is and what they do. This then allows people to better understand how their own work contributes to delivering community justice outcomes.</p> <p>Increasing awareness and understanding is important because it helps to improve public confidence and awareness in the delivery of community justice. The articles can be accessed through the CJAP website. <a href="#">A Day In The Life – Community Justice Ayrshire</a></p>



What ongoing activities took place in relation to outcome one?	What was the impact of these activities?
<p><u>Have Your Say Sessions</u> The CJA Partnership have continued holding ‘Have your Say’ sessions with people with convictions across Ayrshire serving community sentences and in prison. The purpose of these sessions is to listen to the experiences of people who use our services and hear about their journey through the justice system, from point of arrest... to appearance in court...within prison and back into the community and/or on community orders. We want to enable them to tell us what they think needs to change and how we can better help them with things like: Training and employment, Housing, Addiction issues and Mental health and wellbeing.</p>	<p><u>Have Your Say Sessions</u> The ‘Have your say’ sessions have continued to prove extremely popular. The sessions have resulted in a rich range of views, opinions and thoughts being gathered, which will be used to inform the SNSA and new CJOIP. Almost all of those asked said these sessions improved their understanding of community justice and it made them feel more involved in community justice in Ayrshire.</p>
<p><u>Let’s Talk About Justice Communications</u> Throughout Ayrshire, third sector organisations work to deliver a range of important services and initiatives for people involved in the justice system. To highlight the positive difference the sector is making in people’s lives and in our communities, a range of Let’s Talk articles were released. The articles described positive examples of work carried out by third sector partners towards achieving community justice outcomes.</p>	<p><u>Let’s Talk About Justice Communications</u> The articles aimed to increase awareness of the impact of the third sector and increase understanding of the diverse types of activity involved in delivering community justice outcomes.</p>

<p><u>Presentations At Meetings</u> Inputs were provided at a range of meetings and partnerships across Ayrshire to raise greater awareness of the work of the CJA Partnership and the role of partners in working together to deliver community justice outcomes.</p>	<p><u>Presentations At Meetings</u> Meetings took place with partners including:</p> <ul style="list-style-type: none"> <li>• Justice social work</li> <li>• Statutory community justice partners</li> <li>• Third sector organisations</li> <li>• Local defence agents</li> <li>• Community Planning Partnerships</li> <li>• Senior Officers Group</li> <li>• Service user involvement group</li> </ul> <p>These meetings helped to reinvigorate the connections and engagement with partners and resulted in invitations to attend further meetings to raise awareness.</p>
<p><u>Partnership Delivery Team</u></p> <ul style="list-style-type: none"> <li>• Justice Partnership Services showcase event</li> <li>• Inputs at Partnership Management Meetings (virtually)</li> <li>• Showcase event via HSCP Communications team and Twitter</li> <li>• Increased links with Community Development</li> <li>• Ongoing attendance of Community Partnership forum to develop work with community Development</li> <li>• Attendance of ongoing marketplace events in the local community</li> <li>• General offending groups and programme work running within community-based establishments, e.g., Fullarton Hub</li> <li>• Men are issued with an evaluation form at the end of each Caledonian module and at the end of their group work, also surveys completed for MFMC and Desistance officer clients use to reflect on best practice and improve service user experiences.</li> </ul>	<p><u>Partnership Delivery Team</u></p> <ul style="list-style-type: none"> <li>• Community and partner agency awareness raising of services provided through face-to-face events and social media</li> <li>• Pooling of resources with Community Development</li> <li>• Community awareness of activities/ outcomes</li> <li>• Positive community developments and pooling of resources</li> <li>• Increased access to other services within community hubs/ community reintegration, reduction of loneliness. isolation</li> </ul>

<p><b>NATIONAL OUTCOME TWO</b>  <b>Partners plan and deliver services in a more strategic and collaborative way</b>  <b>Where applicable have regard to the following indicators.</b></p> <ul style="list-style-type: none"> <li>➤ Services are planned for and delivered in a strategic and collaborative way</li> <li>➤ Partners have leveraged resources for community justice</li> <li>➤ 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</li> </ul>	
<p><b>6) Performance Reporting – National Outcomes</b>  This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	
<p><b>What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome two?</b></p>	<p><b>What was the impact of these activities?</b></p>

<p><u>Review Of Operating Arrangements</u></p> <p>Since the original operating arrangements for Community Justice Ayrshire were agreed in 2015, several changes have occurred both in community justice and wider community planning arrangements. To ensure the right structures are place for a successful partnership going forward, the Community Justice Ayrshire Partnership Board agreed to a review of the operating arrangements during 2021-22.</p> <p>A range of work took place to inform the review:</p> <ul style="list-style-type: none"> <li>• Benchmarking against other Local Authority Community Justice Structures – To identify best practice from across Scotland and learn how other areas structure their partnership</li> <li>• Review of CJA Partners – To ensure the partnership has the correct membership, covering the wide range of services and organisations involved in the delivery of community justice</li> <li>• Partners Survey – To assess the functioning of the partnership and identify strengths, weaknesses, opportunities, and threats</li> <li>• Development of Proposed New Structure – To provide partners with effective forums to drive activity</li> <li>• Partner ‘Have Your Say’ Session – To learn from the experiences of community justice partners and allow their thoughts and experiences to influence current practice</li> </ul>	<p><u>Review Of Operating Arrangements</u></p> <p>The review resulted in the development of new Operating Arrangements for the partnership and identified a clear way forward to organise community justice activity. New Community Justice Steering Groups will be developed for East, North and South Ayrshire, with an additional group for pan-Ayrshire partners. These groups will involve representation from a wide range of third and statutory organisations and act as the main driving force for community justice activity in each area.</p> <p>The action plans for each group will take account of the National Strategy for Community Justice, the local Community Justice Outcomes Improvement Plan and any relevant findings from the Strategic Needs and Strengths Assessment. These groups will be established during 2022 and become fully operational in 2023 when the new local strategy is in place.</p>
<p><u>SNSA – Creating the Evidence Base</u></p> <p>Carrying out a Strategic Needs and Strengths Assessment (SNSA) is one of the first steps in the planning and reporting cycle. It is a crucial step that underpins understanding of both service provision and population needs in the local area and forms a baseline for planning decisions and measuring outcomes. The SNSA helps to facilitate evidence-led planning to effectively address the needs of individuals across Ayrshire.</p>	<p><u>SNSA – Creating the Evidence Base</u></p> <p>Having these elements in place will provide the Partnership with a foundation for all strategic and operational activity. The finished SNSA will be used by the Community Justice Steering Group in each authority to help identify areas for further discussion and action.</p>

To inform the first stage of the SNSA for Ayrshire, the Partnership worked with a local consultancy agency to produce a comprehensive analysis of the demographic profile of Ayrshire, a profile of people within the justice system in Ayrshire and an analysis of the needs of people involved in the justice system. This included a trend analysis across various domains over a ten-year period, an indexing of the position of North, East and South Ayrshire against other local authorities and an examination of a series of key questions posed by the Partnership looking at key community justice issues.

To help ‘future-proof’ the Partnership, work commenced on the horizon scanning element of the SNSA with the delivery of a Partnership Horizon Scanning Workshop. A range of techniques were used on the day to tease out upcoming issues and opportunities and identify the main drivers and inhibitors to change. This work will allow the Partnership to plan and prepare for upcoming changes, rather than merely react.

A comprehensive service map is being compiled, providing details on the range of needs addressed by each service and highlight which stage in the justice system the service operates at. This will help to identify both gaps in provision and opportunities for services to come together to achieve shared outcomes.

Information Sharing – SNSA Evidence Base Development, KPI Dashboard, Development of Justice Data Group

To develop the evidence base for the SNSA, the CJAP used a variety of publicly available data sources and data gathered from CJAP partner organisations. We identified potential data sources for analysis through research into the publicly available data sources, data sources available from partner organisations and data sources identified in the Community Justice Scotland Data Needs Manual and Demographic Data Manual. An exhaustive list of data sources was compiled covering the 15 areas of focus. These data sources were prioritised depending on the relevancy of the data; the accessibility of the data; the regularity with which the data has been updated; and whether demographic breakdowns for age, gender and local authorities were available. Through consultation with members of the CJAP and Dumfries and Galloway's Community Justice Partnership, a short list of data sources and indicators for analysis was selected. This data is primarily publicly available but is supplemented with data from the Scottish Prisons Service and other partner organisations to report on the priority areas for the CJAP. The main data sources used are listed below:

- Crown Office and Procurator Fiscal Service (COPFS) data requests,
- Justice Social Work data requests,
- Public Health Scotland data,
- National Health Service published data,
- National Records Scotland statistics and data,
- Multi-agency public protection arrangements (MAPPA) co-ordinators data requests,
- Office for National Statistics UK labour market statistics (NOMIS),
- Police Scotland data requests,
- ScotPHO Profiles data,
- Scottish Children's Reporter Administration data,
- Scottish Government statistics and published datasets,
- Scottish Prisons Service data.

Information Sharing – SNSA Evidence Base Development, KPI Dashboard, Development of Justice Data Group

By using both publicly available data, and data requested from partners we were able to build a more complete and accurate evidence base for our SNSA. The work also helped to create and strengthen data sharing within the CJAP.

The Power Bi summary dashboard provides an overview of the trends and figures for the selected KPIs. This allows the CJAP to see Ayrshire's position at a glance as well as the position of North, South and East Ayrshire individually. Each KPI is presented against the Scottish average where relevant. This allows the CJA to monitor Ayrshire's progress against national trends.

<p>It is important that the CJAP can monitor it's impact, and specifically joint work contained within any future CJOIPs. Work took place to develop a set of KPIs which could be drawn from relevant, reliable, and accessible information sources. This information was then incorporated into a PowerBi dashboard to allow the CJAP to monitor future progress against these KPIs.</p> <p>Additionally, to enable the CJAP to make more timely use of JSW data, a Justice Data Group has been developed comprising of reps from each local authority JSW service, the Partnership Delivery Team (PDT) and CJAP Support Team. Work with this group is at an early stage and will continue into 2022/23.</p>	
<p><u>Partnership Delivery Team - Whole Family Approach to Diversion</u></p> <ul style="list-style-type: none"> <li>• Working in partnership with Turning Point Scotland, this post commenced in November 2021. We are presently undertaking 6-month evaluation of post/ service provision to forward plan for continuation of service.</li> <li>• Presently 19 referrals have been received from the Justice Officers for individuals subject to Diversion from Prosecution to benefit from the whole family approach service. We can see from data inputs that the main presenting issues are Family Breakdown, Mental Health and substance use.</li> <li>• The service users have been keen to engage in one-to-one session including emotional wellbeing – looking at mental health problems and emotional regulation skills. The wider family network is supported by reviewing relationships and providing key effective communication skills. Support plans have been tailored to the individual's needs and recovery outcome tools are used to monitor needs and to view progress made during support.</li> <li>• Referrals have been made by the worker to external agencies where appropriate for the service users to engage in support for</li> </ul>	<p><u>Partnership Delivery Team - Whole Family Approach to Diversion</u></p> <ul style="list-style-type: none"> <li>• Two cases have so far been successfully closed where the individuals have disclosed on their exit forms that the extra support they received made a beneficial impact on their lives.</li> <li>• Further information will be available on impact following evaluation.</li> <li>• Positive Partnership working between Justice services and Turning Point Scotland.</li> </ul>

financial issues, employability support, CBT sessions, recovery groups etc.	
<b>What ongoing activities took place in relation to outcome two?</b>	<b>What was the impact of these activities?</b>
<p><u>Families Outside Training</u> Families Outside is a national third sector organisation working exclusively on behalf of families affected by imprisonment in Scotland. They advocate for families affected by imprisonment to be treated with justice and fairness so that they can live lives free from stigma and disadvantage. They aim to improve outcomes for families through direct support services, by influencing policy and practice and the delivery of bespoke training and awareness raising sessions.</p> <p>When a family member is sent to prison, the impact on the family's health and wellbeing can be significant and enduring. Children may experience feelings of sadness and loss, affecting their emotional and mental health. It is recognised that families can play an important role in supporting the person in prison and preventing reoffending, but they have their own needs for support too. In recognition of this, Families Outside designed and developed accredited training modules that would give professionals who could come into contact with families affected by imprisonment the understanding of the varying needs that families may present.</p> <p>The Community Justice Ayrshire Partnership worked with Families Outside to deliver a range of accredited modules to staff working with families affected by the justice system across Ayrshire. The sessions aimed to increase understanding of the impact of imprisonment on the whole family to reduce stigma and isolation, and to improve the overall experience for families navigating through the justice process from arrest to release. Modules covered included 'Understanding the issues families affected by imprisonment face'; 'Supporting children and young people who have a family member in prison'; and 'Prison and Prison Visitors Centres'. Each session was fully subscribed and included a mix of people working in both statutory and voluntary sectors.</p>	<p><u>Families Outside Training</u> By delivering training to develop the community justice workforce, the Partnership were able to increase the knowledge and skills of practitioners across Ayrshire. An evaluation showed the training increased confidence in supporting families affected by imprisonment and would have a direct impact on day-to-day work with families. With one participant commenting "I really enjoyed this training, and it was very useful in my current role. I was able to link in with other service providers that attended and made useful working relationships that will benefit my service users". The feedback from the session will be used by the partnership to develop further work in this area to support families affected by imprisonment.</p>



Recruit with Conviction Training

The enactment of the Management of Offenders (Scotland) Act 2019 brought about changes to the rehabilitation or ‘disclosure’ period following a conviction. Following these changes, a need was identified to ensure staff are fully aware of the new legislation and how it impacts the people they support.

Recruit with Conviction (RwC) delivered training to a range of staff across statutory and third sectors. This training was primarily delivered to staff members with a role in supporting people who have been involved in the justice system to look for work. Training included a range of ‘Apply with Conviction’ workshops (general level) and a number of ‘Specialist Management of Offenders’ workshops (advanced level).

Training covered topics including:

- What a criminal record is and how it impacts job searching
- Barriers to employment for people with a criminal record
- A practical guide to the legislation covering this area
- Labour market engagement and effective disclosure processes
- Why, when, what and how to disclose a criminal record to get a job and keep it
- Disclosure period changes within the Management of Offenders (Scotland) Act

Recruit with Conviction Training

64 colleagues from across the three local authorities have attended training during this element of the programme reaching 89% of the capacity on offer.

Evaluation showed that all attendees felt the training had increased their skills in supporting those with a conviction into employment. Attendees also agreed the training had increased their awareness of the changes brought about by the Management of Offenders Act, and that they would now feel more confident discussing employment or volunteering opportunities with individuals involved in the justice system.

Attendees were asked what further support they felt would be beneficial, the majority of those who responded felt the training & workbook supplied provided all that was necessary, a small number felt access to ongoing support provided was of benefit for the future.

It has been possible to commence a direct programme of targeted development in partnership with the Scottish Fire & Rescue Service. SFRS have identified a demand for retained fire personnel. An offer was therefore made to provide support within the context of the Community Justice Ayrshire programme to pilot development within the regional operational area. Further details of this are available in the ‘Partnership Success’ section at the end of this document.

<p><u>Police Scotland</u> Police Scotland (Ayrshire Division) identified Community Wellbeing as a local policing priority in the 2021-23 Local Police Plan. In January 2022, a local police Community Wellbeing Unit was established with the purpose of engaging with Community Justice and Community Planning Partners across Ayrshire to identify opportunities for joint working that will deliver better outcomes for vulnerable individuals in our communities.</p> <p>This small unit is led by a Police inspector and includes a small number of dedicated resources who can proactively support partners with intervention and diversion activity. This is building on the work in Wallacetown, Ayr and the experience of the Scottish Violence Reduction Unit.</p> <p>Liaison was strengthened between Police and JSW in Cumnock and wider area with improved regular contact and information sharing where previously there was a gap.</p> <p>Criminal Justice play a vital part in the MAPPA process and the partnership work is in place to manage the risk posed by an offender (RSO or violent offender). Each offender will be subject of multi-agency meetings in relation to their risk, these vary from Level 1 2 or 3. JSW or Police will be the lead agency for an offender depending on whether they have a licence or CPO in place (social work) or just subject to SONR (police led).</p> <p>There are close links between JSW and police through joint visits and information sharing, police will also provide JSW with information if they suspect a breach of a court order (which is reported back to the court by SW). Joint working to reduce risk is a daily multi-agency task, including environmental scans, throughcare, housing issues, employment, friendship services etc.</p>	<p><u>Police Scotland</u> The engagement undertaken with partners, including the Third sector, has been very positive. Constructive conversations have led to the development of ideas and there is scoping ongoing of potential small scale bespoke approaches in each of the three Local Authority areas that can be progressed during 2022/23.</p> <p>This was beneficial as outcomes now being achieved as a result of enhanced information sharing, allowing effective single agency and joint planning.</p>
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All justice agencies have a seat at the MAPPA MOG and SOG (DI at the MOG and DSU at the SOG). The MAPPA team are involved in the organising of meetings, circulation of information and assessing the MAPPA referrals (determining levels). Police and JSW will have contact with the MAPPA team on a regular basis to ensure the partnership works effectively.

Justice partners are involved in ICR (initial case reviews) to look at the learning from any incidents involving offenders.

Partnership Delivery Team

- RSO (Registered Sex Offender) Desistance Officer in post through monies received from Community Justice Ayrshire Partnership with the view of reducing social isolation and community reintegration (further details in section below)
- Working in partnership with Turning Point Scotland to deliver 'Whole Family Approach' Through Diversion from Prosecution
- Working in partnership with CORRA to provide additional Recovery Development Worker Posts within DTTO
- Multi-agency approach to the organisation and delivery of neurodivergence training with a focus on Justice services and MAPPA
- Access to MAPPA training Events
- Working in partnership With SACRO to provide Justice Supports and Counselling
- Links with KA Leisure in North Ayrshire and Arran outdoor centre
- Evaluation of neurodivergence training being undertaken
- Further scoping of neurodivergence training needs for staff
- Evaluation of RSO Desistance Officer Post
- Evaluation of Diversion 'Whole Family Approach'.
- All outcome measures in place for SACRO Support Worker and Counselling post.

Partnership Delivery Team

- Partnership approach to this service delivery due to referrals being made from Justice teams pan-Ayrshire.
- Current evaluation of the Desistance Officer role is being undertaken to demonstrate effectiveness and encourage longer-term funding
- Whole family approach worker based within Justice services offices to provide additional supports with a view of increasing resilience and reducing risk of further reoffending. As above, current evaluation being undertaken to encourage longer-term funding.
- Additional supports provided through workers with lived experience to enhance supports already provided.
- Delivery of a series of neurodivergence training sessions across Ayrshire and Dumfries and Galloway, with a focus on justice and MAPPA. Staff group trained through delivery of awareness and bespoke sessions.
- Early stages of establishing Practitioner forum to discuss practice issues in relation to learning that can be shared when working with service Users who have neurodivergence issues.
- Wider staff awareness
- Service users have access to additional supports. Due to increased need through COVID, Service users experienced social isolation/ poor mental health, etc. Access to these supports can help address these

	<p>needs to allow for Justice Social Workers to undertaken effective offence-focussed work.</p> <ul style="list-style-type: none"> <li>• Additional resources for service users to utilise</li> <li>• Staff more equipped to deal with service users who present with neurodivergence issues.</li> <li>• Wider awareness of MAPPA</li> <li>• Service user needs being met to allow for meaningful offence-focussed work to be undertaken</li> </ul>
<p><u>MAPPA Delivery</u></p> <p>There are several ongoing pieces of work that aim to provide improved community justice outcomes:</p> <ul style="list-style-type: none"> <li>• Previous work by the Strategic Oversight Group (SOG) to develop an academically accredited set of performance indicators which aim to accurately reflect the effectiveness of the MAPPA process has now grown into a formal academic research proposal, the first of its kind in Scotland, and this is now being considered by the SOG.</li> <li>• The SOG has last year agreed a Multi-Agency Memorandum of Understanding and an associated Information Sharing Agreement.</li> <li>• Face to face training has been provided to a multi-agency audience about Internet Offending, the effects of pornography on the human mind and web-based training has been provided on Autism. Work is ongoing to procure training for MAPPA level 2 and level 3 chairs</li> <li>• Face to face and Teams based awareness inputs have been provided to a variety of Multi Agency partners across the region. In addition, inputs have been provided nationally regarding the Southwest Scotland model for dealing with internet facilitated outing of offenders.</li> <li>• Circulated literature to promote MAPPA</li> <li>• Provided a Briefing booklet for newly elected council members.</li> <li>• 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</li> </ul>	<p><u>MAPPA Delivery</u></p> <ul style="list-style-type: none"> <li>• The continuing development of the arrangements in Southwest Scotland has been driven by a series of three-year plans. The plans have identified the Strategic Goals that the SOG wishes to achieve. It then falls to the MAPPA Operational Group (MOG) to drive the work that will lead to these goals being met.</li> <li>• Following the 2017 independent review of arrangements in Southwest Scotland, the SOG has implemented the recommendations made in the report. A part time MAPPA Coordinators post, based in Dumfries was created to allow for local variations in practice. The Full time Operational Coordinators role was made redundant, and a clerical Officer post lost</li> <li>• from the Ayr MAPPA Office. This arrangement has had the effect of splitting the administration of the arrangements in Southwest Scotland in two. Due to staff resignation, the effects of the pandemic and increases in the number of persons being admitted to Sex Offender Notification requirements, North Ayrshire Council Admin are reviewing the effectiveness of the current arrangements with a view to better alignment of resources to demand.</li> </ul>

<b>NATIONAL OUTCOME THREE</b> <b>People have better access to the services that they require, including welfare, health and wellbeing, housing and employability</b> <b>Where applicable have regard to the following indicators.</b>	
<ul style="list-style-type: none"> <li>➤ Partners have identified and are overcoming structural barriers for people accessing services</li> <li>➤ Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs</li> <li>➤ Initiatives to facilitate access to services</li> <li>➤ Speed of access to mental health services</li> <li>➤ % of people released from a custodial sentence:               <ul style="list-style-type: none"> <li>a) registered with a GP</li> <li>b) have suitable accommodation</li> <li>c) have had a benefits eligibility check</li> </ul> </li> <li>➤ Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending</li> </ul>	
What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome three?	What was the impact of these activities?
<p><u>Serco - Community Reintegration Model</u>            The CRM model was put in place to help provide assurance that everyone being released from HMP Kilmarnock had supports in place. The first meeting was held on 6 July 2021 and has continued to run every Tuesday since that date. We have discussed 617 people in that time. The meetings are providing partners the forum to share information about liberations 6 weeks in advance. This is allowing the appropriate support package to be put in place, there are men who chose not to engage with the process. They are provided with housing appointment and DWP appointment on release as well as having any medical needs met, they are not left without the basic needs being met prior to release.</p> <p>Weekly we have attendance from Police, Ayr Housing Aid, NAC Housing, DWP, CBSW managers from each Ayrshire, SACRO, New Routes, PING, Seascope, NHS, Link Centre officers and Serco as chair. The link centre staff have an afternoon slot on a Thursday where they bring down the men who will be discussed at the following weeks</p>	<p><u>Serco - Community Reintegration Model</u>            The CRM is providing a more robust joined up release plan for men being liberated from HMP Kilmarnock. Information is shared with partners and additional supports put in place if required.</p> <p>Work will take place during 2022/23 to review the model and establish impact measurements.</p>

<p>meeting. They are interviewed by the officers, and they have the opportunity to speak with relevant agencies ie housing, DWP etc. All of the information is recorded, and this is what leads the discussion at the CRM on a Tuesday morning.</p>	
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## 6) Performance Reporting – National Outcomes

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

### SNSA – Service Mapping

As part of the SNSA work and to help the CJAP increase their knowledge of the range of both statutory and third sector services working across Ayrshire, a Service map is being developed. The map contains services that support desistance from offending or promote the interests of families and persons harmed by crime. A range of methods were used to identify services including local and online directories, links with local partners and through working with our local Third Sector Interfaces (TSIs).

Once identified, services were asked to complete a survey using a consistent list of questions to gather data relevant to the aim of the mapping exercise. Information being collected includes:

- Organisation/service details
- Service delivery details
- Demographic data
- Outcomes data
- Funding information
- Stage of justice system the service is working at

### SNSA – Service Mapping

Carrying out a full and accurate service mapping exercise allows the CJAP to better understand how services interact, allows us to consider research and evaluation opportunities, aide in service planning, and in storytelling. This work will continue into 2022/23.

### Partnership Delivery Team - Desistance Officer

A new service has been developed for men convicted of sexual offending and a desistance officer has been recruited to promote social inclusion and accountability with a view to creating a reduction in social isolation amongst this offender group. Isolation and lack of meaningful social connections are cited in research as being factors associated with re-offending. The aims of the service are to support clients with Social skills, accessing community groups / services, Support to communicate with public agencies, Developing Volunteering / Employment.

Outcomes are measured through the development and regular review of

### Partnership Delivery Team - Desistance Officer

Further information will be provided on impact following evaluation which is being undertaken at present. From the seven service users who have used the service and completed supports, feedback consisted of:

- “Haven't been out of the house without my partner or daughter for a long time. Was good to get out today for a walk and a coffee and looking forward to next week to making more plans to be more independent” S, EAC



a support plan and by reference to accredited risk assessment tools. Since the desistance office service commenced in October 2021, 23 referrals have been made to date. Of these 23, seven have completed, 13 current and three on waiting list.

A bespoke service is provided to all who access the service based on risk/ need and activities have included Gym, History Group (attending every week), Shopping (clothes and food), Walks (Windfarm/Dumfries House), Museum visits, Meeting for coffee and company, Housing applications, CV's, Budgeting help.

- “Going to the gym every week now, wasn’t keen at first but now I have been shown all the equipment and been given a plan to work to I am really enjoying it” M, SAC

- Didn’t think I would ever be able to access a service like this as I am an RSO. After being stuck in the house for 6 months scared to go out; I can now go out with DO and do my own shopping, really enjoyed being able to go clothes shopping, thanks” G, NAC

<b>6) Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<b>What ongoing activities took place in relation to outcome three?</b>	<b>What was the impact of these activities?</b>
<p><u>New Routes Throughcare Support</u>            There was a total of 152 customers signed up to New Routes across the last delivery year. The breakdown of those customers between the local authorities are as follows:            East Ayrshire – 54            North Ayrshire – 62            South Ayrshire – 36</p> <p>Customer Engagements for those signed up to the service and on caseload across the last reporting year, were as follows:            East Ayrshire 1068            North Ayrshire 1259            South Ayrshire 786</p> <p>With our New Routes Throughcare service being a national programme, our delivery maintains a standardised approach to maintain consistency across all local authorities so that the service received by a customer in Ayrshire, replicates the support a customer in any other local authority will receive. In this regard, modelling of service mirrors the national PSP standard operating practice. With this however, we do recommend mentors expand their range of contacts and collaborate with services within their own delivery areas to create a localised partnership approach.</p> <p>At its core, the New Routes PSP continues to develop and maintain effective partnership relationships with key organisations and community groups. Critically, some of the primary needs that our customers seek support with following liberation from prison, are the domain of our partners and their area of specialism. These include</p>	<p><u>New Routes Throughcare Support</u>            New Routes Throughcare support are presently undertaking a customer participation survey exercise to help us understand the experience of our customers who have accessed our support across the last year. This will also include recommendations for alterations to our service and invite comment for what support customers found effective/helpful/impactful along with areas of delivery that they believe could be strengthened/improved.</p> <p>The survey is being distributed by email and post but will also be complimented by in person Customer Listening sessions and telephone interviews (for rural customers) where we will seek to explore customer responses and gain additional understanding of the service received. Findings from this will be available towards the end of July.</p>

Department for Work and Pensions for benefit and financial support, Housing services for accommodation needs, addictions services for substance misuse and community mental health teams for support with mental wellbeing, alongside many other areas of support. The relationships we hold with our partners offers benefits to the customers accessing our Throughcare support. Mentors can help support customers at appointments and assist with benefit claims with Jobcentres, assisting with the completion of homelessness applications, and generally being the link between the customer and the services. Our operating model of mentors dedicated to specific geographical areas, allows relationships to be developed with partner staff and builds familiarity, allowing strengthen partnership working.

Similarly, we have also worked in partnership with bodies such as the Criminal Justice Voluntary Sector Forum (CJVSF), Scottish Government Health and Social Care Research Teams along with Local Authority Community Justice teams to promote our Throughcare support service. Equally, with the mentor team comprising many individuals with lived experience of the justice system themselves, the service has provided valued input into consultations and panels through 2021/22 with opinions and experiences freely shared to bring about positive change where appropriate.

As New Routes Throughcare enters its 10th year of delivery, we have forged excellent working relationships with SPS/Private prison colleagues across the entire prison estate. Our dedicated team of Prison Based Mentors have worked in partnership with all areas of establishments, from Links Centre teams, through to those colleagues within prison halls/wings. It has enabled us to develop strong and effective relationships that supports excellent communication, underpinned by this valuable knowledge of the New Routes service. This creates the perfect backdrop for our service offer to those individuals serving a sentence, where SPS/Private prison colleagues can make referrals and share their knowledge of the New Routes PSP. This collaborative working is often identified as being the initial step to customer's awareness of New Routes service prior to the sign-up stage.

Colleague development has allowed New Routes workforce to be empowered, skilled, knowledgeable, and effective in delivering their role. This has created more opportunity for mentors to not only respond to certain scenarios, but to ensure they are conscious of their own feelings and the impact customer disclosure has on a mentor's own wellbeing. This leads to a more adept workforce who can demonstrate greater resilience which in turn, has seen a reduction in periods of sick leave taken from the business.

<p>The strength of the relationship is attributed to having the right personnel within the prison estate that deliver a professional service, but who also possess a friendly personality with kindness and compassion as core values. Our Prison based team are based within each prison and have forged positive and effective relationships with SPS/Private prison colleagues. This makes the New Routes prison teams a virtuous and worthy collection of colleagues who have gained the trust and respect of SPS staff when providing a proficient and informative service to potential customers.</p> <p>All mentors on New Routes have gained the Professional Practice Award in Mentoring (SCQF Level 7) through Scottish Mentoring Network. New mentors into the PSP are provided this opportunity for personal development and are enrolled with SMN for completion of this accreditation. This award encourages a reflective mentoring style and allows mentors to deliver a quality mentoring service to customers on caseload.</p> <p>In addition, mentors receive numerous other training delivered both internally and externally, to support professional mentoring practice. Examples of this from 2021/22 are Leading First Aid for Mental Health (SCQF Level 6), Positive Psychology, Leadership training and other options for New Routes colleagues to develop their skills and knowledge.</p> <p>New Routes Throughcare have not had any MAPPA customers on service and with eligibility criteria precluding those individuals serving a sentence for a Sex Offenders from the service, the scope for MAPPA customers joining New Routes is greatly reduced.</p> <p>We continue to seek opportunities to work collaboratively with other organisations and have seen some success in other organisations working with us to this means. An example of positive and progressive relations is with Recovery Enterprise Scotland who have been supportive working with our Ayrshire mentor to support with our customer tracing work.</p>	<p>Within New Routes, our eligibility is restricted to those customers serving a short term prison sentence, but that excludes the following:</p> <ul style="list-style-type: none"> <li>• Sex Offenders</li> <li>• Schedule 1 Offenders</li> <li>• LTPs/recalls</li> </ul>
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We would be open to establishing SLAs with other orgs to support that flow of information with the focus on continued engagement/reengagement with customers.

There does seem to be some duplication of services within some areas of Ayrshire that replicate the service New Routes provides i.e., transportation/support for prison liberation. This requires some joined up working to prevent service overlap and ineffective use of mentor's time.

A range of some services engaged with for customer support over the past year are as follows:

- Bentinck Centre – East Ayrshire
- Alcohol Drug Partnership (ADP) – South Ayrshire
- Northwest Area Centre – East Ayrshire
- Rapid Access to Drug and Alcohol Recovery (RADAR) – East Ayrshire
- Ailsa Addiction Service – South Ayrshire
- We Are with You – North & South Ayrshire
- CAT teams – North Ayrshire

In relation to digital services and digital inclusion, we have Basic IT courses that are delivered within by The Wise Group. Due to pandemic restrictions for group gatherings, these courses were being offered remotely, but with the support from mentors for customers to engage and access. We also utilised the following for access to devices to address digital exclusion:

- EE
- Connecting Scotland
- Hubbub's 'Community Calling' project
- Tesco Mobile 'Little Helps' initiative

Within The Wise Group, we have an in-house Counselling service available which provides structured support for appropriate customers. This service has received over 800 referrals from conception and is

#### • SRO

The New Routes Prison Based Mentor team access PR2 and approach the whole eligible prison population around 6 months prior to release, therefore, making the offer of service to all customers who meet our programme criteria. We do, however, accept referrals from prison-based services (SPS, NHS, 3rd sector colleagues, self-referrals), but the eventuality is that we would offer the service to those customers regardless, if they are eligible.

dedicated providing the relevant help from counsellors to address matters of ACEs, trauma, loss/grief/bereavement of anything that the customer identifies as relevant to them.

In addition to Reconnect, we also have SAMH as a specialist partner within the New Routes partnership and their purpose is to provide support with those customers who experience poor mental health. This support from the SAMH Outreach Worker compliments the work provided by the New Routes mentor, but specifically provides advice and guidance on aspects of mental health that helps give focus and dedicated assistance to this type of customer need.

The new Routes Partnership undertakes Risk Assessments on all customers accessing the service, which also includes personal, situational, and environmental risk.

This assessment is created from the initial meeting between the mentor and customer but is reviewed continuously throughout that customer's journey to manage the risk rating applied. This ensures the managed safety of that customer, the mentor, and the associated risk to other services and/or environments that person may enter. The Risk Assessment has been enhanced recently which also now incorporates risk around home visits that mentors may undertake and ensures any elements of risk are managed and factored in during that person's journey on New Routes.

Mentors in Ayrshire have worked in partnership with Young Person in Transition to provide supporting for vulnerable young people in South Ayrshire. The joint work with them has helped to ensure young customers are supported comprehensively.

We have found that less risk is then presented once support from YPIT collaboration is in effect. This is due to the additional support and assistance that this service presents.

Families Outside – Support for Ayrshire Families

Family support statistics for the period 1 April 2021 – 30<sup>th</sup> March 2022:

	South	East	North
Total cases	12	22	14
Direct 1-1 support	4	10	8
Helpline	8	9	5
Group work	0	3	1

Total family members impacted	74
Adults	53
Pre-school	4
Primary	13
Secondary	2
Post school	2

**One to one support**

At the beginning of 2021/2022 our service provision was in place, though on a restricted basis due to the pandemic and requirement to follow Scottish Government guidelines, where support was largely provided remotely. In the instance of Children & Young People support has been provided to parent/guardian or professional to support the young person. Due to the reasons stated above around challenges with recruitment, the caseload expectation has been lower than we would expect in normal circumstances for this reporting period. That said there has been an increase in the number of people we support by Helpline while phone calls to our RFSCs also became the primary method on contact with families during this time, rising threefold.

**Greater access to information**

Since the pandemic there has been a continuing decrease in the number of physical prison visits from family members. In the past we would work closely with all prisons and prison visitors' centres to ensure appropriate information was displayed to support families when they were visiting the prison. Since we could not rely on families having access to these support routes, we developed a family induction webinar series. These four webinars are available on our website, and anyone can access them. The webinars should help and guide anyone, no matter what stage they are at within the criminal justice process, to

Families Outside – Support for Ayrshire Families

A new system for recording feedback has been developed and aims to be a more robust way of collating feedback and engaging families with the process.

Families Outside work towards the following outcomes:

- Children and families affected by imprisonment feel more supported and know how to access help.
- Children and families have greater access to up-to-date information relating to their concerns
- Professionals working with families affected by imprisonment have greater access to relevant information.
- Teachers feel more able to recognise and support a child who is affected by imprisonment.
- Other professionals feel more confident to support families affected by imprisonment or to refer on to Families Outside.
- There is a greater awareness of the needs of families affected by imprisonment amongst policy makers and practitioners at a strategic level.

**Feedback from children and families / professionals**

Below are some of the comments received and in addition where we have been able to support families financially through the Scottish Government funded Winter Hardship Fund.

- *“It feels so much better just being able to speak with you. Having someone to talk to at the end of the phone. You are non-Judgemental and it good to check things past you. Sometimes just having someone not connected and who understands is such a great help. A wee bit of support for me it really helps having you to listen.*

<p>access the support and information they need, and equally at a time that is convenient to them. The four webinar categories are:</p> <ul style="list-style-type: none"> <li>• Prison and Prison Visiting</li> <li>• Keeping Connected</li> <li>• Supporting Children and Young People</li> <li>• Coming Home</li> </ul>	<ul style="list-style-type: none"> <li>• <i>“Thanks for everything you are doing! I don’t think I could do this without your support. Thanks again.”</i></li> <li>• <i>“Support from Families Outside helped me to keep strong and gain resilience. It is a very good service of support.”</i></li> </ul>
<p><u>Shine Throughcare Support</u> Awaiting information.</p>	<p><u>Shine Throughcare Support</u> Awaiting information.</p>
<p><u>HMP Kilmarnock Navigator Pilot</u> The 3 ADPs and the VRU commissioned a 12-month Pilot of the VRU Navigator model in HMP Kilmarnock. The pilot aimed to provide Navigator support for individuals on remand or completing a long-term sentence with no statutory requirement on release. The pilot focusses on engagement and relationship building within the prison, and ongoing follow-up support in the Community.</p>	<p><u>HMP Kilmarnock Navigator Pilot</u> The Pilot was commissioned just prior to the Covid-19 pandemic and agreement was reached to extend the pilot to March 2022 to allow the full impact of the pilot to be evaluated. The pandemic has had a significant impact on the pilot at various stages, including the Navigators being unable to access the prison for several months. Despite the challenges with Covid, the service developed well, and the Evaluation showed positive outcomes for individuals being supported. East Ayrshire ADP and South Ayrshire ADP have committed funding to extend the service to 31st March 2023.</p>



<p><u>Release from a custodial sentence</u>  In terms of our local prison, HMP Kilmarnock:</p> <ul style="list-style-type: none"> <li>• Prison healthcare make an initial registration which then needs to be followed by the individual in the community</li> <li>• All individuals are invited to an appointment to discuss accommodation prior to liberation</li> <li>• All individuals are invited to an appointment with the DWP prior to liberation</li> </ul> <p>For females across the prison estate:  All women leaving prison who have served a short-term prison sentence or period of remand are offered a service from Shine Women`s Mentoring service. GP registrations, accommodation and benefit eligibility checks are amongst the many issue`s women identify they would like some assistance</p>	<p><u>Release from a custodial sentence</u>  Not all this data is available, so the Partnership are unable to directly monitor.</p>
<p><u>Access to Mental Health Services</u>  The following services are available with Ayrshire and Arran for People within the Justice System experiencing difficulties with their mental health:</p> <p><b>Within the Community</b>  Police have a direct contact to the Mental Health Crisis team for advice and support and where necessary (and appropriate) assessment. This should take place within the community without need for conveyance to hospital (unless requiring medical assessment/ treatment etc). This is available 24hours a day, 7 days a week. This service is accessed by telephone via Crosshouse hospital switchboard. Police Scotland also have access to the Distress Brief Intervention Service nationally, via their control centre with transferability to NHS24 if appropriate.</p> <p><b>Within Custody</b></p>	<p><u>Access to Mental Health Services</u>  Over recent years there has been significant government funding focused on specific areas to improve access for people with mental health problems i.e., Primary Care and Action 15 funding. This has increased the workforce within A&amp;Es, GP practices, police custody, and prisons.</p> <p>This additional investment and workforce has had a positive impact for the people of South Ayrshire with the identification of mental illnesses within these areas and increasing the ability to identify people who require intervention from mental health services.</p> <p>However, given the nature of primary and unscheduled care in particular, these interactions are usually a brief</p>

## 6) Performance Reporting – National Outcomes

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

Unscheduled care Mental Health services have developed a police custody pathway for individuals in custody that appear to develop mental health concerns. This is available via psychiatric liaison or Advanced Nurse Practitioners (dependent upon time of call). This service is accessed by telephone via Crosshouse hospital switchboard. In addition, the Forensic Medical Examiner model which provides healthcare in custody has recently received funding to employ Mental Health Nurses at weekends. Pathways have been agreed between this service and CMHTs.

### **Court Liaison - Community Forensic Mental Health team court liaison service**

Within NHS Ayrshire and Arran, the Community Forensic Mental Health team provide a Court Liaison Service to the two Sheriff Custody courts in Ayrshire (Kilmarnock and Ayr) Monday to Friday mornings.

The purpose of the service is to identify prisoners in police or GeoAmev settings whose mental health presentation is giving cause for concern. This is to allow assessment of the individual with resultant advice and/or direction to access mental health services or support agencies. Prisoners who are identified as requiring further assessment or diversion are referred to immediate mental health assessment resources. Guidance can be sought from Police Custody Suite/Health Care Pathway.

Reasons for referral would be considered as followed

- Current suicidal thoughts.
- Threatening suicide at time of arrest or while in police custody
- Recent suicide attempts.

contact for the purpose of assessment and immediate brief intervention. For longer term treatment, people require referral to 'core MH services'. For some individuals, the enhanced investments for both CAMHS and Psychological therapies have reduced waiting lists for these specific treatments. However, to date there has been no significant investment in the wider CMHT team including psychiatrists, CPN's and Occupational Therapists.

This is presenting a range of capacity issues when we apply this staffing resource to a clinical environment where enhanced provision of other mental health services provides easy access and referral routes into services. This alongside the wider impact of the Covid-19 pandemic is resulting in an increase in referral numbers to mental health services alongside an increase in the complexities of referrals.

- Recent Deliberate self-harm.
- Bizarre behaviour or concerns regarding a prisoners' mental health at the time of arrest e.g., psychotic symptoms
- Self-reported mental illness e.g., Schizophrenia, bipolar disorder etc.

Not all referrals to the Court Liaison service would necessarily require a mental health assessment. Social Work, as per flow chart, would initially offer screening to determine if further assessment is still indicated. For example, if a prisoner is intoxicated at time of arrest and threatening self-injury/ suicide and the following day presentation has markedly changed indicating no immediate risk to self.

#### **RISE (Resilience in Stressful Events)**

The R.I.S.E team is a pan Ayrshire service offering time limited nursing and occupational therapy assessment and intervention to people referred and identified via Ayr and Kilmarnock Sheriff Court and agree Justice Service pathways. People referred will experience common mental health problems and require a period of assertive outreach and support from nursing, occupational therapy, and support staff. R.I.S.E works in partnership with Justice Services, Health and Social Care Partnerships services to offer interventions to support a reduction in distress and development of personal, functional, and coping skills.

The RISE team is a secondary care community mental health service offering assessment and treatment to adults from 18 years of age until 65 years of age. Service users will generally be registered with GP practices within the localities; however, it is recognised that there is a

<p>high prevalence within this population who are not registered with a GP thus this will not be an exclusion criteria.</p> <p>The R.I.S.E team will enhance the primary care treatment of common mental health problems by providing appropriate access to a range of short-term mental health, occupational therapies, and good psychological care. The Adult Community Mental Health Team strives to deliver the highest quality and afford the best patient care experience and outcomes. At this time, we are seeking to ensure our service is capable of delivering for every individual who requires mental health service input, however in order to truly offer this service we require investment to ensure we have the right staff with the right skills in the right place at the right time.</p>	
<p><u>Police Scotland</u> Ayrshire Division, through the Community Wellbeing Unit, are seeking to engage with CJA and partners to establish if existing protocols and information sharing can be enhanced to improve throughcare provision for offenders being reintegrated into communities.</p> <p>Police Scotland continue to attend weekly Community Reintegration with partners assisting persons preparing to be released into community from prison ensuring appropriate and relevant support package in place to positively impact reoffending and substance misuse.</p>	<p><u>Police Scotland</u> This work is at an early stage and will be progressed during 2022/23.</p>

<p><u>Occupational Therapy Access</u> The established OT provision within the Women’s Team now comes under the ‘umbrella’ of the RISE team. Service provision for OT intervention changed to the RISE team and commenced operation on 10th January 2022. This service is now available for women and men throughout Ayrshire. Pathways have been established and referrals now go through central source for discussion at allocation stage. Justice information input provided to new OT/ Forensic staff and joint Steering group meeting established.</p>	<p><u>Occupational Therapy Access</u> Previously OT services were funded by North and South Ayrshire. This is now available to Women and Men across Ayrshire. Joint working/ processes/ pathways and evaluation of service provision undertaken jointly. Clear goals established at referral and outcomes for service users.</p>
<p><u>Partnership Delivery Team</u></p> <ul style="list-style-type: none"> <li>• COVID Recovery monies funded various posts in Ayrshire, Social Work Assistant, Desistance Officer to assist with service user reintegration</li> <li>• Supported access to food larders</li> </ul>	<p><u>Partnership Delivery Team</u> Positive outcomes for the Women’s Team include a reduction in the number of revocations, a reduction in offending behaviour whilst subject to a CPO, excellent advocacy provided by case mangers regarding mental health issues and improved pathways to Health Services in North and South Ayrshire due to collective work with the Justice Services Occupational Therapist. There has been collaborative work in all localities with services such</p>

	<p>as Money Matters and the Financial Inclusion Team, resulting in maximised income for service users and numerous women receiving significant amounts of backdated benefits. There is scope for improvement in terms of outcomes, for example, whilst there have been positive destinations for many women, further work could be done to encourage and support service users to access education/training or employment (either voluntary or paid) prior to the end of the CPO. In addition, significant numbers of women have alcohol and/or drug and mental health issues exacerbated by unresolved trauma, and although staff are Trauma Informed, it would be an aim to have all staff further trained to deliver specific trauma focussed programmes.</p> <ul style="list-style-type: none"><li>• To address these aims we have staff currently undertaking formal qualifications in Cognitive Behaviour Therapy and we are establishing links with community-based employment/training and educational resources to ensure all women can improve their access to education and training opportunities.</li><li>• Support and community reintegration/ diversionary activities</li><li>• Improved partnership working</li><li>• Continued support of Service Users</li></ul>
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## 6) Performance Reporting – National Outcomes

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

### NATIONAL OUTCOME FOUR

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

**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

What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome four?	What was the impact of these activities?
<p><u>Data Dashboard</u> To allow the Partnership to better monitor the data and trends around community sentencing options, a KPI data dashboard was created utilising Microsoft PowerBI (further info above under Outcome 2). In addition to an overview dashboard, a series of tailored dashboards were created based on thematic groupings of the selected KPIs. This allows the CJAP to drill down into the detail of the KPIs as well containing more detailed overviews of the indicators, for instance by including breakdowns by gender, age or other characteristics. These dashboards include rate of change cards that highlight whether Ayrshire’s position has increased or decreased since the previous year for each KPI. These dashboards can either show North, South and East Ayrshire’s position individually or North, South and East Ayrshire’s position can be shown against each other with Ayrshire’s overall position shown on top.</p>	<p><u>Data Dashboard</u> This work allows the CJAP to gain an understanding of trends within community sentencing options across Ayrshire as well as comparing and monitoring the community sentencing trends of the individual local authorities within Ayrshire. Work in this area will be further developed throughout 2022/23.</p>
What ongoing activities took place in relation to outcome four?	What was the impact of these activities?

<p><u>Police Scotland</u> Number of RPWs issued in Ayrshire during 2021/22 was 1183</p> <p>Police will assist with certain CPO conditions (i.e., one where a person can examine a device belonging to the offender) We have also promoted the use by CJSW to apply for e safe technology (which police use) – this allows an offender to hopefully avoid custody and can be police/managed in the community).</p> <p>More community disposals are available (e safe for example to monitor device use) and we will also have restriction of liberty as part of orders which again mean community disposals more manageable than a custody route.</p> <p>Police are aware of CPO conditions in relation to RSO' and will assist in the policing of these by reporting any concerns or evidence of a breach to the relevant social worker. Any decisions made to breach an order will lie with JSW.</p>	<p><u>Police Scotland</u> When police engage with vulnerable individuals who require support this is recorded on the Vulnerable Persons Database. This allows for appropriate and effective signposting to support agencies and partners.</p>
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<u>Partnership Delivery Team</u>	<u>Partnership Delivery Team</u>
<ul style="list-style-type: none"> <li>• Partnership Working with SOPU in relation to public protection issues around MAPPA cases with formulation of Risk Management Plans</li> <li>• Caledonian and MFMC programme delivery undertaken by Justice Partnership Services in Ayrshire. Case Managers deliver pre-programme work and PDT deliver programme, either on 1 to 1 basis or small group.</li> <li>• Ongoing counselling provided to PDT staff delivering Caledonian and MFMC. Focus on welfare for all staff - Trauma Informed/ ACES aware.</li> <li>• Further development of CPO review template to incorporate outcomes measures</li> <li>• Further development of DTTO recovery outcomes</li> <li>• Increased use of SDS by Courts in Ayrshire</li> <li>• Increased use of Diversion within Ayrshire – increased complexity of cases</li> <li>• Organisation of EM Bail within Both Kilmarnock and Ayr Sheriff Courts</li> <li>• Ongoing partnership working with SOPU</li> <li>• DTTO use of recovery outcomes</li> <li>• CPO use of Outcome measures</li> <li>• Increased use of Diversion and SDS</li> <li>• Organisation of Court/ PF Meetings</li> </ul>	<ul style="list-style-type: none"> <li>• More accurate risk-management planning</li> <li>• Ongoing partnership / collaborative working/ bespoke service delivery in some instances</li> <li>• Prevention of vicarious trauma by staff group. Increased awareness of trauma and ACES.</li> <li>• Outcomes focussed reviews for CPO. Easier measurement of success through evaluation.</li> <li>• Robust system in place for measurement of DTTO recovery outcomes</li> <li>• Utilisation of demand- led services, however as funding related to performance, we are struggling with caseloads at present and cannot employ more staff in accordance with this.</li> <li>• Staff struggling to provide bespoke service to Diversion Service users due to lack of resources. Presently considering alternative models of service delivery/ and or waiting lists for early intervention.</li> <li>• Poor communication between stakeholders.</li> <li>• Formulation of Risk Management Planning</li> <li>• Clear outcomes obtained for DTTO</li> <li>• Clear outcomes obtained for CPO</li> <li>• Current staff struggling to keep up with demand.</li> <li>• Some improvement in communication, however long way to go</li> </ul>

Women's Service – Justice Social Work

Women's Service staff provide supervision and case management of Community Payback Orders (CPOs) imposed by Ayr and Kilmarnock Sheriff Courts for women who have more complex risk and needs as referred by Justice Services locality teams. This involves - statutory supervision and monitoring additional requirements of CPOs; providing reports to the Court as required; liaising with and making referrals to other services and departments; offering support and guidance to encourage desistance; advocacy; and completing offence focussed work in accordance with risk and responsivity principles. In addition, the service incorporates general group work programmes for both women and men across all localities; the Court Screening Service for women appearing at the custody court and the Bail Supervision Service. 2021/22 saw a 15% decrease in the number of new Women's Service (CPO) referrals compared to the previous statistical year. However, over the past 5 years, the number of referrals, increased by 64%, peaking in 2020/21 with 110 new referrals. Overall number of Women's Service completions/revocation/breaches and transfers reduced by 21% in 2021/22 compared to the previous year. Compared to 2020/21, there was a decrease in Revocations by 22% and the number of successful completions decreased by 11%, this year.

**Feedback**

Ms D is subject to a CPO and also had supervised bail for an historic charge. She had a traumatic childhood and developed her own issues with substance misuse. She had also been involved in several unhealthy relationships and her children were on the CP Register. However, she has made brilliant progress over the past 12 months. She engaged fully with supervision and participated well with work around anger management and managing her emotions as she had a history of violent offences. She has developed good victim awareness and displays genuine remorse for her actions. She takes personal responsibility for her behaviour and there has been no further offending. She is now abstinent from all substances and continues to attend Cocaine Anonymous regularly where she is a

Women's Service – Justice Social Work

Positive outcomes include a reduction in offending behaviour whilst subject to a CPO; excellent advocacy provided by case managers regarding mental health issues; and improved pathways to Health Services in North and South Ayrshire due to collective work with the Justice Services Occupational Therapist. There has been collaborative work in all localities with services such as Money Matters and the Financial Inclusion Team, resulting in maximised income for service users and numerous women receiving significant amounts of backdated benefits. It is also recognised that, for some women who display persistent offending behaviour, there has been an increase in multiple Orders and extensions placed on the duration of Orders.

The benefits of a community-based disposal means that the individual is able to maintain their tenancy/belongings, family/neighbour supports, GP Surgery, Prescribing Chemist, variety of local community-based supports without the need to change worker as services/staff are locality based. It also facilitates on-going work to continue without disruption and reduces the need for new referrals to other areas which may happen if a custodial sentence is received and upon liberation they are accommodated in a different locality. It increases stability and promotes good mental health/well-being. It also reduces the possibility of increased drug debt as many of our service users are liberated from custody with a huge drug debt as the cost of illicit drugs are significant.

We have staff currently undertaking formal qualifications in Cognitive Behaviour Therapy and we

<p>source of support for others. She worked extremely hard to get her children taken off the register and engages fully with C&amp;F, and her children are happy, safe and settled. She feels that both Supervised Bail and her CPO have been a great form of support for her. She said that both workers were “amazing” and that she found us “dead easy to work with” as she could be herself and be open and honest without the fear of being judged. She has aspirations for the future and hopes to return to employment/training once her children are older.</p>	<p>are establishing links with community-based employment/training and educational resources to ensure all women can improve their access to education and training opportunities.</p>
<p><u>Caledonian Women’s and Children’s Service – Justice Social Work</u>  The Caledonian Women’s Service offers emotional and practical support to women, advice on safety planning, risk assessment and advocacy. Working in partnership with the women, they aim to reduce their vulnerability and work with other services, including Education, Housing, Police Scotland and the voluntary sector, so that women and their families are better supported. The Caledonian Women’s Service seek to promote community integration as part of women’s recovery from domestic abuse and have supported women to access community resources, including support for alcohol issues and introduction to community groups to support in making social connections.</p> <p>The Caledonian team have also children’s service worker whose primarily role will be supporting children who have been exposed to domestic abuse, through one-to-one work helping them explore emotions and supporting them in staying safe, whilst working in partnership with local child protection agencies.</p>	<p><u>Caledonian Women’s and Children’s Service – Justice Social Work</u>  In 2021-22, the team worked with 192 individuals across Ayrshire (an increase of 27 (16%) from the previous year). Offering a variety of services and support, from safety planning sessions to longer term interventions and support, the team currently continue to support 98 women across North Ayrshire.</p> <p>In 2021-22 a total of 16 children have been offered a service by the children’s worker. The Caledonian Women’s and children service have also secured £5000 in funding from the safer lives and Natwest bank fund this funding is used to promote safety and promote resilience among survivors of domestic abuse, this money has been used for things including installing CCTV camera’s at a women’s home, helping a woman purchase clothing and toiletries when she was fleeing violence and to pay for day trips for a woman and her children to support bonding and recovery after experiences of domestic abuse.</p>

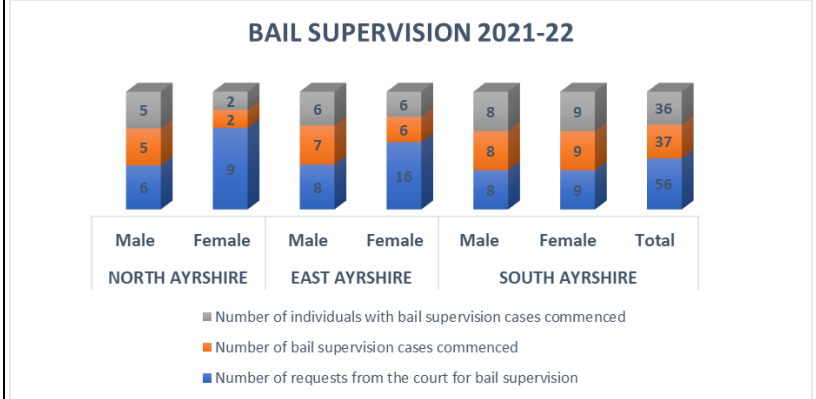
**Moving Forward Making Changes - Justice Social Work**  
 The Moving Forward Making Chances programme is a cognitive behavioural programme designed to assist participants who have been convicted of sexual offences to lead a satisfying life that does not involve harming others. Within the rehabilitative framework of the Good Lives model, practitioners work with group participants to lead a better life, reduce their problems, and lead an offence free life. This programme is framed within a strength based theoretical approach that recognises the relevance of dynamic risk factors. It views completion of group work as something that will benefit the individual and highlights their role as the primary agent of change. This focus on building an offence free lifestyle means public protection and community safety is increased.

**Moving Forward Making Changes - Justice Social Work**  
 COVID-19 restrictions have meant groups have been suspended, however work has continued a one-to-one basis, with 21 men completing the programme in 2021-2022. Following the removal of restrictions groups have now resumed and moving forward this will be the primary mode of delivery.

**Bail Supervision - Justice Social Work**  
 The Bail Supervision service operates within Ayr and Kilmarnock Sheriff Courts and is available to males and females residing in Ayrshire who appear on both solemn and summary procedures at risk of having bail refused; all females appearing at Court; anyone potentially at high risk of harm., where monitoring via supervised bail may be considered to reduce the risk posed to the community; and those at risk of being remanded where reports are requested including DTTO assessments.

Bail Supervision clinics are held in each locality twice per week but due to Covid restrictions have been suspended however we have obtained new premises and hope to restart Bail Clinics once restrictions have eased. Home visits are undertaken once per week reducing to every second, third and fourth weeks in accordance with National Guidelines. Anyone subject to Bail Supervision is offered advice and guidance in relation to individual circumstances, with access to other PDT services such as the group work programmes or recovery programmes as well as being signposted to other agencies/services where appropriate.

**Bail Supervision - Justice Social Work**  
 Due to Covid restrictions we have had to support people on Bail Supervision for longer as Trials have been deferred this has meant an increase in poor mental health and staff have been able to support service users by giving practical advice and guidance and supporting them to access relevant community-based services.



**Feedback from service users:**

	<p><b>Mr H (South Ayrshire)</b> <i>“Felt I had great support during my time on Bail” “It led to me attending more appointments and my drug use reduced I felt it worked really well”</i></p> <p><b>Mr M (North Ayrshire)</b> <i>“I am very supported and don’t like it when my worker is off” The help has been beneficial to me and things would have been worse if I hadn’t been on it”</i></p>
<p><u>SPS – HMP Dumfries</u> HMP Dumfries engaged with Scottish Recovery Consortium (SRC), SMART Recovery and D&amp;G Alcohol and Drug Partnership (ADP) to support Recovery and Trauma issues within custody in preparation for future release.</p>	<p><u>SPS – HMP Dumfries</u> This has resulted in funding being awarded from D &amp; G ADP to allow training of SMART Recovery Champions amongst staff and prisoner group. A Recovery Café area has been developed and implemented within the prison. This is hoped to assist with individuals’ journey towards recovery and prevent or reduce further reoffending.</p>
<p><b>NATIONAL OUTCOME FIVE</b> <b>Life chances are improved through needs, including health, financial inclusion, housing and safety, being addressed.</b> <b>Have regard to the following indicator.</b></p> <ul style="list-style-type: none"> <li>➤ Individuals have made progress against the outcome</li> </ul>	
<p><b>How do partners measure outcome five for individuals?</b></p>	<p><b>If this information has been collated, what does it show?</b></p>

## 6) Performance Reporting – National Outcomes

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

<p><u>Partnership Delivery Team</u> Outcome measures:</p> <ul style="list-style-type: none"> <li>• DTTO – recovery outcomes measured in 9 areas from initial assessment stage and assessment presented to the court in this format. If order is granted, outcome measures in all 9 areas revisited 3 monthly and Monthly Court Reviews reflect either positive or negative outcomes in each of these areas. Supports and focus is changeable in accordance with Recovery outcome scores</li> <li>• Diversion – Action plan devised at suitability stage – as intervention usually 12 months, exit questionnaire focussed on outcomes</li> <li>• SDS – Action Plan devised at initial screening stage and included within CJSWR. Pre And post outcome measure in place, measuring 5 areas of general health and wellbeing. Audit tool also utilised (pre and post) for alcohol use and exit questionnaire</li> <li>• Social Work Assistants role enhances outcomes by supporting individuals to utilise services to meet needs</li> <li>• Diversion Whole Family Approach Worker and RSO Desistance Officer presently being evaluated against outcome measures.</li> </ul>	<p><u>Partnership Delivery Team</u></p> <ul style="list-style-type: none"> <li>• Courts able to see starting point for individuals and progression through Order both qualitatively and quantitatively. Able to identify areas of progress - not just measuring completed successfully or not.</li> <li>• Purchasing of outcome star would be very useful, however we do not have the finances to do so. National roll-out would be extremely beneficial.</li> <li>• Focus of intervention/ outcomes recognised and measurable at exit</li> <li>• More utilisation of health services, GP registration, supporting with fuel poverty, registering with food larders and in maximising benefits.</li> </ul>
<p><u>New Routes</u> In New Routes, we utilise a Baseline Assessment tool for highlighting need areas for customers and a scoring matrix to record the level of each need. We utilise this for then creating customer Personal Release Plans and the recording of customer needs. Mentors then use this tool for then addressing those matters with each customer and as future Baseline Assessment are completed along the customer's journey, it records where improvement has been made against each area.</p>	

<p><u>Community Navigator Pilot Project</u> To measure progress against specific service-user outcomes, data was collected via the Justice Star<sup>1</sup> and the service user survey. The project was interested in assessing the impact of the service on knowledge, motivation, attitudes, and behaviours.</p> <p>The Justice star (<a href="https://www.outcomesstar.org.uk/using-the-star/see-the-stars/justice-star/">https://www.outcomesstar.org.uk/using-the-star/see-the-stars/justice-star/</a>) is designed for use with people on short sentences, approaching release from long sentences or in the community. It is a person-centred tool for supporting and measuring change when working with people and covers ten domains:</p> <ul style="list-style-type: none"> <li>• Accommodation</li> <li>• Living skills &amp; self-care</li> <li>• Mental health &amp; well-being</li> <li>• Friends &amp; community</li> <li>• Relationships &amp; family</li> <li>• Parenting &amp; caring</li> <li>• Drugs &amp; alcohol</li> <li>• Positive use of time</li> <li>• Managing strong feelings</li> <li>• A crime-free life</li> </ul>	<p><u>Community Navigator Pilot Project</u> Evidence gathered using the Justice Star indicates that men who have been supported by the Community Navigator service have demonstrated progress towards both short- and medium-term outcomes (across knowledge, motivation, attitudes, and behaviours).</p>
<p><b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome five.</b></p>	
<p><u>Partnership Delivery Team Case Study:</u> “MG has longstanding alcohol and mental health issues. Prior to lockdown she had completed an inpatient detox and had remained abstinent for several months. She had continued to attend to Justice Service Women’s Group after completing the course as she found the peer support beneficial, and it reduced her social isolation. She has also started attending recovery groups through Turning Point. However, lockdown had a detrimental impact and she relapsed. Justice Services provided her with a tablet which allowed her to access online groups through Turning Point. She was also provided with mindfulness material to improve her mental wellbeing.”</p> <p>“MG has made significant progress as restrictions have been lifted. She is now involved in community groups and attends recovery meetings regularly. She is also a source of support for others going through similar circumstances.”</p>	

### New Routes – Case Study

“John signed up to the New Routes programme in 2021 in prison after being approached to be offered the service by our Prison Based Mentors team. During the customer’s remaining time in prison, weekly contact was made via monthly face to face meetings and use of Email A Prisoner. This contact enabled a relationship to be built with the customer and allowed the mentor to identify and record the customer’s areas of need.

The Customer was fortunate that he would be residing in a council house in Ayrshire with his girlfriend, so no housing issues existed.

The customer wished support addressing poor mental health and was willing to speak with an appropriate service following liberation. John’s mentor made a referral to Reconnect Counselling service which he was grateful for as this gave him access to specialist support via a counsellor. Following liberation, the customer attended his first sessions which he also found helpful in supporting his transition back into the community.

John’s New Routes mentor encouraged John to tie in with his GP with regards to Mental Health if he felt he wanted extra support. The customer did report he smoked cannabis and the mentor was able to have a discussion about the impact of this could have on daily life, lack of motivation, cost, etc. Despite initially not wishing to access specialist support for this, John has since reported that he has significantly reduced his intake and is able to regulate his use.

Following liberation, New Routes provided a mobile phone which he used for things such as Job Centre to make a Universal Credit claim.

The customer was very keen to work; this was a main goal. He wanted to keep busy and to earn his own money which would allow him to support his girlfriend who had some health issues. New Routes was able to provide a laptop from Connecting Scotland so that he could apply for suitable jobs and update his CV with. The laptop has also allowed the customer to connect with friends and family via social apps like Facebook video messenger.

After discussion, John said that he was open to securing work in any sector, other than retail. His mentor assisted him with looking for jobs and supported him to identify and use various job searching websites. Additionally, a referral was made to JETS (Employability Project) which he engaged with to help progress his employability further. Gaining help to improve techniques like his interview skills, etc, the customer identified suitable vacancies and was supported to apply for these.

The customer was settling well in the community and was scheduled to get a start in a food factory, however, a charge from two and a half years ago surfaced and he was remanded for 30 days which turned out to be a case of mistaken identity. John was released which was positive but had lost the chance of the job that was awaited. This unfortunate situation did not deter him from



resetting his goals. Encouraged by his mentor, John once again engaged with JETs for support with this need area. JETs advised John of an employer in Ayr that were recruiting for a warehouse operative. This was discussed with the customer and with support from his mentor, agreed to be put forward for the post. He updated his CV using the laptop that was provided to him and was able to send over to the JETS Team quickly and the CV was forwarded to the employer. The JETS team member is liaising with John regularly for warehouse vacancies which is the kind of work he is looking for. Both are hopeful about successfully securing a position from recent applications made. John has made a commitment to continue applying for vacancies within this sector until he finds secures employment.

The Customer is due to end his Journey with New Routes but is very grateful of the support he has received with regards to helping his transition back into the community and, the assistance in looking employment. He also said that it has been beneficial to him to have someone to support him that was non-judgemental and looking for the best for him, this has given him confidence and he is hopeful for the future and looking forward to working and would love to go on holiday in the future. The customer has committed to update the mentor on his progress.”

#### Community Navigator Pilot Project - Case Study

Gerry

“The service user is a 36-year-old man who made a self-referral to the service, via the system whereby Community Navigators receive prison arrival details of anyone eligible for the service and make contact within 72 hours.

The person reported that he had been in prison several times in the past in relation to drug use. He disclosed that he had intentionally taken steps to get into prison as he felt this was a safer option for him.

He advised he did not feel he had support in the community, as the supportive family member in his life had recently passed away, and his other close family member is dependent on alcohol and not able to support him. He also advised he had very few possessions in his previous tenancy, which had a negative impact on his mental health. Following an assessment, initial planning for liberation took place. The service user felt his main priorities were secure accommodation and getting a bank account. Time spent building a trusting relationship with the service user prior to liberation was extremely important, to understand the person's background and his priorities for the future.

Prior to liberation a mobile phone was left with the service user's possessions within the prison to ensure there was an established plan. During this period of time there were some difficulties in accessing outcomes from court, so it was important there was a plan in place to make contact when the person was liberated.

On the day of liberation, the service user was met and was supported to attend housing services. He was allocated temporary accommodation which he felt extremely anxious about, as he was placed in an area he was completely unfamiliar with.

Recognising the potential stresses for the person, the Community Navigator worked flexibly to ensure he had daily support for the first week of returning to the community, with regular support in place following this.

On the first day of his temporary tenancy, he was also supported to make a benefit claim and provided with essential items (food parcel, toiletries etc).

The person has now been allocated a permanent tenancy in the area he was placed temporarily, as he found he liked the area and has found this to be a positive move for him. He has been assisted with sourcing items for his property. He reports that having a home has had a positive impact on his general wellbeing, as opposed to being in an empty property prior to going into prison. One of his priorities is to maintain a good routine looking after his home.

Other key areas of support for the person have been providing support to set up a bank account, interventions to look at risks in relation to drug use, triggers, and coping strategies to prevent relapse, as well as considering which can support the person in the longer term. He also has been supported to link in with advocacy services, and to register with a GP, to ensure any issues physical health can be addressed. Potential volunteering opportunities have been discussed and this is something the person may pursue in the future.”

#### **NATIONAL OUTCOME SIX**

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

**Have regard to the following indicator.**

- Individuals have made progress against the outcome

**Providing evidence on person centric outcomes has been challenging for most areas.**

**How do partners measure outcome six for individuals?**

Partnership Delivery Team

DTTO, CPO and SDS all measure this outcome either through Court Reviews, CPO reviews and pre and post questionnaires.

**If this information has been collated, what does it show?**

Partnership Delivery Team

Recovery outcomes demonstrate that COVID has had an impact upon the ability of staff to encourage service user participation in education, employment, and leisure activities, however restrictions have lessened, partnership working with KA Leisure and Community Education has re-opened door and therefore opportunities for service users.

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

## 6) Performance Reporting – National Outcomes

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

### Desistance Officer – Partnership Delivery Team (PDT)

“B is a 22-year-old male who lives in East Ayrshire, currently on a CPO and RSO registration until November 2022. He was referred to the Desistance Officer by his Case Manager in November 2021 and a 3-way meeting took place with the Case Manager and Service User as an introduction to the service.

After meeting with B for the first time it was clear that he was really interested in history (mainly Military History and was interested in learning about his local area history also). We completed a Care Plan using the Good Lives Model questions, scoring himself between 1 and 10 for his life goals. It became apparent that History and Art were two of his passions so I started to research places he could engage with. I found a group in South Ayrshire called the Time Team – based in North Ayr in the Community Centre, they meet once a week for a couple of hours. As this group was out with his immediate local area I checked with the organisers, and they advised it was fine for him to attend.

B has connected well with others in the group since starting the sessions and has made positive relationships with the workers and the other members of the group, establishing himself as the IT whizz for the group and has been really involved in the research and developing a presentation that will be shown to the community next month.

From Group Leader of the Time Team “B was at Time team yesterday and engaged really well with the photography session, he was singled out by the instructor as having a really good eye for photographs and seemed really keen to be involved”.

B will continue to attend the group on a weekly basis where they will work on their project and have field trips to various sites across Ayr/Ayrshire. B also designed the invites for the showing of the project and Desistance Officer has been invited to this presentation in the Community Centre.

Desistance Officer will continue to meet with B on a regular basis and assess his progress through conducting reviews of his Care plan, this is done on a 3 monthly basis, continually updating the outcome plan during this time. During a recent review of his Care Plan B's GLM outcome measures have increased from initial assessment in the following areas – Knowing & Learning and Community Being Part of a Group, due to him actively participating in the community, learning new skills at the group and being more independent as travelling to the group himself after Desistance Officer taking for the initial meeting.

Spoke to B's MFMC worker who advises she can see a difference in him. She advises his engagement with her has increased, his confidence has improved, and his communication is better in general.

We are now working on getting a place in the local art group which is situated in the same building as the history group. This makes it easier for B as has already made friends and positive relationships within the Centre.”

### **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

**Providing evidence on person centric outcomes has been challenging for most areas.**

**How do partners measure outcome seven for individuals?**

#### Partnership Delivery Team

- General Offending Groupwork incorporate resilience, self-care and management and capacity for change.
- The focus of intervention for both the RSO Desistance Officer and Diversion 'Whole Family Approach Worker' is in increasing resilience and change, either on an individual level or collectively through family supports.
- The themes of self-management and change are integral to the MFMC and Caledonian

**If this information has been collated, what does it show?**

#### Partnership Delivery Team

- Last evaluation of DTTO recovery outcome measures (outlined within Review 2017-20) demonstrated extremely positive outcomes and increased capacity for change and self-management. This was also evident across SDS and Diversion.
- Positive evaluation of recent North Women's Group.
- The RSO Desistance Officer and Whole Family Diversion posts are currently being evaluated.

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

Partnership Delivery Team – Whole Family Approach to Diversion - Case Study – Brenda (for the purpose of this study)

**6) Performance Reporting – National Outcomes**

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

“Brenda was referred into the service for support to manage/achieve an amical relationship with her child’s father and to link into local GP practice. The outcome expected within the time frame was stated as to develop better family relations, access to G.P and support for anxiety and emotional regulation. I worked with Brenda on a weekly basis providing one to one emotional wellbeing sessions where she opened up about experiencing panic attacks. I provided Brenda with information about panic attacks and anxiety and sent out leaflets. I linked in with her local G.P practice and aided her registration so she would have access to the mental health team. By this time, the Justice officer had completed a referral to the O.T and Brenda received an appointment to attend the clinic for her mental health. I supported Brenda during her anxieties and apprehension about opening up and she then successfully engaged with the team. Brenda’s relationship with her child’s father had resulted in her getting no contact with her child. During our sessions we covered effective communication skills which helped her improve the situation and near the end of the support Brenda was getting regular access to her child and felt better mentally. Brenda completed an exit questionnaire in which she stated that since being referred into the service she has learned that it is ok to talk about things, she now has support for her mental health and is able to enjoy regular access to her child. Brenda said that a lot had changed for her during this time, and she was grateful that she was listened to and that the support has helped her a lot.”

<b>7) If you have identified other local community justice activities and outcomes which go beyond the national outcomes, then record them here.</b>	<b>Local outcomes</b>
<b>Please describe the activity</b>	<b>Then describe the impact</b>
N/A	N/A

<b>8) What other achievements and challenges happened?</b>	
<b>Achievements</b>	<b>Challenges</b>
<u>Opening Opportunities for Employment</u> Research suggests that 1 in 5 Scots have some form of criminal conviction and many are not meeting their full potential in the	The delay in the refresh of the National Strategy for Community Justice has created a knock-on effect for the local CJOIP. In June 2021, the CJAP Board agreed to delay

<p>workplace. To help address this the Community Justice Ayrshire Partnership worked with Recruit with Conviction to increase the employment opportunities for people with convictions in Ayrshire. As part of the previously delivered ‘Have Your Say’ engagement sessions the views of people with previous convictions were sought to help identify priority areas for action. During these sessions almost all participants identified a lack of money and no job as key reasons contributing to their offending. When asked what could be done to support them not to reoffend, 75% said training or help to find employment.</p> <p>Following the success of previous training with employability staff, the Scottish Fire and Rescue Service (SFRS) were keen to work with Recruit with Conviction to look at their own recruitment policies and practices and identify how they could adapt these to take a more positive approach to employing people with previous convictions. Discussions took place with SFRS recruiting managers to understand current SFRS policies and the process around recruitment. Through these discussions it was identified that whilst the SFRS was open to employing people with convictions, there was some discomfort around discussing convictions with applicants which could lead to a level of unconscious bias around people with previous involvement in the justice system. The local SFRS Area Commander was keen to address this and agreed to take forward a training programme for recruiting managers to provide information around disclosure, recent changes to the Management of Offenders Act and challenge the stigma around recruiting people with convictions. To strengthen the approach. additional support was received to adapt recruitment policies and provide key messaging around community justice to SFRS colleagues.</p>	<p>the publication of the Ayrshire CJOIP until after April 2022, to ensure it reflected the potential new strategy and OPIF. However, the new strategy was released on 30 June 2022, with the OPIF expected in Autumn 2022, creating further delays to local planning. A range of priorities were agreed by the CJAP Board to be progressed during this time.</p> <p>To ensure the partnership had the best possible structures in place for delivering community justice outcomes, time had to be taken to review the operating arrangements for the partnership and decide a way forward for future arrangements. Further details of the review can be found in the National Outcomes Two section.</p> <p>In terms of future challenges, the developments around the creation of Scotland’s National Care Service will potentially bring major changes for partners working across community justice so will need to be closely monitored. Challenges may occur around the commitment to have Restorative Justice services in place by 2023, as local partners will require funding to develop and implement services. The rising cost of living will also place a potential strain on partners and partnership working, as the level of need of people who use services may rise.</p> <p>The following issues remain from previous years:</p> <ul style="list-style-type: none"> <li>• Short term funding is a continuing issue, as it inhibits our ability to plan delivery of services.</li> <li>• The nature of short-term funding for the third sector creates uncertainty in the delivery of vital community justice services</li> </ul>
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A Partnership Event was held to highlight the key changes made by SFRS to their recruiting processes in Ayrshire and raise the work as an area of good practice to influence others. The event looked to encourage local businesses to consider the benefits of employing people with convictions and included a range of speakers followed by dedicated workshops to encourage discussion. To keep momentum going following the event, the three Elected Member representatives on the CJAP Board agreed to take a motion to their respective Councils to become 'Ambassadors for Recruiting with Convictions'.

By listening to and understanding the needs of people with convictions in Ayrshire, the Partnership were able to prioritise this as an area of work. Feedback from SFRS recruiting managers has been extremely positive, with one manager stating it has benefited his wider personal development in understanding more about this. The recruitment process for retained firefighters in Ayrshire has now been changed to allow the use of disclosure letters to enable applicants to explain their conviction and show how they have moved on with their lives. SFRS in Ayrshire have also begun a communications campaign to highlight that they are 'inclusive' employers and get the message out that having a conviction does not necessarily stop you joining the service, with the aim of encouraging more people with convictions to apply. Subsequently, a small number of people with convictions have since been employed in retained firefighter roles across Ayrshire.

- Maintaining buy-in and engagement from all partners can be challenging

## 9) Additional Information including next steps for the partnership

The Community Justice Ayrshire Partnership Board agreed a number of strategic priorities to guide work until a new local Community Justice Outcomes Improvement plan is in place:

- Effective Leadership and Governance
- Evidence Gathering and Strategic Planning
- Community Reintegration
- Communications and Engagement

Next steps for the Partnership include:

- New National Strategy for Community Justice, New OPIF, New Local CJOIP
  - Scottish Government are scheduled to release the new National Strategy for Community Justice in Summer 2022, followed by a revised Outcomes and Performance Indicators Framework (OPIF) being released by Community Justice Scotland
  - Work will then take place to develop the new Local Community Justice Outcomes Improvement Plan (CJOIP) for Ayrshire, ensuring alignment to the national strategy
- Development of Community Justice Steering Groups
  - Following the review of the Operating Arrangements, four new Community Justice Steering Groups will be established to drive community justice activity across Ayrshire
  - A wide range of partners will be involved in each of the groups from across both third and statutory sectors, representing the breadth of activity and partners required to achieve improved community justice outcomes
- Finalise Strategic Needs and Strengths Assessment
  - The different elements of the Strategic Needs and Strengths Assessment will be brought together to present a picture of community justice across Ayrshire
  - The findings will be used to inform the new CJOIP for Ayrshire and the actions to be taken forward by each of the Community Justice Steering Groups





**EAST AYRSHIRE  
COMMUNITY JUSTICE ACTIVITY**

**FINAL DRAFT**

**Community Justice Outcome Activity  
Local Area Annual Return Template  
2021-22**

**For Submission to Community Justice  
Scotland**

<p><b>Performance Reporting – National Outcomes</b></p> <p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	
<p><b>NATIONAL OUTCOME ONE</b></p> <p><b>Communities improve their understanding and participation in community justice with regard to the following indicators:</b></p> <ul style="list-style-type: none"> <li>➤ Activities carried out to engage with ‘communities’ as well as other relevant constituencies</li> <li>➤ Consultation with communities as part of community justice planning and service provision</li> <li>➤ Participation in community justice, such as co-production and joint delivery</li> <li>➤ Level of community awareness of / satisfaction with work undertaken as part of a CPO</li> <li>➤ Evidence from questions to be used in local surveys / citizens’ panels and so on</li> <li>➤ Perceptions of the local crime data</li> </ul>	
<p><b>New activities: What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome one?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p><b>What ongoing activities took place in relation to outcome one?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p><u>East Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• We are currently reviewing how we communicate about the work that we are doing and the ways in which we consult and engage with others.</li> <li>• We link in with local communities through their planning groups and community leaders, some of these links were interrupted by Covid-19.</li> <li>• The Unpaid Work teams support local community developments and support improvements and maintenance of local community spaces.</li> <li>• Key role during covid pandemic was the unpaid work teams support of the local foodbank and larders, collecting provision and delivering food.</li> <li>• Unpaid work placements are supported and available in East Ayrshire Council of Voluntary Organisations (EACVO).</li> </ul>	<p><u>East Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• Covid-19 has impacted on the number of groups and opportunities to engage face to face with people. Some of the local community planning meetings were stood down or operating differently due to covid.</li> <li>• 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 a number of cemeteries and community buildings across East Ayrshire to ensure that the paths are cleared and maintained, painted, gardens tidied etc. Positive feedback has been received from the community organisations on the impact this is having on communities. Unpaid Work have also received positive feedback for the role they have played in supporting the foodbank which has ensured that those in</li> </ul>

<ul style="list-style-type: none"> <li>• For those undertaking a Community Payback Orders their views are sought to consider any steps needed to strengthen and develop the service provided</li> <li>• In 2021 some of our young people between the ages of 18-25 were supported to participate in a new and innovative discussion focus group which was facilitated by SUII and the Children and Young People’s Centre for Justice (CYCJ). This group focused around exploring their views and experience of the Justice System and what improvements need to be made to this. The young people were encouraged to design a ‘socially just society’ and create a model of what they feel a positive justice experience would be like.</li> </ul>	<p>need within our local community have access to food provisions.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• As part of the social work justice service review, we will be considering and looking at how we strengthen our approach to participation and engagement.</li> <li>• The young people will continue to be supported to engage with the SUII and CYCJ project in the longer term as the main aim is to support services to reflect on the findings and make positive changes/developments to their personal/corporate approaches to supporting young people in conflict with the law and involved in the justice system.</li> </ul>
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<p><b>NATIONAL OUTCOME TWO</b>  <b>Partners plan and deliver services in a more strategic and collaborative way</b>  <b>Where applicable have regard to the following indicators.</b></p> <ul style="list-style-type: none"> <li>➤ Services are planned for and delivered in a strategic and collaborative way</li> <li>➤ Partners have leveraged resources for community justice</li> <li>➤ Development of community justice workforce to work effectively across organisational/professional /geographical boundaries</li> <li>➤ Partners illustrate effective engagement and collaborative partnership working with the authorities responsible for the delivery of MAPPA</li> </ul>	
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**Performance Reporting – National Outcomes**  
 This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.

<b>What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome two?</b>	<b>What was the impact of these activities?</b>

What ongoing activities took place in relation to outcome two?	What was the impact of these activities?
<p><u>East Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• Good relationships between the MAPPAs partnership and the responsible authorities, working well together to consider, plan and manage risks.</li> <li>• Partner agencies have worked together well through the year as the services adapted to covid restrictions, were impacted by staff absences, and continually communicated to try to ensure that the right support and safeguards were in place. This is evidenced by the close working of social work, police, housing, drug, and alcohol services etc. to try to support people in the most appropriate way. As we moved out of the covid pandemic at the end of the reporting year attention then moved to planning and reviewing our ways of working together.</li> </ul>	<p><u>East Ayrshire Justice Services</u></p> <p>More connected services, good working relationships between professionals. It ensures that there is a shared consideration of risks and discussion, and that a proportionate and necessary risk management plan is in place for those supported under MAPPAs arrangements.</p>
<p><b>NATIONAL OUTCOME THREE</b>  <b>People have better access to the services that they require, including welfare, health and wellbeing, housing and employability</b>  <b>Where applicable have regard to the following indicators.</b></p> <ul style="list-style-type: none"> <li>➤ Partners have identified and are overcoming structural barriers for people accessing services</li> <li>➤ Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs</li> <li>➤ Initiatives to facilitate access to services</li> <li>➤ Speed of access to mental health services</li> <li>➤ % of people released from a custodial sentence: <ul style="list-style-type: none"> <li>a) registered with a GP</li> <li>b) have suitable accommodation</li> <li>c) have had a benefits eligibility check</li> </ul> </li> <li>➤ Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending</li> </ul>	
<p><b>Performance Reporting – National Outcomes</b>  This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	

<b>What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome three?</b>	<b>What was the impact of these activities?</b>

What ongoing activities took place in relation to outcome three?	What was the impact of these activities?
<p><u>East Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• Justice Social Work has remained open throughout the pandemic in East Ayrshire to ensure that we can continue to provide face to face relationship-based support to those most in need of support. This was risk assessed and in accordance with relevant health and safety guidance. This enabled a hybrid approach of face-to-face contact and telephone contact.</li> <li>• Community Reintegration Meeting now established at HMP Kilmarnock to try to ensure that key supports are established, or the next steps lined up for when the person returns to the community from prison.</li> <li>• Virtual court established at Ayr and Kilmarnock (currently suspended) for custody hearings. This resulted in reduced ability for social work staff to have face to face contact with the person and ensure that the right supports were in place.</li> <li>• Community resources such as Open Door provided a variety of community supports to those who may find it difficult to engage with statutory services.</li> </ul>	<p><u>East Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• This enabled social work teams to continue to be able to work together and provide support to each other, reflective discussion and working together. For those that use our services we could continue to build trusting relationship, provide support and continue with our offence focused work.</li> <li>• An example of this is the support that we have provided to one person we will refer to as 'M'. M had suffered significant traumas in their life and had recently left an abusive partner. Initially M's engagement was poor and their lifestyle was chaotic. The social worker made intensive efforts to build a trusting relationship with M in order to address M's needs in a supportive manner. This included M seeking permanent accommodation, supporting engagement with children and families social work in relation to contact with their child, liaison with drug services which required advocacy support and motivational techniques.</li> <li>• The social worker has used a sensitive, trauma informed approach. This has been effective in supporting M to open up and seek relevant mental health supports. These supports have led to a significant improvement in M's engagement with their Order.</li> <li>• Feedback from M has been they have kept voicemails sent by the social worker as they are encouraging and help lift M's mood. 'One of my most helpful workers.' M stated that the social worker 'goes the extra mile for me' 'very supportive' and 'helped with everything.'</li> <li>• Focus on those leaving prison ensured that the right supports were in place on return to the community and that they had their basic needs met such as housing, benefits, food etc.</li> </ul> <p>The virtual courts result in less ability for social work staff to have face to face contact with the person and ensure that the right</p>

	supports were in place. We will continue to consider how we can improve this.
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East Ayrshire Housing Services

In our 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 telephone 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 a number of organisations, meeting the SHORE Standards to improve the preparation and support for those in, and leaving, custody, namely, SERCO, Community

East Ayrshire Housing Services

The majority of 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 re-enforced by the fact that the majority of individuals expressed that they needed advice on housing options and benefits information and guidance.

There were no repeat homeless decisions in 2021/22 which is the same as 2020/21 These statistics reaffirm the benefits for collaborative working across agencies.

Between 22 June 2021 and 22 May 2022, our prison housing advice provider, Ayr Housing Aid, completed a total of 480 appointments remotely while working from home and on their return to work in the prison this includes 365 ongoing cases and 115 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



<p>Justice Ayrshire Partnership and NHS Ayrshire &amp; Arran.</p> <p>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.</p> <p>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.</p>	<p>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.</p> <p>A total of 85 cases were closed and homelessness was prevented in 48 cases, there were 18 homeless presentations and 19 open homeless cases.</p>
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### Performance Reporting – National Outcomes

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

#### Open Doors – CVO East Ayrshire

The Open Doors initiative has identified multiple barriers for people accessing services, especially for those being liberated from custodial sentences. Often, we find individuals struggle with providing official forms of ID, which makes accessing a bank account and applying for benefits challenging. Post-covid, we have found that many support services have staff working from home or only available on certain days/times, reducing the availability for face-to-face contact.

Open Doors have been working closely with the addictions team from HMP Kilmarnock and the DWP to provide a smoother service to aid with reintegration. We can provide a gate pick up from HMP Kilmarnock if required and work in collaboration with the prison addictions team and DWP to identify needs we can support the individual with. Additionally, we have a member of Police Scotland staff based in Open Doors on a full-time basis, with a view to increasing crime prevention and harm reduction and assisting wherever necessary.

Support on offer at Open Doors includes:

- 1-1 support
- Group work tailored to suit the individual
- Volunteer positions
- Health and wellbeing courses
- Work placements if suitable

CVO (EA) operate a foodbank from Open Doors, and we often find people using this service need additional support. Where possible we will assist them directly or signpost to other support services.

#### Open Doors – CVO East Ayrshire

The service has recently had a positive outcome for an individual liberated from HMP Kilmarnock, following a period of partnership working between ourselves, HMP Kilmarnock, DWP and Housing services.

The individual was at risk of eviction due to rent arrears. A series of short-term custodial sentences had meant the individual was not in the community for long enough to apply for and establish housing benefits. The Open Doors team worked with the individual to apply for all available benefits and establish a payment plan with the local council. The individual is continuing to engage with Open Doors on both a 1-1 basis and group participation.

### Performance Reporting – National Outcomes

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

#### East Ayrshire Alcohol and Drug Partnership (ADP)

In East Ayrshire from April 2021, key treatment services partners including NHS Addiction services, We Are with You and Ayrshire Council on Alcohol in forming RADAR (rapid access to drugs and alcohol recovery). The RADAR service now offers same day access to assessment and ORT.

The RADAR service however is not purely around treatment as it also includes advocates from East Ayrshire advocacy service. In recognition of the vulnerability of individuals unwilling, unable or unready to engage fully in treatment and support services, East Ayrshire partners developed a peer worker programme to align outreach workers with lived experience into local community organisations across the whole of East Ayrshire.

During the pandemic, East Ayrshire IJB and COG issued clear instruction that drug and alcohol services and activities were crucial and therefore operated as normally as restrictions allowed. In order to ensure this, a drug and alcohol oversight group was established that reported directly to chief officers group (COG).

#### East Ayrshire Alcohol and Drug Partnership (ADP)

For several years, East Ayrshire operated within the national HEAT standard of 3-week referral to treatment. Within this 3 week wait standard, local data suggested that there was ‘drop off’ within the 3 weeks wait. The RADAR service eliminated waits and provides same day access for ORT thereby having an immediate positive health impact and a significant reduction in offending.

Within RADAR, the advocates ensure that there is a partnership between the prescriber and ‘patient’. In addition, the advocates ensure that engagement with RADAR is not just around ORT but are able to ensure that individuals are linked across to appropriate community resources within the ROSC to support and develop their own recovery.

These lived experience workers who are known in their local community engage with isolated and vulnerable drug users to ensure that they receive appropriate health and wellbeing support.

The COG oversight group adopted a solution focussed approach that not only protected drug and alcohol services during the pandemic but ensured oversight and governance of the restrictions as they changed and evolved.

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p><u>East Ayrshire Leisure Services</u>            Access to leisure services for people involved in the justice system is on the same basis as the general population.</p> <p>The service is aware of a range of barriers that obstruct people from accessing leisure services including cost of services and activities; transport from rural areas where services are not always available; support to introduce to group activities and social environment.</p> <p>Access to services are generally in person. Digital services are restricted to on-line reading services which include books, magazines, newspapers etc. We have introduced a digital bus as part of our mobile library offer, which allows people in rural communities to have access to a safe, digital space for job searching, internet access etc. This will be monitored and evaluated throughout 2022 for integration into core services from 2023.</p>	<p><u>East Ayrshire Leisure Services</u>            Not currently applicable</p>

### Performance Reporting – National Outcomes

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

#### East Ayrshire Employability Services

In addition to the 'East Ayrshire Works' programme we have a work coach who works specifically with Social Work within East Ayrshire to provide the person-centred approach for any client referrals received.

East Ayrshire Works was designed to support unemployed and employed people who live within the East Ayrshire Area into gaining a positive destination – employment, further education, or training. Support is provided by a dedicated team of Work Coaches, Job Coaches, Training Co-ordinator, and Job Broker.

To access the support, we require clients to have two barriers as identified within the ESF guidance and must be 16+, not in education or training. Having a conviction is one of the recognised barriers.

To enhance the existing delivery available by East Ayrshire Works we are also working in partnership with 9 external partners: CEIS Ayrshire, East Ayrshire Carers, Enable Scotland, Impact Arts, Parker Enterprise, Right Options, Sinclair Wellbeing, Street League, and YIP World.

#### East Ayrshire Employability Services

Clients who are referred from Social Work and eligible to access our support are linked with a Work Coach to support them through their journey, regular update meetings are held with Social Work and our Work Coach to update on progress throughout the journey, this includes referrals for people with criminal convictions or MAPPA referrals.

### Performance Reporting – National Outcomes

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

The partners are offering a variety of supports for clients at Stage 2 & Stage 3 (confidence building, personal presentation, health, wellbeing, mental health, resilience, CV preparation, interview skills, first aid, health & safety, etc).

The partners are then encouraged to refer clients into the East Ayrshire Works pipeline when they are ready to progress to Stage 4 – with the support of a dedicated Work Coach they will then be offered fully funded accredited training to allow them to gain employment, this is supported by one-to-one sessions on employability skills. The Work Coaches will link with the Job Broker to assist with securing employment with a wage subsidy (this provides financial support to the business – 50% NMW for a period of 26 weeks (maximum of 35 hours per week to be supported, the client may work more hours than this per week)).

The partnership model provides the clients with wraparound support from engagement to securing the positive destination. We also work in partnership with East Ayrshire Council's Poverty & Social Inclusion team and SALUS to offer the clients additional support if required.

We also have a team of 4 Job Coaches within Supported Employment who provide a support to clients within East Ayrshire with additional support needs, this support is client led and can be on a one-to-one basis or group support. These clients are also able to access the accredited training and wage subsidy support.

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p>All clients are also able to access the support from our in-house training co-ordinator who works with the clients to achieve accredited qualifications such as ECDL.</p> <p>Further to the support for unemployed clients we are also able to offer employed clients within East Ayrshire 70% towards accredited training which will help to either upskill, sustain employment, or enhance earnings within their current role or allow them to progress further within their employment sector.</p> <p>Going forward we would like to continue with this partnership approach to ensure clients within East Ayrshire are provided with a dedicated wraparound support, ensuring that all clients are able to progress to a positive destination with the guidance and support available.</p>	
<p><u>East Ayrshire Welfare/Financial Inclusion Services</u>            Information unavailable</p>	

**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

**Performance Reporting – National Outcomes**

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

<b>What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome four?</b>	<b>What was the impact of these activities?</b>
<b>What ongoing activities took place in relation to outcome four?</b>	<b>What was the impact of these activities?</b>



<p><u>Court Screening Service (North and East Ayrshire)</u>  The initial aim of the Court Screening Service, introduced as a pilot in June 2014, was to reduce the number of women who are remanded in custody from Kilmarnock Sheriff Court by providing the Sheriff with detailed information regarding the woman’s circumstances, and outlining a needs-led Court Action Plan should the woman be released on Bail or Supervised Bail. The service strives to interview all women in the custody cells to give advice, guidance, alleviate their fears and form an assessment of their needs. The court process is explained, giving the women an opportunity to provide details of anyone and/or services to be contacted with updates on their current situation. The aim of the service is to offer sheriffs an alternative to remand and an action plan for women on bail.</p> <p>This involves:</p> <ul style="list-style-type: none"> <li>• Interview all women in cells due to appear for the custody court</li> <li>• Complete risk/needs assessment</li> <li>• Complete Mental Health assessments when requested by the Police or PF</li> <li>• Complete a Court Action Note for the Sheriff</li> <li>• liaise with a variety of services, for example C&amp;F SW, addictions, housing</li> <li>• Complete a risk alert and provide emotional support to women who are remanded</li> <li>• Making appointments for women who are released from Custody</li> </ul>	<p><u>Court Screening Service (North and East Ayrshire)</u>  The workload is fluid and dependent on how many women appear from the custody court, varying from none to 12/14 women, which is ascertained at 9:00am each working day. From April 2021 to March 2022, 175 women went through the custody court with 114 action notes being completed.</p> <p>The production of Court Action Notes can be hampered by women being brought to cells late, serious mental health issues and an inability to gain access to the cells for a variety of reasons. Following the court appearance, if liberated, the women are notified by letter of their next court appearance thus reducing the risk of non-attendance. It has been further impacted upon by covid restrictions resulting in the court being closed to staff, virtual courts, women being held in police stations, thus no assessment could take place which has impacted upon the production of Court Action Notes.</p> <p>The service has developed strong connections and relationships with the Judiciary, Third Sector, NHS Forensic and community-based services and Social Services.</p>
<p><u>East Ayrshire Justice Services</u>  Other activities</p> <ul style="list-style-type: none"> <li>• Other activities are an important element of an unpaid work order.</li> <li>• We will engage with the person to understand what is important to them, what they would like to do and what could best support them to make positive choices in the</li> </ul>	<p><u>East Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• Feedback from those that are on unpaid work is that their involvement in the work has supported them to get back into the way of working life and it has supported them with structure and routine. One person when reflecting on unpaid work stated “It was good to get back into the working routine”. Others have stated that it has helped with their mental health</li> </ul>

<p>future</p> <ul style="list-style-type: none"> <li>• We can then link them in with courses and learning, interview preparation, support to make job applications etc.</li> <li>• This year we used Street cones as an online creative space to look at story development and then sharing the story with an audience. The feedback from the participants was very positive as they linked the discussions to their experiences and background.</li> </ul> <p>Best Value review</p> <ul style="list-style-type: none"> <li>• We embarked upon a best value review of justice social work services and as a part of this we will review our services and develop our service improvement plan.</li> </ul> <p>Effective risk management for public protection</p> <ul style="list-style-type: none"> <li>• Effective multi agency MAPPA arrangements are in place. Monitoring and review of these arrangements are undertaken by the Strategic Oversight Group (SOG) and the Managers Oversight Group (MOG)</li> <li>• Regular reviews take place for those that are being supported under CPO, licences etc. to review assessments and ensure that appropriate plans are in place in relation to the persons needs and risks.</li> </ul>	<p>“it has helped me to get over some of my anxiety problems”</p> <ul style="list-style-type: none"> <li>• Feedback from the services involvement in Street Cones was very positive. This involved meeting over teams (due to covid restrictions), coming together as a group, developing a script and then performing the story that they had developed. Those involved reflected on the positive impact that this had on increasing their confidence as a member of a group, working together and performing for others. They also reflected on the discussions they had working together to develop the script and how the topic generated powerful conversations about families and circumstances within their lives.</li> <li>• Unpaid work supervisors and support assistants develop relationships and build understanding of what supports, information or guidance may be helpful for individuals undertaking unpaid work and this enables ‘other activities’ to be tailored to individual needs.</li> </ul>
<p><u>Whole System Approach (WSA) in Youth Justice</u></p> <ul style="list-style-type: none"> <li>• Extended WSA up to 21 years old</li> <li>• Court support will be offered to all young people up to 21yrs (and beyond).</li> <li>• Care leavers will be supported to 25yrs.</li> <li>• Agreement with Polmont that they will contact us when any young person is admitted (not just if under 18years).</li> <li>• On release we welcome home our young people by meeting them at the gate, driving back to East Ayrshire and spending time with them. We also provide the young person with a holdall with basic essentials.</li> <li>• In November 2021, East Ayrshire welcomed the new role of Participation Leaders who are focusing on promoting the voices of our children and young people to support the re-structuring</li> </ul>	<p><u>Whole System Approach (WSA) in Youth Justice</u></p> <ul style="list-style-type: none"> <li>• Court support -. East Ayrshire have managed to consistently gain access to the Sheriff Courts, allowing all our young people to be supported holistically despite the pandemic</li> <li>• In 2021, 39 young people referred to the Youth Diversion Scheme. This is a significant increase from 2019 and 2020, where we had 24 referrals both years. Out of the 39 referrals 31 were assessed as suitable, 3 were unsuitable due to positive reasons, one proceeded through court following a social work assessment, three were out with the area and the other was dealt with by SCRA.</li> <li>• We are informed if a young person is admitted to custody we ensure a plan is developed and then ensure the right supports are in place to welcome the young person’s return home. On</li> </ul>

and development within the organisation and help us keep the promise.	release we welcome home our young people by meeting them at the gate, driving back to East Ayrshire and spending time with them. We also provide the young person with a holdall with basic essentials.
<b>NATIONAL OUTCOME FIVE</b> <b>Life chances are improved through needs, including health, financial inclusion, housing and safety, being addressed.</b> <b>Have regard to the following indicator.</b> ➤ Individuals have made progress against the outcome	
<b>How do partners measure outcome five for individuals?</b>	<b>If this information has been collated, what does it show?</b>
<u>East Ayrshire Justice Services</u> In Justice social work we undertake an assessment of needs, which will include using the appropriate risk assessment tools. This is a person-centred approach and in discussion with the person a plan is established, this plan is then regularly reviewed involving the key people.	
<b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome five.</b>	
<b>NATIONAL OUTCOME SIX</b> <b>People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities</b>	
<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<b>Have regard to the following indicator.</b> ➤ Individuals have made progress against the outcome	
<b>How do partners measure outcome six for individuals?</b>	<b>If this information has been collated, what does it show?</b>
<b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome six.</b>	

<b>NATIONAL OUTCOME SEVEN</b> <b>Individuals' resilience and capacity for change and self-management are enhanced</b> <b>Have regard to the following indicator.</b> ➤ Individuals have made progress against the outcome	
<b>How do partners measure outcome six for individuals?</b>	<b>If this information has been collated, what does it show?</b>
<b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome seven.</b>	



**NORTH AYRSHIRE  
COMMUNITY JUSTICE ACTIVITY**

**FINAL DRAFT**

**Community Justice Outcome Activity  
Local Area Annual Return Template  
2021-22**

**For Submission to Community Justice  
Scotland**

<p><b>Performance Reporting – National Outcomes</b></p> <p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	
<p><b>NATIONAL OUTCOME ONE</b></p> <p><b>Communities improve their understanding and participation in community justice with regard to the following indicators:</b></p> <ul style="list-style-type: none"> <li>➤ Activities carried out to engage with ‘communities’ as well as other relevant constituencies</li> <li>➤ Consultation with communities as part of community justice planning and service provision</li> <li>➤ Participation in community justice, such as co-production and joint delivery</li> <li>➤ Level of community awareness of / satisfaction with work undertaken as part of a CPO</li> <li>➤ Evidence from questions to be used in local surveys / citizens’ panels and so on</li> <li>➤ Perceptions of the local crime data</li> </ul>	
<p><b>New activities: What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome one?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p><b>What ongoing activities took place in relation to outcome one?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p><u>North Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• Referrals continued to come into unpaid work from the public, community councils, counsellors, local community groups and services within the area. Partnership working and linking into community groups was difficult throughout this time however some was managed. More work was found through community planning forums and referrals into the service through normal routes.</li> <li>• Our Twitter page continued to display work completed in the community and elected members attended an event that displayed services and work they had undertaken in the community. We linked in with local foodbanks and community hubs to aid where required.</li> </ul>	<p><u>North Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• Some challenges included finding access to public toilet facilities/ areas to eat lunch etc to allow us to work locally in the community when so much of the local community had closed down. Digital enhancement grew from all areas however service users are not able to undertake their hours digitally therefore provision for unpaid work was limited to where we could find access to facilities due to not having access to vehicles, then latterly only access to vans for set permitted activities.</li> <li>• Our Justice Services continue to have a positive impact on the local community through the Community Payback Order (CPO) unpaid work scheme. For the eighth year we have</li> </ul>

<ul style="list-style-type: none"> <li>• We continued diversification of unpaid work to allow for social distancing, whilst ensuring that unpaid work hours are being undertaken and communities are aware of the reparation by service users that is ongoing.</li>   <li>• An Unpaid Work showcase event took place to raise awareness of the service and work it does.</li>   <li>• Use of the North Ayrshire Justice Services User Involvement Group MAD (Making a Difference) Twitter page and social media continues. A MAD cookbook was developed and promoted within the community.</li>   <li>• Unpaid work:       <ul style="list-style-type: none"> <li>• Artwork created by service users has been submitted to the annual Koestler Awards for Arts in Criminal Justice, and several paintings and drawings have achieved gold and silver commendations</li> <li>• <b>Arran</b> – We have an Unpaid Work supervisor based on the island and work is undertaken at local community centres and sheltered housing complexes.</li> <li>• <b>Charity shops</b> – Unpaid Work squads assist local charity shops by uplifting and delivering furniture donations.</li> <li>• <b>Schools</b> – we have constructed planters, benches, raised beds, and mud kitchens for playgrounds and garden areas, including a large Mandarin-themed Garden at St. Mary's Primary School on the Largs Campus – this incorporates a stepping-stone path, a memorial bench for a member of staff and a large pagoda centrepiece.</li> <li>• <b>Maritime Museum</b> – squads undertake large outdoor</li> </ul> </li> </ul>	<p>continuously over-achieved against targets for CPO level 1 and level 2. Numbers of those subject to a Level 1 CPO have however varied greatly due to COVID-19. For example, 2019-2020 saw 92 out of 93 completed within timescale, 2020-2021 saw 21 out of 21 however 2021-2022 numbers increased with 52 out of 52 completing within timescale. This is similar to the Level 2 CPO's which saw 161 out of 165 in 2019- 2020, 2020-2021 saw 24 out of 24 increasing to 58 out of 63 completing within timescale in 2021-2022.</p> <ul style="list-style-type: none"> <li>• Increased awareness of services and outcomes</li>   <li>• Ongoing Service Users involvement in MAD activities</li>     <li>• The Mandarin-themed Garden project at St. Mary's Primary School on the Largs campus was took place through the summer holiday in 2021. The theme had been chosen by the children and the project was designed to create more outdoor space for children and young people. Our squads undertook extensive landscaping and groundwork tasks over several weeks, creating the garden which incorporates a stepping-stone path which leads to a Buddha, a memorial bench area for a member of staff, and a large pagoda centrepiece.</li> </ul>
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<p>cleaning and painting projects</p> <ul style="list-style-type: none"> <li>• <b>Outdoor projects</b> – including groundwork and reinstating pathways through West Kilbride Glen, Geilsland in Beith and Dreghorn Courts. Garden tidies have resumed with grass cutting and hedge cutting.</li> </ul>	
<p><b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	
<p><b>NATIONAL OUTCOME TWO</b> <b>Partners plan and deliver services in a more strategic and collaborative way</b> <b>Where applicable have regard to the following indicators.</b></p> <ul style="list-style-type: none"> <li>➤ Services are planned for and delivered in a strategic and collaborative way</li> <li>➤ Partners have leveraged resources for community justice</li> <li>➤ Development of community justice workforce to work effectively across organisational/professional /geographical boundaries</li> <li>➤ Partners illustrate effective engagement and collaborative partnership working with the authorities responsible for the delivery of MAPPA</li> </ul>	
<p><b>What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome two?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p><b>What ongoing activities took place in relation to outcome two?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p><u>North Ayrshire Drug and Alcohol Recovery Service</u></p> <ul style="list-style-type: none"> <li>• Senior Managers have discussed and facilitated an initial meeting to look at improving communication and partnership working. Justice Services and NADARS are committed to meeting regularly to take any actions forward.</li> <li>• Introduction of Teams Meetings made it easier for the Multi-Disciplinary Team to attend.</li> </ul>	<p><u>North Ayrshire Drug and Alcohol Recovery Service</u></p> <ul style="list-style-type: none"> <li>• Propose better pathways and reduced duplication of work for shared clients.</li> <li>• Improved working relationships, communication, and time management.</li> </ul>



<p><b>NATIONAL OUTCOME THREE</b>  <b>People have better access to the services that they require, including welfare, health and wellbeing, housing and employability</b>  <b>Where applicable have regard to the following indicators.</b></p> <ul style="list-style-type: none"> <li>➤ Partners have identified and are overcoming structural barriers for people accessing services</li> <li>➤ Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs</li> </ul>	
<p><b>Performance Reporting – National Outcomes</b>  This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	
<ul style="list-style-type: none"> <li>➤ Initiatives to facilitate access to services</li> <li>➤ Speed of access to mental health services</li> <li>➤ % of people released from a custodial sentence: <ul style="list-style-type: none"> <li>a) registered with a GP</li> <li>b) have suitable accommodation</li> <li>c) have had a benefits eligibility check</li> </ul> </li> <li>➤ Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending</li> </ul>	
<p><b>What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome three?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p><b>What ongoing activities took place in relation to outcome three?</b></p>	<p><b>What was the impact of these activities?</b></p>

<p><u>North Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• Use of email a-prisoner to offer voluntary throughcare</li> <li>• Access to weekly prison release lists</li> <li>• Dialogue with NADARS and Addiction Services to explore referral pathways and perceived barriers</li> <li>• Provision of 'Helping Hand Packs' to individuals released from custody and through Justice Partnership Women's service for women subject to CPOs.</li> <li>• Community activities offered through MAD activities group for Throughcare/ CPO Service Users</li> <li>• Ongoing joint-working meetings with NADARS/ Housing</li> <li>• Ongoing provision of helping hand packs, digital radios, mobile telephones and access to e-vouchers, including basic utilities of gas/electric.</li> </ul>	<p><u>North Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• Increase in utilisation of voluntary throughcare service</li> <li>• Attendance of weekly release meetings within HMP Kilmarnock, joint working with Housing Services and Housing First</li> <li>• Reduction of barriers in accessing treatment/ information from NADARS staff for the purpose of Court Reports</li> </ul>
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North Ayrshire Leisure Services**Champions for Change**

Funded by the Alcohol and Drug Partnership, we have developed a gym referral pathway which allows individuals from several recovery programmes to access our facilities and classes.

Working with local partners since January, we have received 39 referrals for memberships. These are provided for three months periods with the option available to extend.

To assist with the referral programme, we will introduce a “buddy system” to support anyone that might not have the confidence to initially attend a leisure centre. The individuals would become training partners who can give advice including gym programmes. To prepare, we organised a Level 2 Gym Instructors course with Fitness Training Scotland.

North Ayrshire Leisure Services**Champions for Change**

Many individuals recovering from addiction lack the confidence and financial security to commit to a leisure membership. Referrals are made by trusted support workers who then ensure the individuals are confident enough to attend the facilities. On-going support is then provided by KA Leisure staff to ensure the individuals receive the best experience possible and make the most of their membership.

Dedicated physical activity during treatment and recovery supports individuals to reintroduce natural levels of endorphins in their system. This not only helps them feel better but reteaches their bodies to know that it is capable of regulating their own brain chemistry and mood in healthy, natural ways.

Below are some quotes from referral workers who completed instructor training –

*"I attended and completed the level 2 Gym instructor course, supplied by Champions for Change. I found the course very beneficial, for myself and my own fitness and expanding my own knowledge. I can now not only design a fitness program for referrals, but for myself. I am fully grateful for the opportunity to do this."*

*"A lot of people in recovery feel fitness is a benefit for their recovery but have “gym fear”. Since taking the gym instructor course I have learnt how to work out plans for them, how to show them to warm up, cool down and also stretches which I wasn't aware of previously. All this has helped the people I support gain confidence and feel less stigmatised in a gym environment.*

*Feedback I've had is “I would never have come in a gym , even with someone who knows what he is doing. But the way you can put it across I feel myself getting more comfortable each*

<p><b>Employability Project</b>          In the past 12 months we have delivered an employability project which included individuals who had been part of the justice system. The project supported individuals with training and workshops which upskilled them in the delivery of sports and physical activity. It also gave them general employability training and pathways to volunteering or further education.</p> <p><b>Mind and Be Active</b>          The Mind and Be Active (MBA) project provides support to help improve participants mental health and wellbeing through supported physical activity. The team has completed a specialist qualification in Exercise and Mental Health to enable them to effectively support MBA participants to increase their activity levels and improve their mental health. The team can support participants with mild to moderate through to severe and enduring mental health problems.</p> <p><b>Access Plus</b>          KA Leisure is committed to providing leisure and recreation activities at affordable prices. Access Plus provides lower prices for many KA Leisure activities, including swimming, skating, golf, and fitness studios on either a casual or subscription basis. Individuals and families in receipt of benefits and allowances are eligible to Access Plus.</p>	<p><i>time and also my partner has told me she sees my outlook on life getting more positive."</i></p> <p><i>"The course has enabled me to speak the language of an instructor along with my language of a support worker. This has reduced the "gym fear" for some of the members. "</i></p> <p><b>Employability Project</b>  <i>The project introduces individuals to arrange of development opportunities and includes pathways to further education and employment.</i></p> <p><b>Access Plus</b>          Physical Activity has many benefits how cost can be a barrier. We want to ensure that everything can take part in our services and continue to engage with local partners to remove these barriers.</p>
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<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p><u>North Ayrshire Employability Services</u></p> <p>The main barriers obstructing people accessing services include:</p> <ul style="list-style-type: none"> <li>• Personal barriers – confidence, fear services are mandated and might affect them financially, unsure of their future direction, poor numeracy/literacy, knowledge of services out there, access, state of labour market locally – no jobs or perception of that</li> <li>• Service access – clients may not know about services. In response, hubs have been established, closer links with referral partners, social media campaigns</li> </ul> <p>As a service we focus on embedding principles of No One Left Behind (NOLB) into service delivery to ensure that individualised support is available for a service user which maps out a direction of travel and support available.</p> <p>To improve access, we have introduced Employability hubs, integrated key workers into services, i.e., justice mentors located within justice services, social media campaigns, online learning portal, access to digital devices etc.</p>	<p><u>North Ayrshire Employability Services</u></p> <p>From a wider employability perspective, we focussed on referrals from main partners such as DWP, Skills Development Scotland, HSCP etc.</p> <p>An online portal was bought in which managed clients manage their own employability journey (with support of key workers). This for example has led to a significant increase in accredited qualifications achieved etc.</p> <p>The principles of no one left behind were embedded across employability services to ensure that most vulnerable received a service tailored to their individual needs and that ongoing support was provided depending on what the client felt was needed by them to get them through that period of uncertainty.</p>

### Performance Reporting – National Outcomes

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

#### North Ayrshire Welfare/ Financial Inclusion Services

Structural Barriers the team are aware of include people receiving Welfare Rights Advice relating to their legal rights to benefits when they are discharged from prison. Jobcentre staff do not provide Welfare Rights advice as to all the benefits people are entitled to. Money Matters have a Welfare Rights Officer within the CJ Team to support staff dealing with service users who encounter difficulties in accessing their legal entitlement to benefits.

We co-work 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.

Due to various factors Welfare Reform, COVID 19 and the current cost of living crisis more demands are being made on the Money Matters service from service users needing benefits advice as to which benefits to claim, to assist them claim their benefits and ensure they receive their legal entitlement to the benefits. Engagement with CJ service users has been a historical problem which we endeavour to overcome with service users on an individual basis to try tailor the service to the service user's needs.

#### North Ayrshire Welfare/ Financial Inclusion Services

The Welfare Rights Officer delivered training over Teams in May/June 2021 on Universal Credit which was offered to all Justice Services staff. This was more tailored to the issues more often faced by their service users. In addition, this was tailored for the specific staff who attended where we could discuss specific issues certain groups of service users face. When the staff are more aware of potential welfare rights issues, they may be able to resolve minor issues with minimal assistance, minimising the number of workers the service user has to engage with.

Money Matters service offer Welfare Rights advice, assistance, and representation to all North Ayrshire Resident. For several vulnerable service users with histories of poor engagement with services our WRO has worked in partnership with their Social Worker where the Social Worker will call them and introduce the Welfare Rights Officer when they are already on the phone. This helps to build those early relationships, as often people who disengage do so very quickly after the referral is made. Staff can also give a named person who they know so the service user has some awareness of who is calling.

The Welfare Rights Officer has built up very good partnership working relationships within the JSW Team in North Ayrshire, and she has delivered successful outcome throughout the year for JSW service users. Feedback from managers confirm this.

### Performance Reporting – National Outcomes

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

#### North Ayrshire Justice Services

Unpaid work service provides the same workwear to every service user on UPW orders, access to CPO officer on site for support and engagement with other services. Digital access ensures service users have no barriers to engaging with other services. Employability were actively sourcing digital resources to allow barriers to be broken for service users wishing to partake in training, employment, and education.

Over the past year Justice Services in partnership with the Education and Communities Directorate have been developing links the Arran Outdoor Centre. The aim being to support the team and service users with health and emotional wellbeing through a range of sporting activities. In 2021 a group of staff members attended the outdoor centre and participated in an orienteering activity as well as being introduced to the centre. Recently Justice Services staff members have attended for a Team building day. This involved abseiling with support from instructors at the Centre.

#### North Ayrshire Justice Services

Mobile phones were also purchased to allow access to digital and telephone services. Face to face work has continued throughout 21-22 for unpaid work and employability services.

We have dates in August for staff members to attend with services users. The aim is to participate in water sports activities. We also aim to develop a walking group facilitated by staff to support service users. The centre will arrange a Walking Leaders Course to train staff to facilitate walking groups for service users to attend.

<p><u>North Ayrshire Alcohol and Drug Partnership (ADP)</u></p> <ul style="list-style-type: none"> <li>• The ADP and the North Ayrshire Drug and Alcohol Recovery Service (NADARS) has worked with the MAT standards Team in Scottish Government to improve access for individuals who have drug problems.</li> <li>• The standards provide access to timely intervention to mental health services, this includes trauma informed work in relation to presentation</li> <li>• The previous barriers of specific waiting times and presentations has been addressed through the MAT standards access and the wide range of treatment options now available to service users. Services are open till 6pm in the evening.</li> <li>• Digital inclusion remains a priority for service users and what may assist in relation to their personal circumstances and needs.</li> <li>• The NAADP has funded an Advocacy worker who will sit within the CHAP service and provide advocacy for those who require support to address a wide range of issues which might impact on their Human Rights.</li> </ul>	<p><u>North Ayrshire Alcohol and Drug Partnership (ADP)</u></p> <ul style="list-style-type: none"> <li>• The NADARS service was instrumental in carrying out a pilot in NA to provide same day assessment and prescribing for those in the 3 towns area. This impacted on individuals' ability to quickly access treatment and a range of other services.</li> <li>• Self-reporting of improved physical and mental health through the MAT standards access, reports of the positive impact of accessing services quickly.</li> <li>• No waiting times for access to treatment, the individual has choice in terms of treatment to access e.g., Buvidal, Espranor. Greater retainment within services at crucial point of access. More immediate access to mental health assessment to intervene quickly and appropriately</li> <li>• Some service users received laptops through various funds, some received recycled phones. Service users will be encouraged to improve digital access if that is their requirement.</li> <li>• The worker will prioritise those with alcohol/drugs problems, and their family to support in a wide range of issues. Any barriers to services can be supported by this worker and</li> </ul>
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### Performance Reporting – National Outcomes

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

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| <ul style="list-style-type: none"> <li>• The ADP commissioned service (PEAR) has been funded to set up an employability pathway. To date since its inception there have been 21 volunteers supported, further individuals supported to work sessional, and 7 individuals supported to take up posts within the PEAR service</li> <li>• NAADP has funded a recovery development worker to be posted within Community Payback Service, this post will allow a wider response and engagement to those in CPO, promote alcohol/drug awareness, Naloxone, support to advocacy, access to MAT.</li> <li>• The NADARS service screen for individual's as they come through services for domestic abuse. While they do this there are not many referrals from the service to Women's Aid, yet evidence suggests domestic abuse is a recurring feature of those presenting at Substance Use services. We need to understand more regarding any potential barrier's to receiving this support.</li> <li>• The NAADP and NADARS have completed the non-fatal overdose pathway and worked with Scottish Ambulance Service to agree pathways for referral to NADARS service and provide timely responses to those most at risk</li> <li>• ADP jointly funded training with the Three Sisters charity to deliver training in neurodivergence in relation to criminal justice and substance use individuals. A range of staff attended the training.</li> <li>• Continued access to KA Leisure gym passes and training to individuals in recovery.</li> <li>• The NADARS Change group has recommenced and taking place for all those who wish to access.</li> <li>• The Vineburgh women's group is also available now for women to access and cover a wide range of topics for discussion.</li> </ul> | <ul style="list-style-type: none"> <li>access to welfare rights, debt advice, income maximisation etc accessed quickly.</li> <li>• A model of approach and pathway that works for individuals and enables to have a stepped approach to their recovery in terms of volunteering, training, and employability.</li> <li>• Discussions are ongoing but the post will be advertised shortly.</li> <li>• The NAAADP is funding a post within Women's Aid to provide direct access support within the service in relation to alcohol /drugs and recovery work with women but also for those who may have experienced childhood domestic abuse. The post will further develop pathways, support access to MAT and provide outreach to individual's with alcohol/drug issues and where domestic abuse is a feature.</li> <li>• Individuals most at risk of drug deaths are responded to within the next working day and intervention and proactive follow up for them and their families.</li> <li>• Increased health and wellbeing, opportunities to experience various types of gym/leisure facilities, i.e., golf, skating</li> <li>• After lockdown individuals are able to have face to face meetings and engage in wider networks of work</li> </ul> |
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<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<u>North Ayrshire Drug and Alcohol Recovery Service</u> <ul style="list-style-type: none"> <li>• Justice Services are identified as a priority criteria within Medication Assisted Treatment (MAT) service delivery. All Justice Services clients are offered an assessment on date of referral and the MAT assessment (include information from leaflet/report/harm reduction checklist)</li> <li>• A same day pathway duty response for Mental Health Assessment is available for clients known to NADARS (existing clients or new referral).</li> <li>• Clients on MAT are seen on day of liberation for continuity of treatment and social care assessment to ensure appropriate support is in place to promote ongoing recovery.</li> <li>• NADARS were equipped with the appropriate PPE and mobilised quickly to ensure that they provided a range of interventions including, face to face assessments and reviews, telephone, Near Me video conferencing and home visits to the most vulnerable in the community.</li> <li>• All NADARS clients including joint Justice Service clients were risk assessed using RAG (red, amber, green) rating.</li> <li>• Medication deliveries were facilitated for NADARS clients who tested as Covid positive and for those who were shielding throughout the pandemic.</li> </ul>	<u>North Ayrshire Drug and Alcohol Recovery Service</u> <ul style="list-style-type: none"> <li>• Reduction in waiting times and clients accessing treatment which will positively impact on drug related harm and drug related deaths.</li> <li>• Clients are able to access Mental Health Services promptly where appropriate.</li> <li>• Promote engagement, concordance with prescribed medication, promote smooth transition back into community services which will positively impact on drug related harm and drug related deaths.</li> <li>• Continuity of health and social care interventions for existing clients and new referrals to NADARS</li> <li>• The most vulnerable clients were prioritised for regular contact.</li> <li>• The delivery of medication gave the service the opportunity to promote concordance with prescribed medication, promote stability and assess individuals in their home environment and respond to any need relating to their health and wellbeing.</li> </ul>
<u>North Ayrshire Housing Services</u> Awaiting Information	<u>North Ayrshire Housing Services</u> Awaiting Information

<p><b>NATIONAL OUTCOME FOUR</b>  <b>Effective interventions are delivered to prevent and reduce the risk of further offending</b>  <b>Where applicable have regard to the following indicators.</b></p> <ul style="list-style-type: none"> <li>➤ Use of ‘other activities requirements’ in CPOs</li> <li>➤ Effective risk management for public protection</li> <li>➤ Quality of CPOs and DTTOs</li> <li>➤ Reduced use of custodial sentences and remand: <ul style="list-style-type: none"> <li>a) Balance between community sentences relative to short custodial sentences under one year</li> <li>b) Proportion of people appearing from custody who are remanded</li> </ul> </li> <li>➤ The delivery of interventions targeted at problem drug and alcohol use [NHS Local Delivery Plan (LDP) Standard]</li> <li>➤ Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs , DTTOs and RLOs )</li> <li>➤ Number of short-term sentences under one year</li> </ul>	
<p><b>What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome four?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p><b>What ongoing activities took place in relation to outcome four?</b></p>	<p><b>What was the impact of these activities?</b></p>

<p><u>Whole Systems Approach (WSA) in Youth Justice</u> North Ayrshire Council Health &amp; Social Care Partnership's Children's Service Plan 'Getting it Right for You' sets out promises to safeguard, support, and promote the wellbeing of children and to make North Ayrshire the best place in Scotland to grow up.</p> <p>In line with the Scottish Government's 'Whole Systems Approach' (WSA) with overarching principles of 'Getting it Right For Every Child', (GIRFEC) North Ayrshire Council has well established processes in place to ensure that all children, including those children involved in offending behaviours, are getting the right help at the right time through Early and Effective Intervention (EEI), Diversion from Prosecution and full implementation of the Scottish Government's WSA with a dedicated youth justice team delivering individual, age appropriate interventions to children and young people involved in offending behaviours.</p> <p>Through EEI's multi-agency partnership working, we consider the best course of action: to get the right service to the right person at the right time. Through early identification and risk assessment our interventions are tailor made to address risk taking behaviours as well as welfare needs. We take a therapeutic approach and encourage young people to make more positive choices and help them to access a wide range of positive outcomes, where possible preventing them from entering justice services and formal processes.</p>	<p><u>Whole Systems Approach (WSA) in Youth Justice</u> In terms of advancing the Whole System's Approach to include 18–21-year-olds, the youth justice team has a dedicated social worker whose remit is to work with 18–21-year-olds within the justice system and we work in partnership with the Throughcare/Aftercare Team to advance even further and offer a service to those older young adults with care experience up until the age of 26. This includes preparing Court Notes, devising a Bail Supervision Scheme and preparation of Criminal Justice Social Work Reports, as well as supervising and monitoring these individuals placed on community-based court orders.</p>
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<p><u>North Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• CPO – New Review template involves a scoring system, thus allowing service users to discuss areas identified and add a value to this. This allows for action plans to be person-centred but also changeable.</li> </ul>	<p><u>North Ayrshire Justice Services</u></p> <ul style="list-style-type: none"> <li>• Review being undertaken at present in relation to effectiveness of this new template.</li> </ul>
<p><u>Court Screening Service (North and East Ayrshire)</u></p> <p>The initial aim of the Court Screening Service, introduced as a pilot in June 2014, was to reduce the number of women who are remanded in custody from Kilmarnock Sheriff Court by providing the Sheriff with detailed information regarding the woman's circumstances, and outlining a needs-led Court Action Plan should the woman be released on Bail or Supervised Bail. The service strives to interview all women in the custody cells to give advice, guidance, alleviate their fears and form an assessment of their needs. The court process is explained, giving the women an opportunity to provide details of anyone and/or services to be contacted with updates on their current situation. The aim of the service is to offer sheriffs an alternative to remand and an action plan for women on bail.</p> <p>This involves:</p> <ul style="list-style-type: none"> <li>• Interview all women in cells due to appear for the custody court</li> <li>• Complete risk/needs assessment</li> <li>• Complete Mental Health assessments when requested by the Police or PF</li> <li>• Complete a Court Action Note for the Sheriff</li> <li>• liaise with a variety of services, for example C&amp;F SW, addictions, housing</li> <li>• Complete a risk alert and provide emotional support to women who are remanded</li> <li>• Making appointments for women who are released from Custody</li> </ul>	<p><u>Court Screening Service (North and East Ayrshire)</u></p> <p>The workload is fluid and dependent on how many women appear from the custody court, varying from none to 12/14 women, which is ascertained at 9:00am each working day. From April 2021 to March 2022, 175 women went through the custody court with 114 action notes being completed.</p> <p>The production of Court Action Notes can be hampered by women being brought to cells late, serious mental health issues and an inability to gain access to the cells for a variety of reasons. Following the court appearance, if liberated, the women are notified by letter of their next court appearance thus reducing the risk of non-attendance. It has been further impacted upon by covid restrictions resulting in the court being closed to staff, virtual courts, women being held in police stations, thus no assessment could take place which has impacted upon the production of Court Action Notes.</p> <p>The service has developed strong connections and relationships with the Judiciary, Third Sector, NHS Forensic and community-based services and Social Work.</p>

North Ayrshire JSW Groupwork – Females

Due to covid restrictions our group work had to be suspended and digital platforms, delivery of well-being packs, art packs and walking and talking one a one-to-one basis took place. In addition, small subgroups were created and delivered via Microsoft teams where a variety of topics was discussed. These topics had a focus on mental health, education, victim impact, employability, addiction, anger management, trauma, and emotional regulation.

Participants were given tasks to complete at home e.g., journaling, light cooking tasks, personal experience writing tasks etc, and six women participated.

On 13/10/2021 we were able to re-establish our group programme and 9 women participated. One further group was completed with 6 women, and one is currently being undertaken with 5 women. The sessions include:

- Health & well-being
- Healthy Relationships
- Happiness session
- Confidence building
- Employability
- Emotional regulation
- Decision making
- Conflict resolution
- Personal responsibility

North Ayrshire JSW Groupwork – Females

Feedback from the two completed groups:

1. What are your thoughts on the group?

*“Thoroughly enjoyed it” “I loved it” “it was helpful” “It was a really civil group” “Everyone was so nice” “It was better than I expected it to be”*

2. How would you describe the learning experience?

*“it was great, I learned stuff but it was fun as well” “The group had a nice vibe, it helped me understand where I went wrong” “It was always different stuff we talked about and did” “I felt like I learned stuff about myself that I didn’t know”*

3. In what way do you feel a group setting enhanced your learning experience?

*“I’ve been to other groups that didn’t work but I think we had a good group of people, I wasn’t intimidated and I never ever got offered drugs” “Its easier to learn stuff when you feel comfortable enough to ask questions, I didn’t ever feel like I couldn’t ask stuff” “I started off really nervous but everyone was lovely and we really got along well” “The folk leading the group always included everyone and they really made sure I understood what we were talking about” “I still tell folk about the fight or flight thing we did because it helped me and it helps other folk I tell it to”*

4. In what way do you feel a group setting enhanced your learning experience?

*“I’ve been to other groups that didn’t work but I think we had a good group of people, I wasn’t intimidated and I never ever got offered drugs” “Its easier to learn stuff when you feel comfortable enough to ask questions, I didn’t ever feel like I couldn’t ask stuff” “I started off really nervous but everyone was lovely and we really got along well” “The folk leading the group always included everyone and they really made sure I understood what we were talking about” “I still tell folk about the fight or flight thing we did because it helped me and it helps other folk I tell it to”*

<p><u>North Ayrshire Drug and Alcohol Recovery Service</u></p> <ul style="list-style-type: none"> <li>• Justice Services are identified as a priority criteria within the Medication Assisted Treatment (MAT) service delivery. All Justice Services clients are offered a MAT assessment on date of referral. This assessment includes drug and alcohol use and support required for any mental or physical health issues or social care needs.</li> <li>• Evidence-based harm reduction interventions are discussed and offered to everyone, including Justice Service clients in order to serve the aspirations of preserving life and the promotion of health and wellbeing. The timing of interventions is based on client need and priority.</li> <li>• Clients on MAT are seen on day of liberation for continuity of treatment and social care assessment to ensure appropriate support is in place to promote ongoing recovery.</li> <li>• Court mandated attendance at NADARS was fulfilled and liaison was ongoing with Justice Services in relation to the client’s plan of care.</li> <li>• DTTO clients were supported through MAT pathway and were offered the same level of support in relation to shielding and covid positive presentation.</li> </ul>	<p><u>North Ayrshire Drug and Alcohol Recovery Service</u></p> <ul style="list-style-type: none"> <li>• No barriers to accessing treatment and care that supports individual’s recovery and improved access to appropriate Medication Assisted Treatment (MAT)</li> <li>• Prevention of deaths, reducing drug related harms and promoting recovery opportunities.</li> <li>• The most urgent harm related issues are discussed and supported at the earliest stage possible.</li> </ul>
<p><b>NATIONAL OUTCOME FIVE</b>  <b>Life chances are improved through needs, including health, financial inclusion, housing and safety, being addressed.</b>  <b>Have regard to the following indicator.</b>          ➤ Individuals have made progress against the outcome</p>	
<p><b>Performance Reporting – National Outcomes</b>          This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	
<p><b>How do partners measure outcome five for individuals?</b></p>	<p><b>If this information has been collated, what does it show?</b></p>

<b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome five.</b>	
<p><u>Case Study – North Ayrshire Financial Inclusion/Welfare Services</u></p> <p>“Service user was referred to Money Matters service through her Justice Officer, she was on bail and had regular contact with her Justice Officer as per the conditions of her bail. She had spent a period of time in custody and her benefit claims had ended. Several of her offences were directly related to her lack of income. She presented as aggressive and initially refused to engage with our service, however, in discussions with her Justice Officer agreed to work through them to get claims established. Through joint calls and constant communication between Welfare Rights and Justice Services, we were able to get a Universal Credit claim established in August 2021 and get her quickly assessed as unfit for work. However, during her period of non-engagement she had two failed claims to Universal Credit due to not attending appointments at the Jobcentre. We supported service user to challenge these decisions, and these claims were reopened resulting in an arrears payment of just under £2000.</p> <p>Service users engagement with all services on her release from custody was very poor. Being based within Justice Services we were able to support her Justice Officer and deal with service users challenging behaviour appropriately. Service User has not reoffended since her benefit claims were established.”</p>	
<p><b>NATIONAL OUTCOME SIX</b>          People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities  <b>Have regard to the following indicator.</b>          ➤ Individuals have made progress against the outcome</p>	
<p><b>Providing evidence on person centric outcomes has been challenging for most areas.</b></p> <p><b>How do partners measure outcome six for individuals?</b></p>	<p><b>If this information has been collated, what does it show?</b></p>
<p><b>Performance Reporting – National Outcomes</b>          This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	
<p><b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome six.</b></p>	



<b>NATIONAL OUTCOME SEVEN</b> Individuals' resilience and capacity for change and self-management are enhanced <b>Have regard to the following indicator.</b> ➤ Individuals have made progress against the outcome	
<b>Providing evidence on person centric outcomes has been challenging for most areas.</b> <b>How do partners measure outcome six for individuals?</b>	<b>If this information has been collated, what does it show?</b>
<u>North Ayrshire Drug and Alcohol Recovery Service</u> <ul style="list-style-type: none"> <li>• A tiered model of services is adopted in relation to the treatment of co-existing mental health and alcohol and/or drug issues, and delivery of trauma-informed and responsive services to meet the needs of individuals struggling with complex trauma. Psychological interventions are delivered to provide safe, effective intervention delivery based on a comprehensive assessment of need and guided by psychological formulation of individual difficulties.</li> <li>• NADARS ensures that the workforce is trauma informed by providing staff with the opportunity to attend training in Motivational Interviewing (MI) and Decider Skills to support delivery of psychologically informed care.</li> <li>• 'Detox' and 'Recovery' workbooks are widely available throughout the service and support understanding of substance use through a psychological framework.</li> </ul>	
<b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome seven.</b>	



**SOUTH AYRSHIRE  
COMMUNITY JUSTICE ACTIVITY**

**FINAL DRAFT**

**Community Justice Outcome Activity  
Local Area Annual Return Template  
2021-22**

**For Submission to Community Justice  
Scotland**

<p><b>Performance Reporting – National Outcomes</b></p> <p>This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	
<p><b>NATIONAL OUTCOME ONE</b></p> <p><b>Co FINAL DRAFTmmunities improve their understanding and participation in community justice With regard to the following indicators:</b></p> <ul style="list-style-type: none"> <li>➤ Activities carried out to engage with ‘communities’ as well as other relevant constituencies</li> <li>➤ Consultation with communities as part of community justice planning and service provision</li> <li>➤ Participation in community justice, such as co-production and joint delivery</li> <li>➤ Level of community awareness of / satisfaction with work undertaken as part of a CPO</li> <li>➤ Evidence from questions to be used in local surveys / citizens’ panels and so on</li> <li>➤ Perceptions of the local crime data</li> </ul>	
<p><b>New activities: What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome one?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p><b>What ongoing activities took place in relation to outcome one?</b></p>	<p><b>What was the impact of these activities?</b></p>
<p><u>South Ayrshire Justice Services</u>  The UPW Manager has continued to be actively involved in the Wallacetown project in SAC, engaging with meetings to explore areas of improvement and support for the community which UPW and Justice Services in general can positively contribute. This project has identified a specific area of Ayr requiring regeneration and a multi-agency response and Justice SW are regular contributors to this project.</p>	<p><u>South Ayrshire Justice Services</u>  Projects for UPW have been identified through our connection to the Wallacetown project and an example was exploration of how UPW could support the community to improve local public spaces, common areas and properties in disrepair.</p>

### Performance Reporting – National Outcomes

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

Work has taken place towards maintaining positive communication with Newton Primary hub in Wallacetown.

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. There have been limitations to engagement, particularly in terms of UPW given the local restrictions which were in place limiting the ability of the team to deliver on UPW.

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.

Staff have been co-located within the Newton Primary hub (food and clothing banks etc) to offer increased opportunity to engage directly with service users within their community when they attend. This has offered an opportunity to see hard to reach service users who have disengaged.

UPW supervisors have also been located at the Newton Primary food/clothing banks (when UPW suspended) to support their service delivery and staffing.

In addition, this led to early discussions about the possibility of placing service users (on occasion and when suitably assessed and considered) at Newton Primary food and clothing banks for UPW hours. This continues to be explored.

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p>This process facilitates the management and tracking of requests from across the authority.</p> <p>A presentation was undertaken as a briefing session to the IJB in May 2021 outlining the feedback from a service user survey undertaken by Justice Services in 2020 about their experience of Justice Service during Covid. This included discussion regarding the role of statutory Justice services and feedback from service users regarding their experiences.</p> <p>The Community Safety Joint Assessment Group has a multi-agency membership with extensive links to community organisations. The group has a broad remit in relation to the development of the safety and wellbeing of local communities within South Ayrshire. The Community Payback Unpaid Work Team is one of the core members of this group.</p>	<p>This allowed the largely positive feedback of the positive impact of statutory Justice Services to be discussed and considered in terms of the changes and flexibilities which have developed as a consequence of the Covid pandemic.</p> <p>Community initiatives and developments are discussed within this forum. Work in relation to the support of communities both as part of a coordinated strategy but also directly through relationships established within the group, is regularly generated for the unpaid work team from our membership of this group. This allows the Unpaid Work Team manager to hear directly from members of this group about specific locales requiring attention and development but also about projects which span the Local Authority and to contribute to the creative thinking about possible solutions and responses.</p>
<b>NATIONAL OUTCOME TWO</b> <b>Partners plan and deliver services in a more strategic and collaborative way</b> <b>Where applicable have regard to the following indicators.</b>	
<ul style="list-style-type: none"> <li>➤ Services are planned for and delivered in a strategic and collaborative way</li> <li>➤ Partners have leveraged resources for community justice</li> <li>➤ Development of community justice workforce to work effectively across organisational/professional /geographical boundaries</li> </ul>	

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
➤ Partners illustrate effective engagement and collaborative partnership working with the authorities responsible for the delivery of MAPPA	
<b>What new activities in 2021-22 were driven / undertaken collectively by the community justice partners/hip in relation to outcome two?</b>	<b>What was the impact of these activities?</b>
<p><u>South Ayrshire Justice Services</u>            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 has been undertaken in close consultation with SAC ADP and their support and experience in developing peer employment posts.</p> <p>In March 2022 SAC began its plan to implement the Safe and Together Model across SAC Children’s Health, Care and Justice Services, with Justice Social Work leading on this. The initial training rollout was planned collaboratively with colleagues in Education, Health, Police and from the local VAWP. Planning</p>	<p><u>South Ayrshire Justice Services</u>            This post has worked closely with other peer workers based with Recovery Ayr and has supported justice services in terms of offering support to short term prisoners through voluntary throughcare and through the peer workers links with those with lived experience and the service user engagement group to develop a mutual aid support group for those leaving prison. This programme is due to commence in 2022.</p> <p>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.</p> <p>Feedback following this event indicated 91% of attendees (from a range of services) felt enthusiastic about using their learning and this enthusiasm will be built further upon as we deliver further events.</p>

### Performance Reporting – National Outcomes

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

this together created an opportunity to consider how training needs could be met and which aspects of the model could be delivered to partner services such as Women’s Aid, Assist, Education, Health and the Police. In addition, South, East and North Ayrshire made a successful joint bid for funding from Equally Safe for an implementation officer post to oversee the different implementation stages across Ayrshire, seeking consistency in delivery and quality assurance for how the model is used.

In 2021 we linked with Thriving Communities SAC regarding developing a clear pathway for assessment for Justice Service users regarding adult literacies (including more complex assessments for inclusion in Criminal Justice Social Work Reports where required) and access to interventions.

Staff in SAC Justice are subject to a PDR process which outlines keys aspects of their role and areas for development and progression. As well as opportunities for role specific training, the team can access developmental training. Some opportunities for training in relation to the impact of pornography on risk for example have been provided by MAPPA resource from Southwest Scotland area SOG. In addition, there have been training opportunities such as Mental Health Aid, accessed through availability negotiated with the ADP. In addition, it is part of the Justice improvement plan for all Justice staff to access relevant trauma training. There is a specific training resource made available online to SAC Justice staff during the reporting period (Nurture Training) and additionally SAC Justice has been

This was in response to dialogue with Sheriffs at ASC seeking more routine consideration of literacy issues within reports and identification of what supports can be offered to service users impacted by literacy issues.

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p>able to arrange a specific local event in the reporting timeframe for Enhanced Trauma Training: Safety and Stabilisation and additional space were offered to colleagues in a range of partner settings (Police/ADP/Partnership Delivery Team). More than half the Justice team have now had access to this training.</p>	
<b>What ongoing activities took place in relation to outcome two?</b>	<b>What was the impact of these activities?</b>
<p><u>South Ayrshire Justice Services</u>            A number of services delivered by JSW in Ayrshire are delivered in partnership. The Partnership Delivery Team 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. However due to Covid in 2021/22 these groups have largely been suspended. However good support from the PDT in terms of delivery of 1:1/2:1 work (in place of group setting) has allowed specific offending behaviour work to continue.</p>	<p><u>South Ayrshire Justice Services</u>            This allows for flexibility in terms of staffing and economies of scale in terms of group delivery; it allows for a specialist women's Justice Service to operate responding to women's needs; services which can prioritise diversion, bail supervision and structured deferred sentence and services which offer statutory groups such as MFMC and Caledonian System.</p> <p>Another role within the PDT is the Addiction Development Officer 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 &amp; 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.</p>



### Performance Reporting – National Outcomes

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

SAC 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.

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.

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.

Close working with our ADP colleagues not only provides opportunities to identify opportunities for shared projects but also to utilise resources effectively. The community navigator pilot offers a real opportunity to consider how to minimise the revolving door of remand and responded to an identified need. There is an evaluation report published in June 2022 which fully outlines the implementation and impact of this pilot.

The connect 4 change pilot recognises the need to provide additional and more intensive support for those at higher risk of overdose and has been well used by Justice Services in SAC to support those service users. The Connect4Change pilot was established in response to the identification of a number of priority areas by South Ayrshire Alcohol and Drugs Partnership, including rising levels of drug-related deaths, rising drug-related hospital admissions, and high levels of unplanned discharges

### Performance Reporting – National Outcomes

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South Ayrshire 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.

South Ayrshire Justice Services have worked in partnership with NHS Ayrshire & Arran (and North Ayrshire Council) for a number of years to provide access to an Occupational Therapist to support women involved with our services. This has now developed and as a consequence of the positive progress of this project NHS colleagues sought additional funding and have since developed the RISE team the supports of which are

from treatment services. For some service users this more intensive approach has been more effective in supporting them to consider the need for change.

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.

Evaluations of this work have highlighted the many benefits, particularly at a stage of earlier intervention, in terms of working with women to meet their own identified goals and access less complex pathways to relevant health care.

Referrals are received for overcoming anxiety; graded exposure to avoidance situations in the community; home management

<b>Performance Reporting – National Outcomes</b>	
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<p>utilised by the SAC justice and PDT teams. The RISE team continue to consider a referral pathway for MAPPA service users; however, this has not progressed in 2021/22.</p> <p>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. South Ayrshire Council Justice Services work in partnership with Barnardo's to provide a service for women appearing through Ayr Sheriff Court (particularly the custody court).</p>	<p>skills; exploring options for college, employment and voluntary work; social/ leisure skills; functional skills assessment; self-management; memory management; small aids and adaptations; and home environmental assessment. As well as OT skills and training, an understanding of the vulnerability of the majority of women presenting, particularly alcohol/drug dependency and mental health issues, has contributed to the success of the service.</p> <p>The screening service assesses the women's individual community support needs and when required, referrals are made to universal services and also to more intensive practical support such as to partner agencies including the Shine mentoring project facilitated by Barnardos 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.</p> <p>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</p>

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p>South Ayrshire Council 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.</p>	<p>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.</p> <p>Given the move to virtual custody courts at Ayr Sheriff Court, the ability of this service to engage directly with women from the custody suites has become even more important in terms of confirming understanding of important court communications and identifying what additional supports might be required.</p> <p>There were 32 referrals to this service from Justice Social Work during the timeframe 1st April 2021 till 31st March 2022. 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.</p>

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p>Within SAC we 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 Kate Sangster from SAC Adult Literacies to develop a process for how we can access fuller literacy assessments and subsequent interventions.</p> <p>In SAC we 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.</p>	<p>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.</p> <p>One example might be 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.</p>
<b>NATIONAL OUTCOME THREE</b> <b>People have better access to the services that they require, including welfare, health and wellbeing, housing and employability</b> <b>Where applicable have regard to the following indicators.</b> <ul style="list-style-type: none"> <li>➤ Partners have identified and are overcoming structural barriers for people accessing services</li> <li>➤ Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs</li> <li>➤ Initiatives to facilitate access to services</li> <li>➤ Speed of access to mental health services</li> <li>➤ % of people released from a custodial sentence:               <ul style="list-style-type: none"> <li>a) registered with a GP</li> <li>b) have suitable accommodation</li> <li>c) have had a benefits eligibility check</li> </ul> </li> <li>➤ Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending</li> </ul>	

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<b>What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome three?</b>	<b>What was the impact of these activities?</b>
<p><u>South Ayrshire Justice Services</u>            In 2021/22 SAC Justice Services have worked alongside our partners in South Ayrshire to plan for the implementation of MARAC in Ayrshire. During the timeframe Justice SW has been the lead for 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 plans for implementation. MARAC provides a structured response to the highest risk cases of domestic abuse and gender-based violence (GBV) and is embedded within the Scottish Government’s Equally Safe Delivery Plan. It is an ambition of all Violence against Women Partnerships in Ayrshire to support those most at risk of serious harm. MARAC is recognised nationally as the best practice model for addressing cases of domestic abuse that are categorised as high risk. High risk cases are those where there is evidence to indicate that the victim is at risk of further serious harm or death. Agency representatives will have a role in identifying actions to support victims and link them (and perpetrators) with relevant services.</p> <p>Given the importance of service users accessing relevant treatment and interventions, Justice Service’s link to the ADP is very important. During 2021/22 Justice has worked closely with the SAC ADP plans for developing accessing to longer term residential rehab options. SAC Justice has been an active</p>	<p><u>South Ayrshire Justice Services</u>            At the current time plans for implementation in August 2022 are continuing.</p> <p>Justice remains an active partner of the Residential Rehab working group which has led to the development of the ROADS team. This team, led by the ADP is a testament to partnership working with We Are with You, Barnardo’s and Recovery Ayr working to host the ROADS team and at the present time as we</p>

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p>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 rehab while the development team created the formal referral pathway.</p> <p>In 2021/22 we worked with Kate Sangster from Thriving Communities SAC to develop an assessment pathway for adult literacy for Justice service users. This pathway allows for fuller assessments which might be included within Court reports but also beyond the point of sentencing to identify any learning and development needs and access adult literacies supports for service users.</p> <p>In SAC our work alongside the ADP/Recovery Ayr in appointing a Justice peer worker to have a specific focus on those leaving custody commenced in 2021/22 and progresses in 2022 (with a new group programme to be launched imminently). This role has developed with a recognition that developing further opportunities to encourage service users to engage with voluntary throughcare is required as uptake can be low but that creating this link via a peer worker with lived experience might increase the uptake of this. It is also hoped the group programme will create further opportunities for support post release.</p> <p>SAC continue to be a regular member of the HMP Kilmarnock community reintegration meetings, as does the development worker for the PING group and the Justice Peer worker to</p>	<p>look to open up the referral pathway Justice Service users are being identified as an early pathway.</p>

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
identify plans for those being releases and attempt to offer support on release (and prior to release via email a prisoner).	
<b>What ongoing activities took place in relation to outcome three?</b>	<b>What was the impact of these activities?</b>
<p><u>South Ayrshire Justice Services</u>            South Ayrshire Council Employability and Skills. This service provides not only support, advice, and guidance in relation to employability, but can support service users to manage their lifestyle and work with them to address potential barriers to achieving their training or employment goals.</p> <p>SAC Housing Services SOLO</p> <p>As aforementioned SAC Justice has a recruited peer worker closely linked to Recovery Ayr and also supports the PING development worker role which are both important in maintaining communication about access to services and overcoming barriers. During the timeframe we have often met</p>	<p><u>South Ayrshire Justice Services</u>            We have an Employability and Skills worker linked directly to Justice Services and feedback from Justice Services staff and service users is positive.</p> <p>In 2021/22 we have looked at further integrating this service within Justice Service and are currently planning to co-locate a member of staff within Justice; to deliver employability groups within Justice office for service users by Employability and Skills and also to further develop the employment opportunities of service users on UPW by creating a pathway to achieving the CSCS card on UPW.</p> <p>SAC Housing Services SOLO continues to be an active member of the MAPPA process for cases in SAC, supporting the identification of safe and appropriate housing. The environmental scanning process involved joint contributions from Police, Housing and Justice Services.</p>



<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p>with service users within their homes and also via telephone due to pandemic restrictions, which many service users have reflected they consider to be a positive development. Justice SW staff assess the nature of their contact with a service user and consider the most appropriate environment for the nature of the contact and discuss this with the service user. While on some occasions it may not be possible to accommodate the wishes of a service user due to the purpose of the contact or the risks, generally the wishes of service users are accounted for and considered through the process of engagement. SAC Justice Services continue to provide mobile telephones to service users to increase opportunities and flexibility in contact.</p> <p>SAC Justice Services Court based staff continue to engage with service users in the virtual custody court. This requires staff to liaise with local custody suites, negotiating contact to explore options such as bail supervision with those appearing in the virtual court. Access to the Barnardo’s screening service has been helpful in terms of being able to meet with women directly after their court appearance.</p>	
<p><u>South Ayrshire Health and Wellbeing Service</u>                      Partnership working across Thriving Communities team, and close working with schools to identify groups requiring support to engage in sport, physical activity, and outdoor learning, and to improve communication of opportunities. Some new initiatives established to bring opportunities to local communities such as walking groups, sport, physical activity in addition to the</p>	<p><u>South Ayrshire Health and Wellbeing Service</u>                      Increased school and community-based provision of sport, physical activity and outdoor learning supporting a recovery from COVID-19.</p> <p>Feedback from service users regarding positive experiences and further engagement with community-based opportunities.</p>

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p>opportunity to engage in family residential experiences at Dolphin House and Inverclyde National Sports Centre.</p> <p>Our services are offered in partnership with schools as part of Thriving Communities where schools and partners identify the participants depending on need. Our services are offered in-person and we recognise there are multiple barriers to engaging in sport, physical activity, and outdoor learning such as confidence, cost, transport, previously negative experiences etc. We aim to break down these barriers by offering opportunities to have positive experiences which build trust and confidence and hopefully lead to lifelong participation.</p> <p>Our new Club Ready programme support local sports clubs and organisations to access funding from our Changing Lives Through Sport project; encouraging and supporting clubs to be more inclusive and break down the barriers to young people and adults engaging in community-based opportunities.</p>	<p>Culture change around clubs and organisations to be more inclusive in their approach to supporting people to engage in sport and physical activity.</p> <p>Ongoing relationships with identified groups are positive, building trust and self-confidence within service users. Young people achieving accreditation such as the Duke of Edinburgh's Award because of engaging with activities.</p>

<p><u>South Ayrshire Alcohol and Drug Partnership (ADP)</u> South Ayrshire ADP, in partnership with the local recovery charity, RecoveryAyr, and Police Scotland continue to pilot a Peer Led approach to engaging with individuals while in Ayr Police Custody.</p> <p>The ADP, in partnership with RecoveryAyr and PING worked to remobilise face to face recovery focussed activities as Covid restrictions eased.</p> <p>The ADP are committed to developing peer support opportunities for individuals involved in justice services, including in prison settings, prison, offering 1:1 supports and connections to the local recovery community.</p> <p>The ADP extended the pilot of a multiagency and</p>	<p><u>South Ayrshire Alcohol and Drug Partnership (ADP)</u> Due to the Covid-19 restrictions peer support for individuals was transferred to telephone and video. Ayr Custody Suite has been closed and the pilot has been continuing with individuals being held in Kilmarnock and Saltcoats Custody suites.</p> <p>During the Covid-19 pandemic recovery focussed activities were offered online, 7 days a week including structure recovery meetings and more social activities. A phased approach was taken to remobilising activities as Covid restrictions allowed. Over time, and based on demand, the online groups were phased out, with all activities running face to face again.</p> <p>The ADP / Justice Peer Worker post was recruited to and started in post in July 2021. The Peer Worker provides 1:1 support to individuals involved with justice service in community and will maintain contact should an individual go into prison. There have been good outcomes with approximately 70% of referrals engaging in the recovery community while receiving ongoing 1:1 support.</p> <p>The Email a Prisoner (EAP) continued to be used to contact people prior to liberation to offer peer-based support and a point of contact prior to liberation, and peer support on release. In 2021 / 22 134 individuals were emailed, with 43 responses and 15 positive engagements. The initial communication has now been developed to include information on voluntary throughcare.</p> <p>Face to face activities in HMP Kilmarnock were paused during the Covid pandemic and planning is underway for a weekly recovery group and training delivered in the prison.</p> <p>The PING Development Worker and ADP / Justice Peer</p>
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<p>multidisciplinary team, Connect4Change, offering intensive and assertive outreach support for individuals coming to the attention of emergency services, and/or at risk of an alcohol or drug related death and/or disengaging from core alcohol and drug services.</p> <p>The ADP have committed to undertake an independent Learning Review of the ADP itself and the outcomes it delivers.</p> <p>The ADP also committed to undertaking research and scoping activities for the approach to residential rehabilitation in South Ayrshire and a One Stop Shop model.</p>	<p>Worker take part in the weekly online re-integration meeting set up by HMP Kilmarnock.</p> <p>Following a review of the independent evaluation, the ADP has committed three-year funding to embed the model in core service delivery. Referral pathways now include justice and homelessness services, and near fatal overdose pathways are being developed.</p> <p>The three phase Learning Review has been completed and a Change Story has been agreed which includes a focus on diversion from custody and supporting people to reintegrate in the community following a period in prison. Further activities are planned in 2022/23 to develop a new Commissioning Plan and Performance Framework.</p> <p>The ADP has agreed a short term and long-term vision for residential rehabilitation in South Ayrshire and the supporting community infrastructure is being put in place including the recruitment of a small staff team. Options to support individuals to access residential rehabilitation from prison settings are being explored. The scoping study for a One Stop Shop model is reaching a conclusion. The hub and spoke model, which will include an outreach vehicle for rural areas, aims to reduce barriers for individuals accessing support including individuals liberated from prison.</p>
<p><u>South Ayrshire Employability and Skills Service</u>          The Employability and Skills service are aware of the following barriers for people in the justice system:</p> <ul style="list-style-type: none"> <li>• Often placed in Homelessness and temporary furnished accommodation on release from prison</li> </ul>	<p><u>South Ayrshire Employability and Skills Service</u>          To address these barriers the service has done the following:</p> <ul style="list-style-type: none"> <li>• Officers have based themselves within Justice Offices to reduce the barrier of travel – also have locality-</li> </ul>

which makes it difficult financially to gain employment opportunities

- Lack of supportive employers
- Limited availability due to hours being completed in CPO orders so less available for additional training or employment opportunities sometimes for prolonged periods dependant on the length of order
- Restrictions to complete shift work if on curfew or wearing a tag.
- Material Deprivation in terms of access to appropriate work wear/lunches if working a fully day.
- Fear of being recognised within community or outed online due to the nature of offence. The guilt of the offence and its effect on their wider family network, lacking in confidence, self-esteem, and any hope that life chances will improve.

We are aware of these barriers through ongoing discussions and work with clients.

To improve access, we have put the following in place:

- Thriving Communities Employability team attends fortnightly youth justice meetings to provide a team around the client approach with Social Workers and other partners involved and put plans in place to support them with future opportunities. We also provide training and placement opportunities and job broker when appropriate. We then provide longer term aftercare support.
- We also attend regular supervision reviews and multi-agency meetings, contribute to social work court reports, where we provide detailed information of client progress.

based offices where we can arrange appointments to reduce this.

- Offer employers wage incentives to support with recruitment for clients with criminal convictions and provide enhanced aftercare support for both client and employer.
- Provide regular activities to help with social interaction and to provide structure and motivation.
- Provide placements that can reduce the number of hours on their CPO (limit to hours that can be deducted)
- Support with better off calculations for moving into a positive destination.
- Creating a safe, positive environment where engagement is encouraged through non-judgemental and impartial support. Our interventions are designed in collaboration with each individual to meet their needs and capabilities. Interventions are neither mandatory nor timebound to allow progress to suit the pace of the individual
- Support to overcome health barriers through SALUS Working for a Healthy Economy as part of our employability offer; support plan developed in conjunction with personal progression and training plan tailored to the individual need

We have tailored interventions in the following ways:

- Based within offices so available for people who are in without appointments, helps to reduce the timescale between referral processes.
- Discuss clients and work in collaboration with key partners to provide a tailored support plan prior to release/start of orders.
- Person-centred interventions are devised and implemented through individual Personal Progression Plans, which focus on improving areas of their lives

We are aware of the following gaps in our service:

- There is limited information sharing from some services and often only clients with specific restrictions are highlighted but sometimes it's not highlighted if officers are at risk of violent or aggressive outbursts where a client would benefit from 2 person supports.
- I feel the access to employability is quite flexible as we have officers based in centre of the town and within the criminal justice building.
- Officer's also deliver local outreach support services throughout the locality. This promotes engagement with our own service and allows client to be supported into additional local provision if required.

For people leaving prison we offer:

- 1:1 support when released. These appointments can be arranged to link in with Justice Social Work, DWP, Housing and Recovery appointments to minimise risk of non-engagement and promote collaboration with wider network.
- Liaise with Social Workers or Criminal Justice Workers prior to release to gain information and discuss initial interventions.
- Start an early action plan to support individual identify initial priorities, link into appropriate services, and identify suitable training and employment options when released.

We are working in a Hybrid way so able to provide face to face support through one-to-one meetings, walking appointments, group activity and virtual. We have previously provided laptops and iPads to clients to ensure they have access to a digital device and support to improve IT skills.

identified by the individual.

- An intensive aftercare service provides continuous 12 months support once person secures a positive destination. This offers on-going emotional support and motivation, looking at additional training and improved employment opportunities

## Ongoing activities:

- Encouraging and supporting client to increase physical activity by undertaking walking appointments, promoting daily walks, accessing discount gym memberships, supporting them to improve their environments – house and gardens. Promoting healthier lifestyles through improved diets, cooking skills, budgeting food shops etc. Also, to engage with health services to focus on physical and mental health challenges.
- Arranging appointments to coincide with Justice meetings, working in partnership with Social Worker to support client meet supervision requirements. Promote attendance at Unpaid Work, also to support with supervisor with reduction of hours through other activity.
- Support to facilitate the individuals attendance at their appointments with support services. Actually, taking them to appointments to offer initial encouragement, guidance and praise
- Support to identify and access training opportunities with internal and external training providers.
- Support to create CV's, Disclosure Letters, work through applications and interview process. Liaise with supportive employers who are open to employing individuals within justice system. Promote Employer Recruitment Incentives and intensive aftercare service.

## Impact of ongoing activities:

Creating a Personal Progression Plan around the individuals needs and capabilities allows us to work in collaboration to address challenges that they have identified within their lives. We set SMART tasks at each appointment, the client is supported through encouragement, guidance, challenge and praise to work through each task. These are reviewed regularly, allowing them to map their progress. This process builds trust, confidence, self-esteem and momentum which motivates the person to undertake more challenging tasks as we work through the programme, allowing us to attain high engagement levels, strengthening our reputation for supporting clients to identify and work through their challenges, making significant progress within their lives, reduce offending and supports their journey towards a positive destination.

### Performance Reporting – National Outcomes

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

#### South Ayrshire Welfare/Financial Inclusion Service

The Information and Advice Hub offers welfare rights, debt advice to all residents of South Ayrshire. There is no additional requirement other than resident of South Ayrshire to access the service. The service sits within the directorate of People, Organisational Development and Customer Services. For several years, a good working relationship has been in place between the Hub and Justice Social Work in South Ayrshire. Referrals are made via the corporate referral tracker [Signpost](#) or via our [digital web](#) referral

During 2021/22 significant work took place to offer and enhance our current referral pathway with HSCP/NHS. A module of learning has been created to introduce front line HSCP staff to welfare rights, spotting the signs of debt and the services of the Information and Advice Hub and How and when to make a referral. Gratefully, the Director of SAC HSCP applied a mandatory staff approach to this course which when complete will see nearly 900 staff members completed the course. The training will be rolled out during 2022.

The information and advice Hub re opened its doors to the Public after the pandemic May 2022. Prior to this during 2021/22 support was provided by telephone, web, email, and video appointments.

#### South Ayrshire Welfare/Financial Inclusion Service

South Ayrshire currently has a HSCP/NHS money advice referral pathway, which has been in place since 2019. During 2021, 357 individuals and families were referred to us via the pathway generating £1,109,400 in benefit uptake.

Due to the way the referral source is recorded we are unable to identify which of these referrals have come from Justice Social Work specifically.

Realisation of the benefits from the training module will be measured against the volume of referrals coming to us via HSCP increasing. However, early indications from surveying attendees have showed that 98% of attendees felt confident in making a referral to the service, and 89% felt confident about spotting the signs of debt.



## Performance Reporting – National Outcomes

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

### South Ayrshire Housing Service

The Housing service are aware of the following barriers:

- National policy currently allows for people in prison to complete a homeless application 2 months prior to liberation. The Scottish Government's Prevention Duty Consultation proposes to change this to 6 months prior to liberation. Housing Services have voiced support for this proposal.
- The need for people to "tell their story" multiple times to those providing services and support.
- Changes in support workers preventing a relationship-based support service to develop.
- Challenges exercising the option of electronic monitoring due to homelessness and the need to provide an address at court prior to liberation.

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. People with lived experience of homelessness and justice services are instrumental in driving change and these structural barriers have been identified at a national level.

New developments to improve access for people involved in the justice system:

- Housing First was introduced in South Ayrshire in 2019 and at the end of 2021/22 flexible, person-centred support was provided to 32 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. 3 of the first tenancies allocated have now been sustained for

### South Ayrshire Housing Service

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 1<sup>st</sup> September 2021.

Housing First supports people with complex needs. Many of the people who are currently supported have had involvement with Justice Services. The service aims to provide enhanced choice in areas for rehousing, limited time spent in temporary accommodation, a decorated and furnished secure tenancy and flexible person-centred support that will help a person address their support needs. Anecdotal evidence suggests that many of the people supported by South Ayrshire's Housing First Service have reduced involvement with Justice Services.

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.

<p>over 3 years.</p> <ul style="list-style-type: none"> <li>• A review of Housing Support Services in South Ayrshire was completed in 2020. This review informed the content of the new housing support contracts. These contracts commenced on 1<sup>st</sup> September 2021. There is now a greater emphasis on outcomes for individuals, a relationship and strength-based service and a trauma informed approach.</li> <li>• 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.</li> <li>• 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.</li> </ul> <p>For victims of domestic abuse, we offer:</p> <ul style="list-style-type: none"> <li>• Womens Aid provide specialised housing support in South Ayrshire to many victims of domestic abuse.</li> <li>• 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.</li> </ul> <p>For people leaving prison we offer:</p> <ul style="list-style-type: none"> <li>• Housing support providers will attempt to engage with those who are due to be liberated. Those who accept the service will be collected from prison on the day of liberation and supported to address any welfare, housing, and health related issues on that day. This relationship and strength-based housing support will continue until the person is settled in secure accommodation.</li> </ul> <p>Toward the end of financial year 2021/22 housing support services reviewed Covid-19 risk assessments and have been able to resume in-person support provision for many clients.</p>	<p>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.</p> <p>Housing First supports those with complex needs who are less likely to engage with services. Anecdotal evidence suggests reduced involvement with Justice Services as people settled into their tenancy and address other support needs.</p> <p>As yet there has not been any evidence gathered around improved access to services as a result of the redesign of the housing support contracts. This evidence will be gathered as the contracts progress.</p> <p>Housing First tenancy sustainment levels are very positive, and the service is now developing processes for stepping down levels of support as people become settled and support needs reduce. It was difficult to provide the required level of in-person support during the pandemic, but new risk assessments have changed this.</p>
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Lessons have been learned from the approaches taken during the pandemic and hybrid and digital approaches will continue to be used where this is preferred/appropriate. Support services have been focused on ensuring people remain to be digitally connected and have a mobile device that they can be contacted on.

Ongoing activities:

- South Ayrshire Council has signed up to the **data sharing protocol** and is making use of the data provided to prevent homelessness and prepare for and support those being liberated.
- Involvement of people with lived experience in driving forward service improvement via a **homeless engagement research group** which is currently being developed and will include people who have had involvement 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.
- 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 1<sup>st</sup> September 2021 and are currently operating well.
- **Housing Support Providers Forum** to share knowledge and good practice to assist in improving services.
- The Scottish Government issued a **Homelessness Prevention Duty** consultation at the end of 2021. Changes in legislation are expected in 2023.
- Delivery of trauma training and development of **trauma informed services**.

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<b>NATIONAL OUTCOME FOUR</b> <b>Effective interventions are delivered to prevent and reduce the risk of further offending</b> <b>Where applicable have regard to the following indicators.</b> <ul style="list-style-type: none"> <li>➤ Use of ‘other activities requirements’ in CPOs</li> <li>➤ Effective risk management for public protection</li> <li>➤ Quality of CPOs and DTTOs</li> <li>➤ Reduced use of custodial sentences and remand:               <ul style="list-style-type: none"> <li>a) Balance between community sentences relative to short custodial sentences under one year</li> <li>b) Proportion of people appearing from custody who are remanded</li> </ul> </li> <li>➤ The delivery of interventions targeted at problem drug and alcohol use [NHS Local Delivery Plan (LDP) Standard]</li> <li>➤ Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs, DTTOs and RLOs)</li> <li>➤ Number of short-term sentences under one year</li> </ul>	
<b>What new activities in 2021-22 were driven collectively by the community justice partnership in relation to outcome four?</b>	<b>What was the impact of these activities?</b>
<b>What ongoing activities took place in relation to outcome four?</b>	<b>What was the impact of these activities?</b>
<p><u>South Ayrshire WSA in Youth Justice</u>            Under 18’s who are subject to court orders such as CPO’s would come to our team, if they turn 18 during this time their order would remain with YPST along with any associated reports etc rather than being transferred back to adult justice. Young people over 18 who receive diversions and are known to YPST would be undertaken by our team.</p> <p>Court support is offered if the young person is due to attend court.</p>	<p><u>South Ayrshire WSA in Youth Justice</u>            This approach has provided the young people with continuity of worker and supported relationship-based practice. I started this post in February 2021 and since this time there has been one occasion where a breach report was submitted. Overall, this approach appears to have supported young people to engage in their action plans and successfully complete their orders.</p> <p>As well as a specific focus on offending behaviours much of the work is undertaken is with a welfare lens, the young people are offered support in all areas of their lives and are included and listened to when devising plans to ensure that they have ownership and investment in this, increasing the likelihood of them achieving their goals.</p>

### Performance Reporting – National Outcomes

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

#### South Ayrshire Justice Services

In terms of Other Activity on CPOs a person-centred approach is taken, considering the needs of the service user and what opportunities might be explored, falling under the purview of Other Activity. One ongoing example is service users accessing the Turnaround rehabilitation facility.

SAC Justice has implemented a new model for auditing in March 2022. This approach has significantly increased the quantity of case files and reports subject to audit and contributes to overall quality assurance processes.

SAC Justice engages with the Operational Manager meeting process, an opportunity for Justice Managers from SAC, EAC and NAC to engage and explore shared issues and developments.

There continues to be a Domestic Abuse working group with representation from pan-Ayrshire. In 2021-22 there was further progress with this group updating the domestic abuse assessment pack and developing plans for pan Ayrshire training

### Performance Reporting – National Outcomes

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

in recognition that this area of work is significant in Ayrshire and requires specialist assessment and intervention.

SAC Justice Services recruited a peer worker (closely linked to the service user engagement group PING and local recovery services) who attends the weekly HMP Kilmarnock reintegration meetings (as well as SAC Justice Service Manager and PING development worker) to identify service users in need of additional support and to offer voluntary throughcare support.

In SAC Justice we continue to offer bail supervision (assessment undertaken by SAC Justice court-based staff and oversight of bail supervision undertaken by the PDT) at Ayr Sheriff Court. Assessments have been met with increased challenges due to the virtual custody courts and custody prisoners being held at either Saltcoats or Kilmarnock (generally) and appearing via video link. This creates additional barriers in service users being assessed for bail supervision (and for our court screening service for women) and therefore creates an additional barrier for those at increased risk of remand in accessing this credible alternative. Court based staff have been required to be flexible, adapting to changing communication methods and having to develop good relationships with local custody suites to speak with those relevant service users and undertake assessments.

Given the increased audit plan for Justice commenced in 2021/22 this has led to discussion about routine feedback from service users as usual mechanisms for this such as feedback

<p><b>Performance Reporting – National Outcomes</b>                  This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.</p>	
<p>and evaluation forms were largely unavailable during the pandemic due to less face-to-face contact and limitations on passing paperwork back and forth between individuals. However, now that restrictions have eased it is part of the plan for 2022/23 to reconsider how we gather feedback from service users subject to statutory involvement.</p> <p>In 2021/22 we met with the team to explore how we capture service user feedback within the formal case review process (as service users will generally have a minimum of 2 and often more case reviews within a year). Members of the Justice Team have become more pro-active in gathering this information in advance of reviews to ensure it can be considered within the review.</p> <p>During 2021/22 JSW have linked with ASP Coordinator in SAC to explore the role of Justice SW in ASP and create simplified pathways for service users subject to ASP to be offered intervention. In January 2022 two staff from Justice were trained as council officers with a view that staff from Justice will undertake initial investigations for ASP and further training will be rolled out to staff across the team in 2022/23.</p>	
<p><b>NATIONAL OUTCOME FIVE</b>  <b>Life chances are improved through needs, including health, financial inclusion, housing and safety, being addressed.</b>  <b>Have regard to the following indicator.</b></p> <ul style="list-style-type: none"> <li>➤ Individuals have made progress against the outcome</li> </ul>	
<p><b>How do partners measure outcome five for individuals?</b></p>	<p><b>If this information has been collated, what does it show?</b></p>

### Performance Reporting – National Outcomes

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

#### South Ayrshire Justice Services

The primary tool used by Justice SW is LSCMI and the screening version of this is used at CJSWR stage with the fuller assessment undertaken once someone is subject to a Supervision Requirement as part of a CPO. The priority areas of need are considered for the case management plan for an individual and ideally this plan is created within 20 working days of the imposition of the Order. These assessments are updated if there are significant changes and if not, reviewed at 12-month stage.

In SAC we have been working with the team to improve practice in the completion of the full assessment within 20 days.

Our formal review process is impacted by the CPO Practice Guidance and is based on the level of risk/need identified via LSCMI assessment (and considerate of other risk factors and considerations such as MAPPA) and the level of supervision intensity is matched to the level or risk/need but is also responsive to levels of progress and engagement. The formal review process offers the opportunity to track progress or emerging areas of risk and need and to respond.

Additionally, staff in SAC Justice are trained in Stable and Acute 2002, RM2000, SARA version 3 to aid specific type of risk assessment and contribute to a better overall understanding of presenting risks and needs and therefore to contribute to the individual action plans.

#### South Ayrshire Justice Services

Information from formal and informal audits of the case review process indicates good relationships with Local Authority housing services and support services such as Seascope in terms of addressing housing issues with service users. Improved or Sustained Housing is a frequent outcome on CPO case management plans and joint working between agencies can be central to positive outcomes, communicating concerns about risks of losing a tenancy, impact of rent arrears or challenges due to the location of accommodation.

Information from formal and informal audits of the case review process indicates health issues, and in particular mental health issues are given frequent priority in case management plans. Links with NHS Addictions, Connect 4 Change, ADP peer workers can support service users to access the right support. There have been challenges in supporting service users who do not present with serious mental disorder, due to more limited supports being available, however good communication between the professionals involved can assist in ensuring service users are given clear and meaningful guidance about the pathway to supports, often through primary care.

In SAC Justice, our Justice Assistant linked to fieldwork has a key role in supporting service users in terms of income maximisation. In addition, Justice Services have sought to contribute to the Child Poverty Action Plan in SAC by looking to ensure all service users access income maximisation and undertake the relevant training available locally as mandatory



<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
	<p>welfare rights training was introduced across the HSCP in SAC in 2021/22.</p> <p>Our relationship with housing colleagues is strong and within the reporting period we have a service user who was a young adult who was initially being prevented from accessing homeless accommodation due to their significant risk-taking behaviours including fire setting within prior Local Authority housing. Liaison between Justice and Housing, including seeking a clear contract of behaviour and intervention and support plan (to identify any early warning signs that a repetition of the significant risk-taking behaviour) inclusive of colleagues in the Fire Service, addictions services, Young People’s Support and Transition Service.</p>
<b>If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome five.</b>	
<b>NATIONAL OUTCOME SIX</b> <b>People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities</b> <b>Have regard to the following indicator.</b> <ul style="list-style-type: none"> <li>➤ Individuals have made progress against the outcome</li> </ul>	
<b>How do partners measure outcome six for individuals?</b>	<b>If this information has been collated, what does it show?</b>
<u>South Ayrshire Justice Services</u> We work closely with the PING development and Justice peer worker to look at available community-based activities both within the recovery community but also for those linked to Justice to work with service users to improve their access to	

<b>Performance Reporting – National Outcomes</b> This section is designed to capture the evidence and data that has been used by your partnership over the reporting period to assess progress against the national outcomes.	
<p>leisure activities. The PING development worker has a key role in considering the feedback from those involved in the service user engagement group and developing opportunities. The Justice Assistant linked to fieldwork in Justice works alongside the PING development worker to deliver activities such as the weekly badminton group (which Justice provided additional funding for).</p> <p>As noted earlier in this report SAC Justice maintain good relationships with Literacy support and employability and skills services with regular referrals to these services to support Justice service users to access opportunities in terms of education, training, and personal development.</p>	
<p><u>PING – Service User Involvement Group</u>            While the PING service-user-involvement group has been unable to physically meet during the lockdown period. In 2021/22 the focus was on continuing to provide online / telephone-based support and remobilise face to face group as Covid restrictions allowed.</p>	<p><u>PING – Service User Involvement Group</u>            The PING Development Worker continued to work in partnership with the RecoveryAyr / ADP team to deliver online activities. The groups were open to anyone affected by alcohol or drugs or involved with justice services. Activities include recovery groups and social activities (such as cooking and yoga).</p> <p>Smart phones, credit and data top-ups were also provided to enable people to stay connected during Covid. Regular Telephone Support continued to be offered to everyone previously accessing PING as well as new contacts.</p> <p>A phased approach to remobilising groups was taken as the Covid restrictions eased, and the weekly PING group returned in October 2021 with an average of 12 people attending a week to the 31 March 2022.</p>

If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome six.																	
<b>NATIONAL OUTCOME SEVEN</b> <b>Individuals' resilience and capacity for change and self-management are enhanced</b> <b>Have regard to the following indicator.</b> ➤ Individuals have made progress against the outcome																	
How do partners measure outcome six for individuals?	If this information has been collated, what does it show?																
<p><u>South Ayrshire Counselling Service (delivered by Sacro)</u>            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.</p>	<p><u>South Ayrshire Counselling Service (delivered by Sacro)</u>            Between 1st April and 31<sup>st</sup> March 2022, we have accepted 48 referrals:</p> <ul style="list-style-type: none"> <li>• 32 Males</li> <li>• 16 Female</li> </ul> <p>Presenting Issues at Referral</p> <table border="1"> <thead> <tr> <th>Alleged offence</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>ACE'S</td> <td>10</td> </tr> <tr> <td>Drug Addiction</td> <td>7</td> </tr> <tr> <td>Alcohol Addiction</td> <td>11</td> </tr> <tr> <td>Domestic Violence</td> <td>3</td> </tr> <tr> <td>Bereavement</td> <td>7</td> </tr> <tr> <td>Loss</td> <td>7</td> </tr> <tr> <td>Separation</td> <td>4</td> </tr> </tbody> </table> <p>The Counselling Service utilises WEMWBS. This is a self-assessment tool used to help an individual to record and reflect on their mental well-being over the previous two weeks. This is sent out service users at regular intervals and can potentially support the service user to have an open discussion with the counsellor on thoughts, feelings, emotions, and well-being. This is entirely voluntary and there is no compulsion or requirement to complete and return the form. It is self-reflection in its simplest form.</p>	Alleged offence	Number	ACE'S	10	Drug Addiction	7	Alcohol Addiction	11	Domestic Violence	3	Bereavement	7	Loss	7	Separation	4
Alleged offence	Number																
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**If available, provide a supporting case study or other information to demonstrate activity and impact relating to outcome seven.**

South Ayrshire Counselling Service (delivered by Sacro)

“This case study reflects upon telephone sessions with James (name has been changed) over a period of three months. Within our initial session James named his dependence on drinking and the pay back from this. He was open that this had impacted upon him mentally financially and socially with his life being curtailed in many ways and whilst his level of awareness about drinking was already high, I was aware his most pressing concern was grief hearing this creeping into our conversation the more the session went on. I was aware this needed to be named sooner rather than later and I asked if he could tell me a little more about his wife? James’s wife had died a year ago in the most traumatic of ways and until our sessions he had not spoken in any depth about her death finding his own way of dealing with this through alcohol.

I was able to follow this and look together at what alcohol gave him and what it took away from him. I feel by doing this together your more enabled to pass the responsibility of identifying the problems to the client and then be able to explore what are the goals to changing this and how achievable are they? James was able to use this space to discuss how drinking gave him something to do and somewhere to go, how it occupied his time and his mind and how it enabled him to cope with the loss of his wife.

By discussing and breaking down the stages of bereavement James was able to share his feelings and his experiences to date acknowledging that he had dealt unknowingly with the stage of shock however the anger was very raw seeing him repeatably say he could have done more to help his wife, and what if he had done this or done that, he may of prevented her death.

Running parallel to these feelings of anger, blame and guilt was, the management of his drinking and how could he cut down his consumption, which he had stated a desire and need to do. By asking him what type of thinker he was, James said he was a visual learner and I forwarded him information about the stages of grief. Introducing the idea of monitoring his drinking, so that he could then identify the extent of his drinking and then give James the goal of reducing this.

James became better at recognising risky situations, both within his home and socially, and we named how he was repositioning himself. Gaining strength, by being more in touch with naming his feelings, what he was experiencing and having the ability to share this with people.

James agreed to contact his GP to discuss his wellbeing, his poor sleep pattern, and feelings of depression. Taking comfort from the words within the stages of grief understanding that it is almost impossible to move through something so profound as death totally alone.

Before ending I shared information about CRUSE bereavement counselling which James did go onto decline. James did speak with his Dr becoming more vocal with his social worker about his practical needs something he had previously avoided due to his shame surrounding his drinking and his isolation due to his grief.”