



# Just Communities

## 2019/20 Annual Round Up!

Welcome to our third Annual Report Newsletter, and the second one relating to our current Community Justice Outcome Improvement Plan. 2018-2021

We were asked to complete an annual reporting template for 2019/20 in July this year which was submitted to Community Justice Scotland in September. This shows how the work we do locally helps to meet National Community Justice Outcomes and every local authority area in Scotland is required to do this by law. As always we also like to present work towards local outcomes in our local newsletter, making it more relevant and relatable to us all across Dumfries & Galloway. We hope you enjoy reading what has gone on over the last twelve months and beyond.



www.shutterstock.com · 1119000014

It's always good to remind ourselves of what Community Justice is. Ultimately it's about us all working in partnership to try and put things in place to reduce offending and reoffending; this involves lots of people! Ultimately those who have the most influence on others are local communities, and friends and family; most of those involved in this partnership live and work in Dumfries & Galloway so we are also part of local communities across Dumfries and Galloway. When we start to think about solutions we need to also think about why people behave the way that they do. This means we need to think about trauma and Adverse Childhood Experiences (ACEs), smarter responses to people offending, like more use of community sentencing options, diversion and diversionary activities, and some of the wider societal issues behind offending behaviour. This means it's crucial that we also link effectively with other partnerships like the Alcohol and Drug Partnership, Violence Against Women and Girls Group (part of Public Protection) Suicide Prevention Group and Youth Justice Partnership. No one can tackle this alone.



### Annual Report

#### Special points of interest:

- Local Priorities 2019/20
- What did we do?
- Trauma Awareness and Resilience
- Moving from Partnership to Collaboration
- Throughcare/Aftercare
- Community Sentences; the smart option!
- Partners working together
- Challenges
- Case studies; the journey
- Feedback from Partners
- Final words

#### Remember

**Strong, connected communities working together can have a much greater effect on the lives of people than services alone ever could.**



Because Community Justice is so broad this is reflected in the make up of our partnership. The Community Justice (Scotland) Act 2016 identifies a range of statutory partners who have a duty to cooperate. These are:

- D&G Council (mainly social work)
- NHS
- Scottish Fire & Rescue Service
- Police Scotland

- Skills Development Scotland
- Integrated Joint Board
- Scottish Courts & Tribunals Service
- Scottish Prison Service
- Crown Office Procurators Fiscal Office

We also have third sector involvement which definitely adds to our partnership



## Foreword from the Chair

I remain proud to be chairing the Dumfries and Galloway Community Justice Partnership, and fully endorse the work detailed within this, our third Annual Report for our communities.

2019/2020 was a year which saw the three-year plan we agreed in 2018, develop further with strengthening of working relationships and practices across wider agenda. In working towards our local priorities in partnership, there have been real achievements as evidenced throughout this report.

It is often easy to overlook the difference much of the work of partners make in the individual lives of those in our community. I hope that the use of case studies in this report brings home the impact that can be had, and the importance of supporting those partners and agencies to provide critical life changing support.

During the end of the reporting period, service users, staff, partners and the partnership were significantly affected by the outbreak of the Covid-19 pandemic, which has continued to challenge everything we do, and change how we work with communities and each other.

I would wish to take this opportunity to thank staff and partners across our region, especially the Third Sector for the dedication, innovation and commitment to ensure key services continued to operate whilst facing increasing challenges and risks

Vikki Binnie, our Community Justice Partnership Manager, in addition to being pivotal for all Community Justice Partnership progress locally, has also chaired the National Co-ordinator/Manager network through a very challenging time. In co-ordinating the voice of all Community Justice Partnership Co-ordinators/Managers, this role has extensively liaised with national bodies to ensure they are aware of the very difficult reality that local partners and staff have faced and continue to face on a daily basis.

We are aware of the continuing challenges in delivering services and the fast pace of change that we all now face daily to do so. As a local partnership we will always focus on our local priorities and where possible support national initiatives. I thank our local partners and communities for their dedication to improving the lives of those who reside alongside them.

***Gordon Pattinson,  
Chair, Dumfries and Galloway Community Justice  
Partnership***





## 2019/20 HIGHLIGHTS



Reconviction figures in D&G have fallen from 27.3 to 26.1

Of those reconvicted the average number of reconvictions per person has fallen to 0.43, the lowest figure in 5 years

586 Community Payback Orders have been undertaken, supported by Justice Social Work

144 people were diverted from prosecution

The Care Inspectorate carried out an Inspection of Justice Social Work Services; extremely positive feedback was received

Police Scotland colleagues delivered 'The Unnecessary Criminalisation of Children' Pilot

Multi agency training was delivered including Trauma Informed Practice and Emotional Unstable Personality Disorder

Operation Safety reached 1471 primary age children across Dumfries and Galloway

Resilience screenings continued, linking with colleagues in Education and Elected Members

Moving from Partnership to Collaboration Joint Event took place in November

An HMiP Inspection of HMP Dumfries took place in January 2020 with several areas of good practice highlighted

The Multi Agency Community Reintegration Board was set up to ensure all those leaving prison and coming back to Dumfries and Galloway received support



**Just Communities**

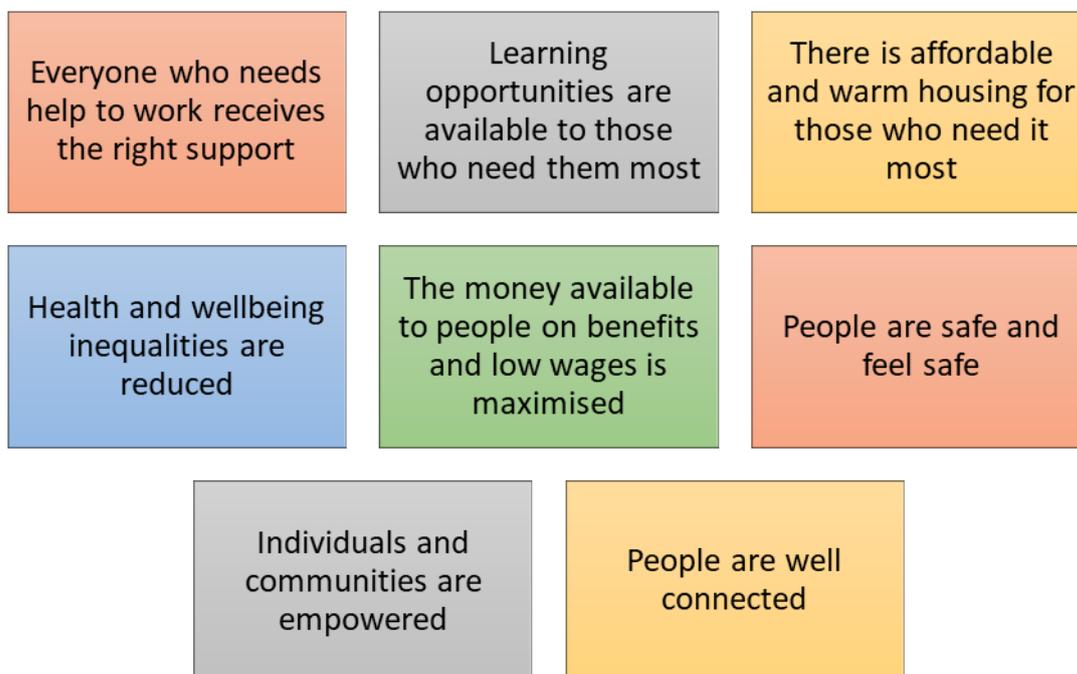
**strengthening relationships, building resilience and reducing reoffending**

# What are our local community justice priorities?



This was the second year of our Just Communities three year plan for 2018-2021. This plan is called a Community Justice Outcome Improvement Plan (CJOIP) and is underpinned by lots of tasks within an action plan that shows the different people involved and steps we will take to work towards achieving our outcomes. Progress was made towards all the strategic priorities however there were some actions we were unable to take forward; some of this was due to developments at a national level and some due to capacity but we will tell you more about our challenges and successes later in this report. You can be assured we will continue to work hard to achieve as many actions as we can by March 2021, although the onset of COVID 19 has had an impact.

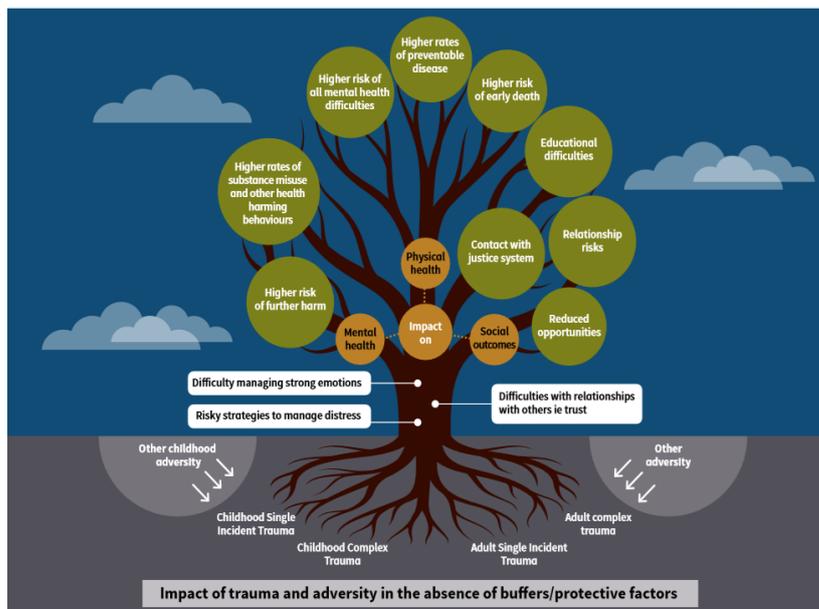
Our local Community Justice Outcomes Improvement Plan also has to feed in to and support the overarching Local Outcome Improvement Plan that sits across the Community Planning Partnership; we provide quarterly updates to the Community Planning Partnership to help demonstrate this. These overarching outcomes can be seen below



# What did we do?

## TRAUMA AWARENESS

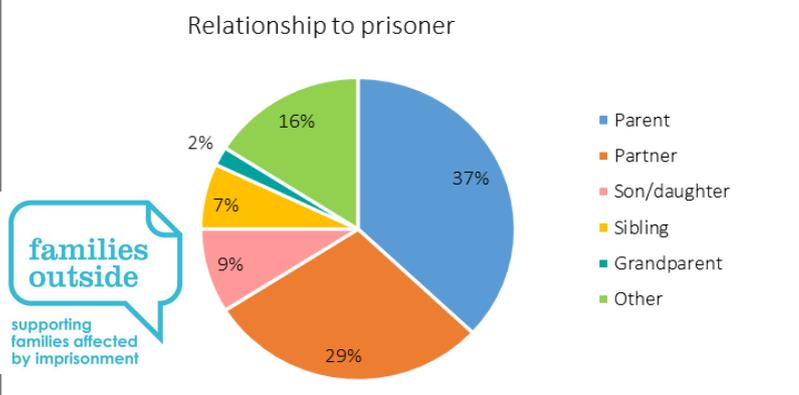
We continued with our programme of Trauma Informed Practice training and awareness raising across Dumfries and Galloway, delivering sessions in Stranraer Library and Dumfries Fire Station. This built on the success and enthusiasm for training carried out in the previous year. We have also shared online Trauma training via TURAS with all partners; this has been cascaded through the Learning and Development Group of Public Protection. The Public Protection Partnership are now discussing the coordination of more specialised trauma training.



We kept our promise to coordinate five sessions of Emotional Unstable Personality Disorder training, this was delivered by colleagues from health, and 100 staff attended from across social work, prison service, police and third sector. Demand for the training was high and attendees reported an increase in their understanding following the training.

Colleagues from Families Outside delivered two multi agency sessions of their 'Out of the Shadows' training, highlighting the impact of imprisonment on children and families. Sessions took place both East and West of the region with over 30 people attending.

The Community Justice Partnership supported and coordinated a funding bid to ADP on behalf of third sector partners Families Outside, this bid was successful and led to the continued local support to those local people with a family member in prison. Over the reporting period 21 families were supported by Families Outside, nine received direct one to one support and twelve received support via the helpline. This impacted on 35 family members

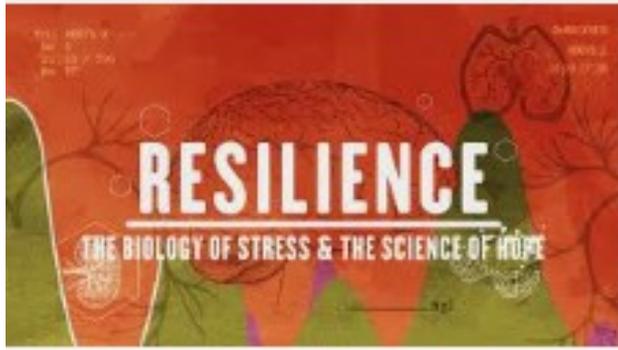


Our Community Justice Partnership Manager continues to provide an input to social work students at University of the West of Scotland Crichton Campus encouraging them to consider the benefits of Partnership working in justice; this is now an annual commitment and is good for both the students and the partnership. All Community Justice Partnership information and news is shared with one of the Lecturers from UWS who shares this with students to enable further learning and understanding. As a result of this we recently received the following feedback:

“A wee word to thank you for pushing out this information. I wish I had time to read it all, but I select some parts to take out and pass on to my students. I know that some of them are reading and following up on them. I am aware that 'pushing things out there' can feel unrewarding and not worthwhile in the absence of feedback. You are providing a valuable link”.

## Resilience Film

*Just Communities*



This year saw us continue to highlight and promote multi agency screenings of the film Resilience: The Biology of Stress and the Science of Hope. The film focusses on the impact of Adverse Childhood Experiences (ACEs) on future life and health outcomes. During 2019/20 we have used the film at a local Head Teachers Conference at The Bridge in Dumfries (May 2019), this was followed by a panel discussion made up of partners from across Community Justice. Following this the film was picked up and used for a school cluster event at Lockerbie Academy in the East of the region. The Depute Headteacher from Lockerbie Academy told us: 'We did this as many of us had seen it at The Bridge. As a cluster, this one was of our targets on our improvement plan; to raise awareness of ACEs. This was the first part, staff across the cluster have now completed an online course. 93 staff were present on the evening. Now that this has been on tv, we have had this recorded on ClickView for all staff to watch as part of their induction to Lockerbie Academy'

The film was also used at a primary school cluster at Sandhead Primary School in the West. Following the screening and discussion at Sandhead Primary further information and links were shared and are being maintained as part of our work going forward. When we asked the Headteacher from Sandhead why she had asked for her staff to see the film she said "I watched the resilience doc when it was on at Dumfries Theatre for my

own professional learning. It struck me straight away that there are many families and children in the community that have experienced a high number of ACE's. I was shocked to learn about the impact on future health and life outcomes on children if they didn't have the appropriate support "buffers". This made me realise even more clearly that the adults in the school need to be these positive "buffers" at all times.

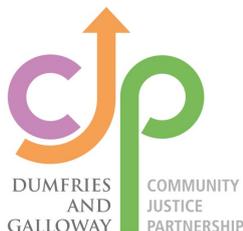
I needed to ensure all my staff understood ACE's and trauma and how this can impact children and families but also understand the strategies we can embed such as nurturing approaches.

I set up two inset days dedicated to learning about trauma and nurture. The first day was the multi-agency viewing of Resilience doc followed by a panel discussion supported by Vikki and other Community Justice Partners. It was absolutely fantastic to have such a mix of professionals in the one setting and bringing so much experience, knowledge and guidance to the session. This has then created links within my school community with Vikki, health and police and has now led me to become the only primary education representative on the Wigtownshire Health and Well-being Partnership. This has further extended my links working in my local community to try to improve outcomes for our children.

We built on the Resilience training with input from our educational psychologist and are now looking into embedding the nurture principles and GIRFEC into our everyday practice from our 2 year olds in nursery to our P7's leaving for the Academy. Our nursery children are able to talk about the SHANARRI indicators through our "SHANARRI stones" and this is further built upon through the school in our school values system that runs through everything. We moderate and share how we do this with each other as a school team; nurturing approaches and well-being is our core business. It is priority number one on 2020-21 School Improvement Plan".

In February we submitted a paper on Resilience and ACEs to the Integrated Joint Board. This has led to much closer working with colleagues in from health and a strong partnership with one of our local Health and Wellbeing Specialists. This work remains ongoing. An invitation was extended to partners across IJB and Elected Members within the Council to attend a screening of the film; again, this was supported by a Community Justice Partners including our Chief Social Work Officer. Head of Children and Families Social Work, HMP Dumfries Governor in Charge, Senior Operational Manager Social Work Services, Community Justice Partnership Manager and a Health and Wellbeing Specialist. Whilst the numbers in attendance were not as high as expected discussion was good and we have been asked to present a paper to full council later this year. Thought is also being given to engagement and screenings with local community councils. We also hope to continue engaging with colleagues in education moving forward.

# Joint Event: Moving From Partnership to Collaboration



In November we held a joint development session with CJP, ADP, VAWG and Suicide Prevention bringing together 50 stakeholders, many of whom sit on multiple partnerships from across the agenda.

The day was Chaired by the Improvement Service with a brief input from each of the subject leads to set the scene and outline their own area of work. Attendees were tasked with identifying key actions across the four areas under identified areas of joint concern:

- Prevention/Early Intervention
- Trauma
- Stigma
- Children and Families
- Justice
- Housing and homelessness
- Communities
- Awareness/Training/Workforce Development

Feedback from the day provided us with evidence for a joint paper with actions spanning across each partnership and a really strong desire for much more effective collaboration to reach outcomes. It was agreed that the joint actions identified will be included in each of these strategic groups plans

ensuring duplication is reduced and collaborative working increased.

This has also led to a short life working group being developed focusing on reducing stigma and increasing and empowering kind communities. Representation from each of the partnerships/groups and a local University of the West of Scotland Mental Health Nursing Lecturer are hoping to develop a research project suitable for funding via the Carnegie Trust and using the skills of those with lived experience in each of the areas mentioned. We are already listening to people from other areas who have had some success with this and using some of the learning from the previous Recovery College approach in Dumfries and Galloway.



## Did you know?

There is clear evidence showing that individuals who have contact with the criminal justice system are at a higher risk of having suicidal thoughts compared with the general population.

This means that people involved in offending represent a high-risk group for suicide and attempted suicide, as the presence of the most important risk factors in this population is very high.

This means that there are clear links and alignments between the National Suicide Prevention Plan and the Community Justice Outcome plan, and cross-policy and inter agency and multi agency work is crucial to maximise suicide preventative action both locally and nationally.

# THROUGH-CARE AND AFTERCARE

Throughcare is the way we describe the support provided to people just before and after they leave prison. Dumfries and Galloway has a number of different support options in place provided by both statutory and voluntary services including; Criminal Justice Social Work (both voluntary and statutory throughcare), New Routes (originally for men aged under 25 years serving short term prison sentences, this age range has now been extended) and Shine for women (both delivered locally by Apex Scotland).

Whatever service is used, all of them work closely with the person being released to help them make a smooth transition back to their local community. Services work with people to identify and address any barriers they face in order to decrease the chance of reoffending and help them to move on more effectively and successfully. They do this by working closely together to come up with a person centered action plan with each having responsibility for some of the actions. This helps to build relationships and trust, giving people the opportunity to challenge if they need to.



up and be more honest with their mentor over time which may account for some areas where no change is seen or the situation appears worse.

Over the last year Shine received 8 prison referrals which is 7 less than last year and 13 community referrals, which is one more than last year. This means that a total of 21 women received support during 2019/20.

Community referrals allow the women referred to be signposted to other identified services locally which may be appropriate to them or to their families, for example addiction or mental health support, help with housing etc.

The Shine Mentoring Service also offers mentoring support to women subject to Community Payback Orders (CPO).

It is hoped that by working closely with their mentor and Justice Social Worker women will be more likely to complete their order successfully and less likely to breach.

What difference did it make?

Women working with Shine mentors use Outcome Star as their action planning tool. A random sample of the women who engaged showed the changes highlighted below. It's important to understand that peoples lives can be challenging at times, this means that some problems may get worse before they get better. There is also a tendency for women to open

Outcome	Im- proved	Same (higher )	Same (lower )	De- clined
Accommodation		5		
Living skills & self-care	4		1	
Mental health & wellbeing	5			
Friends & community	4	1		
Relationships & family	1	2	2	
Parenting & caring		5		
Drugs & alcohol	3	2		
Positive use of time	5			
Managing strong feelings	5			
A crime free life	4	1		

### ALL WOMEN WHO WANTED SUPPORT ON RELEASE FROM PRISON DURING 2019/20 RECEIVED IT

*As mentioned last year we need to recognise that Throughcare can be challenging for us locally as there is no local facility for women or for young men. We also have a men returning from prisons all over Scotland, not just HMP Dumfries. This happens for many reasons. Robust information sharing between SPS and local partners is crucial. The Multi Agency Community Reintegration Board plays a huge part in this.*

*More about that later!*

## THROUGH-CARE AND AFTERCARE

**NEW  
ROUTES**

Dumfries & Galloway  
COUNCIL

**Justice Social  
Work**

During 2019/20 22 men were approached whilst in custody and offered support by New Routes mentors. Of these 18 signed up with the service, 13 have since been liberated from prison. Of those 13, nine men continued to engage and work with their mentors across Dumfries and Galloway. This is a slight decrease of one on the previous year. Eight of the men received support from their mentor to engage with other local support services and of those, seven made progress to improve their situation in the following areas:

Employment skills improved, financial situation was better, more stable accommodation, social improvement; including improvements in relationships.

Because there is no consistent assessment tool used to measure distance travelled we cannot compare outcomes between the two services mentioned which continues to present a challenge.

During 2019/20 22 our local Justice Social Work service supported 135 people subject to Statutory Throughcare, both in prison and on release once they came home

A further 59 people engaged with Justice Social Work after their release from prison for Voluntary Throughcare/Aftercare help. Of those 59 people, 54 were men and there were five women.

It is important to note that people can choose to work with multiple support services on their release from prison with many of the women and men engaging with both Justice Social Work and the other third sector mentoring services.

**SPS**  
SCOTTISH  
PRISON SERVICE

### **Multi Agency Community Reintegration Board (MACRIB)**

The idea for the MACRIB originated from an SPS staff member who had visited HMP Grampian and seen their Case Management Board. He recognised this as an area of good practice and promoted it to all establishments. When he returned to HMP Dumfries the Throughcare Support Officers had introduced a mini Case Management Board that looked at their Caseload. Based on these two models and on a desire to support everyone being liberated back into D&G from any custodial facility the MACRIB was introduced and has developed over time, this development is ongoing. Partner Agencies actively involved included Social Work, Dumfries and Galloway Housing Partnership, Job Centre Plus (DWP), Apex, New Routes, Sacro, DAGCAS, NHS – Addictions & Mental Health, Aberlour "Families2gether", We Are With You and Families Outside.

An HMiP Inspection of HMP Dumfries which took place in January 2020 highlighted the MACRIB, stating in their report: 'A Multi Agency Community Reintegration Board operated for the short-term prison population and should be regarded as good practice to be commended to other establishments'. Between April 2019 and December 2019, 94 people being liberated back to D&G were discussed at MACRIB. As the MACRIB continues to develop and through experiences seen throughout the Covid-19 lockdown it has identified a need for an individual pathway for everyone returning to D&G and this is something MACRIB are in the process of developing.

## Community Sentences; The Smart option

### Inspection of Justice Social Work Services in Dumfries and Galloway

The Care Inspectorate Inspection of Justice Social Work Services with a focus on Community Payback Orders took place throughout the last four months of 2019. Preparing for, and supporting an inspection is a huge piece of work and partners came together to evidence the positive impact Community Payback Orders and colleagues in Justice Services were having in Dumfries and Galloway. The service evaluated really well with the report saying

'There were encouraging examples of people becoming better connected to sources of support, which was helping to reduce isolation and improve social integration. There were similar improvements in personal relationships and the mental health and wellbeing of a significant number of individuals. Positively, many individuals were benefitting from employability support and encouragement to access further education. There were also examples of improvements in relation to accommodation, general health and substance use'

Justice Social Work staff were described as genuine, reliable and regularly 'going above and beyond' to support individuals to achieve positive outcomes. A huge well done to you all!

Please use the following link to access the full Inspection Report which clearly evidences the impact of Community Payback Orders in Dumfries and Galloway: [Inspection of Justice Social Work Services in Dumfries and Galloway](#)

### COMMUNITY PAYBACK ORDERS

The unpaid work team is made up of both community payback officers and unpaid work supervisors. They have continued to organise projects and supervised daily work groups from their bases in Dumfries, Newton Stewart, Stranraer and Annan. A range of unpaid work opportunities has been available right across our huge geographical area.

This has supported individuals to complete projects that benefitted their local communities. This localised provision also means there is reduced time spent travelling, while the provision of travel passes encouraged regular attendance.

The CPO team worked in partnership with Fare Share to provide hot and cold food to the community and those using justice services. The CPO group that delivers Fare Share on Thursdays are also able to attend the Apex soup kitchen and get a bowl of soup or a cup of tea with other people who attend from the wider community. This helps to break down any barriers that some people carrying out CPO may feel in attending Apex for further support with other issues. The justice service worked in collaboration with

partners so that the majority of people on CPO can benefit from 'other activity' opportunities as part of their order. Activities could be tailored, offering opportunities for people to use existing strengths and develop new skills. This includes working closely with Apex, Addaction (We are with you), Turning Point Scotland, Venture Trust and Shine mentoring service. Innovatively the addition of online courses helped individuals develop IT skills, offering learning in a variety of things.

As well as enhancing access to employability skills and learning opportunities good partnership working has facilitated access to over 50 online courses including food hygiene, health and safety and emotional management. This was one of our areas of focus in our local CJOIP and helps to build employability skills and confidence which in turn impacts on offending behaviour.

	2017-18	2018-19	2019-20
CPO Unpaid Work Only	223	184	240
CPO Supervision Only	104	114	176
CPO UPW & Supervision	136	146	170
<b>Total</b>	<b>463</b>	<b>444</b>	<b>586</b>

## How local communities have benefitted?

Justice Social Work Unpaid Work were contacted by the Head Teacher at Johnstonebridge Primary School to see if they could help them create an outdoor classroom area in woodlands near their school.

At the time, the school did not have any suitable access into the nearby wooded area, so they asked Unpaid Work to build them a bridge. The Unpaid Work team removed what was left of the old bridge and replaced it with a new one (see photographs opposite).

The bridge was built at the workshops in the unpaid work unit and then transported to the site at the school. Service users also cleared a large area of the woodland, which was littered with rubbish and old tyres, creating a much safer environment for the children to play and learn.

Ensuring information on successful completion of local projects which have involved those on community payback orders is shared helps local communities to see the value of such orders. It also offers communities the chance to engage with those involved, seeing them as people rather than 'offenders'. People who worked on the project learned new skills such as woodwork and ground clearance as well as team working, problem solving and communication skills. Johnstonebridge Primary school were delighted with the results.

**BEFORE**



**AFTER**



The gardens project at Blackparks Unpaid Work site in Stranraer has been running now for several years. Service users are involved in planning, planting and growing fresh produce, such as potatoes, lettuce, onions, carrots and numerous fruit and herbs. Once harvested the produce is donated to local day centres, care homes, drop in community cafes and voluntary organisations. Service users are also encouraged to take home fresh produce and cook healthy, nutritious meals for themselves and their families.



## Partners working together



### OPERATION SAFETY

Community Justice continues to be included as just one of the partners for "Operation Safety" a region wide education session for Primary 7 pupils from Stranraer to Langholm since. Events take place in the West (1 week in Stranraer during May) and East (3 weeks over September and October) This means messages that contribute towards community justice outcomes are delivered with the emphasis on engagement, safety and early intervention.

During 2019/20 412 pupils attended Operation Safety in the West of the region whilst 1059 attended in the East.



### Fire setter Intervention

The Scottish Fire & Rescue Service also deliver a Juvenile Fire setters Intervention .

This involves engaging with young people who have become involved in risky fire setting . Referrals can be made by Youth Justice, Police Scotland, Schools, or families. Each session is unique and specific to the young person, their needs, and the type of behaviour they have been displaying or taking part in. During 2019/20 10 sessions were delivered in the West and 5 in the East of the region. Young people receiving this input can see the damage caused by their behaviour and consider steps to change that behaviour.

Due to the small numbers involved we are unable to provide any further details to protect confidentiality.



2019 saw some significant changes to Policing in Dumfries and Galloway that has enabled them to provide a more efficient and enhanced service across the region. All changes contribute to both local and national community justice outcomes. These include the introduction of the Contact Assessment Model (CAM), the launch of mobile devices for the police workforce and the Unnecessary Criminalisation of Children in Care pilot.

Research carried out by the Centre of Youth and Criminal Justice identified the opportunity for Police and care homes to work better together to support children. It was identified that minor acts of disorder, that would go unpunished if they happened in a regular home environment, were entering the youth criminal justice system. So in 2019 Dumfries and Galloway Police Division piloted a 'test of change' to reduce the criminalisation of children living in care homes. This required a collaborative and consistent approach between Police and staff within care homes to ensure effective intervention and a potential reduction in criminalisation. The key was to change the thinking of how alleged criminal conduct within a care home setting was dealt with. In cases where Police are dispatched some incidents result in a child or young person being reported for their conduct, however since the start of the pilot it is now being considered whether criminalisation is the most suitable response for that child. Although the volume of calls have only marginally reduced between 2018/19-2019/20, the volume of calls where an incident has resulted in a crime being committed has significantly dropped with a reduction of 62 offences against the previous year; down from 100 to 38 crimes during 2019/20. Each care home now has a dedicated link officer who is responsible for routine visits to build positive relationships with the home and the residents. Routine visits are carried out fortnightly and reports are completed. Missing person incidents were accountable for lots of incidents reported. In 2018/19 there were 74 reports of missing children: 44.8% of total call volume. There was a big reduction during 2019/20, with 48 reports recorded which was 29.3% of the total. The impact can be seen from the following "One young person was being reported missing daily. This young person was getting the train back to his hometown and spending time with his friends, but when he didn't return at a set time, staff would contact Police. Although staff knew where he was and were in contact with him by telephone, they still reported him missing. Following the joint training, staff took a 'not at home' approach to the young person, and instead of reporting him missing kept regular contact with him on the telephone. The young person's behaviour did not change, and he continued to go to his home town, but the hours spent on a nightly basis, by both Police and Care Home staff stopped, given he was no longer being reported as a missing person."

This way of working also stops any unnecessary contact with children and young people who may have experienced trauma and increases positive contact with police only.

**Dumfries & Galloway Crisis Assessment and Treatment Service (CATS)/ Police triage**

The pilot was designed and delivered during 2018/19 providing a safer outcome for people of concern in a community setting with a potential mental health issue who come to the attention of police; this is achieved by CATS working in partnership with Police Scotland locally. Following the pilot this way of working has continued and been expanded across the region. The aim is to ensure people receive access to relevant treatment or support as quickly and appropriately as possible, reducing the need for Section 297 to be invoked, reducing attendances at A&E and to ensure that police get quicker advice leading to a quicker resolution for the individual. Community Psychiatric Nurses (CPNs) based within CATS aid the decision-making process of operational police officers around managing risk when dealing with any suspected mental health incident. If Police officers come across someone they are concerned about who may require CATS input, assistance can be requested from a CPN with the CATS team through the NHS switchboard 24 hours a day. The nurse discusses concerns with the attending officers, triages the incident and can make a clinical decision regarding the best course of action for the individual. Details of the results if calls made during 2019/20 can be seen below:

REASON FOR THE CALL/OUTCOME:	
Police advised to take person to A&E for mental health assessment	34
Police took person to A&E for mental health assessment without discussion	31
Crisis team speaks with distressed person on phone and situation resolved	68
Advice on telephone to police officer	57
Medical assessment (at A&E) needed	13



There are currently no measurements in place to record time saved for police officers or in relation to reduced costs to services. There is also nothing in place to ascertain whether the people involved feel less stigmatised as a result of this approach. This may be worth consideration moving forward.

**CHALLENGES**

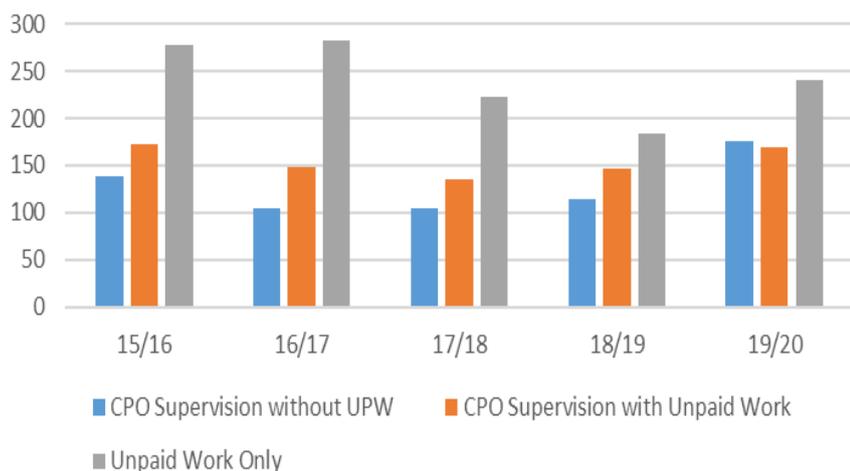
Funding continues to be a challenge with our local partnership supported by only one member of staff. This means that all meetings are coordinated and administrated by our CJ Partnership Manager who also supports partners to drive work forward and achieve outcomes. There is no additional funding for local Community Justice Partnerships to try out small tests of change or support partners to develop services.

Due to covid and the timing of this report it has been particularly challenging for us to access data and statistics from some of our partners including Police, Scottish Courts and Tribunal Service and Crown Office Procurator Fiscal Service. This was reflected in the Annual Activity Template submitted to Community Justice Scotland.

## Moving forward together, just communities, strengthening relationships

The following pages shows some of the data we were able to collect from partners and also contains some real life stories from those in the justice system receiving support from services.

### CPO Information 2015/16-2019/20



**CPO**—Despite a 5% decrease in the number of Community Payback Orders last year (2018/19) we have seen a substantial increase during 2019/20. The use of programme requirements is almost double the national average and continuing to increase, from 2.7% in 2017-18 to 13.6% in 2018-19. As at 31<sup>st</sup> March 2020 there were 659 CPOs open.

Over the last three years the percentage of women undertaking community payback orders has increased from 16% of the total number of people on such orders to 20% which is positive.

### Drug Treatment and Testing Orders 2017/18 to 2019/20

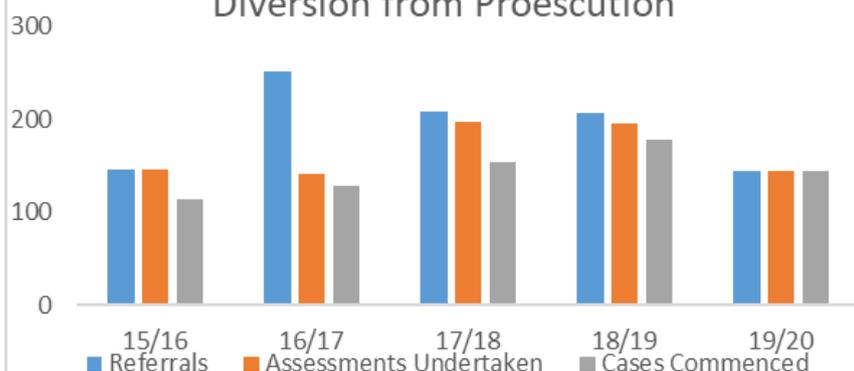


■ 2017/18 ■ 2018/19 ■ 2019/20

**DTTO**—As can be seen from the chart opposite the use of DTTO has more than doubled in Dumfries and Galloway since 2017/18. This is a positive; justice social workers have built skills within this area of the service.

Time has also been spent on developing groupwork for those service users involved in substance use. This is in its infancy but should provide a more holistic and robust case management model and link better with recovery orgs.

### Diversion from Proescution



**Diversion** has decreased this year, although most of the 145 people referred and who have been assessed have started (144) which is encouraging. Multi agency discussions are required to understand the decrease.

Apex Scotland's Moving On service provides support to service users (16+) across Dumfries and Galloway to address personal barriers to employability. The service is aimed at those involved in or at risk of becoming involved in offending behaviours, and those who are socially isolated as a result of problems including homelessness, substance misuse, low literacy and numeracy, lack of work or education, etc.; obviously this is something Apex cannot achieve alone. The Moving On service is contributing already to the Scottish Government's report "No One Left Behind" - next steps for the integration and alignment of employability support in Scotland. Although the service has a focus on employability staff carry out a holistic assessment, supporting and sign-posting to other relevant partners for help with addiction, mental health etc. As part of the employability work people are encouraged to take responsibility for their offences and work with a Personal Development Mentor to produce a letter of disclosure, enabling them to disclose previous convictions to employers in the correct way, whilst focussing on the positive steps they have taken to move their lives forward; this can be extremely empowering for the individuals involved. Attendance at Moving On appointments contributes towards an individual's other activities for their CPO both in Dumfries and Stranraer. This has increased over the last year by increasing the frequency of attending the CPO inductions in both Dumfries and Stranraer

During 2019-2020 the Moving On Service received 196 referrals (256 2018/19) with 109 people engaging 55.6% (186 engaged 2018/19), this is a decrease on the previous year. 169 of those referred were male which mirrors the previous year and the majority (93 people) were aged between 25 and 40 years old.

#### **Soft Outcomes - The following soft outcomes were achieved:**

Displayed a positive change in attitude, confidence and self-esteem:	90	(45.9%)
Completed Letter of disclosure and understand relevance of their convictions:	41	(20.9%)
Completed a CV:	55	(28%)
Applied for jobs:	31	(15.8%)
Interview for employment/education:	9	(4.5%)
Referred to specialist support agency:	5	(2.5%)
<b>Total achieving at least one soft outcome:</b>	<b>90</b>	<b>(45.9%)</b>



#### **Hard Outcomes (40% will achieve a hard outcome.)**

Achieved full time/part time employment:	12	(6.1%)
Undertook accredited training:	40	(20.4%)
Achieved full time education:	0	(%)
<b>Total achieving at least one hard outcome:</b>	<b>52</b>	<b>(26.5%)</b>

Whilst the percentage of people achieving hard outcomes has remained largely the same there has been a fall in the number achieving soft outcomes. Anecdotal information from those delivering the service has been that people referred to the service have been particularly chaotic this year therefore engagement for support has been more challenging and should be recognised as an outcome in its own right.



# IMPACT

## WHAT DIFFERENCE DID IT MAKE?



### PEOPLE SAID.....

#### Chris\* from unpaid work

"Yeah its improved a lot. I was on Community Service (unpaid work) six or seven years ago and you were always treated as part of the crowd. You know we all were made to do the same thing. Now it's like so much more accommodating.

As well as increasing my awareness & understanding in order to help families I will be able to share information with families.

I don't like groups and the workers helped me to feel like an individual. There was one worker who helped me a lot with woodworking, this guy found of way of being able to relate to me and explained things in a simple and helpful way. I learnt a lot making benches and planters and now me and my dad make stuff like that at home. It's been good to be treated like an individual and not a criminal. I just want to get on with my life now, keep myself to myself and look after my kids. Unpaid work has been good for me".

This training has given me a basis for potential work with young people referred who may have a parent/sibling in prison. I don't have any of my caseload at the moment but have had several in the past. I will pass on some of the information and resources within my own team.



Sarah\* was attending her CPO induction and was made aware of the Moving On Service. She agreed to attend an initial appointment at Apex to find out more and create an action plan with her Personal Development Mentor. Sarah had never been employed as she was a young mother of four children and due to the abusive relationship, she had been in found herself on the wrong side of the law. Her confidence was low, and she couldn't see a positive future for herself and her children.

At her second appointment she had time to think about what she wanted to do and what the Moving On service could offer her. She agreed to start our SQA Level 4 Employability course and to volunteer in the foodbank with these hours going towards her CPO.

Sarah's confidence has grown, and she has commented on how working with others has helped this along with a feeling of growth and moving forward by learning new skills and getting properly prepared for employment or further studies. Sarah continues to engage as a volunteer and will be completing her Subject Access application so she can get a good understanding of how her conviction might affect her future prospects and how to overcome this in a positive way.

Paul\* has been an Apex service user in the Moving On service for several years. He has a long history of offending behaviour and completes some of his CPO hours helping at Apex in the food bank and charity shop. Paul has a long history of substance misuse and is a recovering heroin user who is medicated and also supported through drug support services.

Paul suffers from depression and anxiety (largely around the death of his brother) and requires regular checks to ensure he is coping. At the start of March Paul's Personal Development Mentor (PDM) had concerns regarding how Paul would cope with the impending Covid-19 lockdown, these concerns were discussed with Paul's community health drugs worker and it was agreed that the best course of action would be to see if we could find a family member who would be willing to have Paul stay with them during the lockdown.

Initially it was felt the best person within the family to support Paul would be his sister, Paul was assisted to phone his sister and ask if he could come and isolate with her and her family. This however proved not to be possible as his sister was not willing to risk Paul staying and not living within the rules of lockdown and therefore putting both her and her children at greater risk. Paul's sister also had concerns around the risk of Paul returning to his substance misuse habits. Paul's sister however advised that their mother might be willing to have him stay and isolate with her, (Paul has not had contact with his mother in 7 years due to an argument).

Paul's sister phoned his Apex PDM to say that their mother was willing for Paul to go and stay with her during the lockdown. No one was sure how Paul would react to this so his PDM spoke to him about this and Paul eventually agreed to give it a go. Paul's PDM contacted his drugs worker to get his medication sorted to a chemist in the new town which was more than 90 miles away from where he currently lives. He also contacted Criminal Justice to inform them of his change of address (for curfew and bail purposes).

Paul was given bus times and a food parcel to take with him to relieve some financial pressure on his mum and the household. Paul's PDM would phone him the next day to check he had arrived safely and to check how things were going. His PDM has phoned him 2-3 times per week to offer support and advice and just to check that everything is going well. He has spoken to both Paul and his mother regularly, and things are going very well. Paul was reminded to contribute financially when he got his benefits through and he did indeed give his mother £200 towards bills and shopping.

Paul's PDM has kept in contact with all other agencies to keep them informed of how things are going, and everyone is very pleased that this has worked out and Paul has been with his mother for 5 weeks now. This has worked out better than anyone could have expected, and it is great to know that Paul is safe during these difficult times and he is also building family bridges that had been fractured for so many years.

The stories provided demonstrate the chaos that many people in the justice system live with. Thanks again to all involved for allowing us to share these stories. Next year we would like to share stories from those going through the journey, in their own words rather than the words of those supporting them. Watch this space!

## WHAT OUR PARTNERS SAID.....

*As the Governor in HMP Dumfries I have been working with Dumfries and Galloway (D&G) CJP for nearly two years. We are a small establishment and D&G is a small local authority. What works here and what is promoted and supported by D&G CJP is the synergy between the partners. Due to our size many of us attend the same meetings related to community justice, this allows a greater understanding of our respective roles and responsibilities. D&G CJP are central to this concept, bringing partners together and promoting multi-functional working to achieve agreed outcomes.*

*Down here small is definitely beautiful and with D&G CJP all partners have a voice and are recognised and valued for the work we do. I believe this in turn promotes a high degree of reciprocity which generates the enthusiasm to look at local approaches and solutions which, contribute to national outcomes by best meeting the needs of this community*

*Linda Dorward, Governor in Charge, HMP Dumfries*

**The partnership I feel has really grown and strengthened over the last year. As a Third Sector partner I don't feel any less valued than the statutory agencies and it really gives us a voice. I am confident that everyone in the partnership really wants to make a difference to individuals involved in the justice system in Dumfries and Galloway and realise it can't be done in isolation. The partnership allows us to work collectively together to make the difference.**

**Mhairi Ross, Service Development Manager, Apex Scotland**

*Dumfries and Galloway Police Division value the multi-agency partnership working that exists within the Community Justice Partnership. This wider network enables us to share best practice and look for opportunities for shared learning and continuous improvement. Our collaboration with the CJP is key to delivering our Policing priorities*

*Inspector McCombe, Police Scotland*

**“SHE'S NOT ENOUGH OF AN ADDICT.  
SHE'S NOT ENOUGH OF A MENTAL  
HEALTH PATIENT. SHE'S NOT ENOUGH  
OF A CRIMINAL, YOU KNOW. SHE'S  
JUST NOT ENOUGH OF ANYTHING TO  
GET LIKE A PACKAGE.”**

One of the key pieces of research published in June 2019 was the [Hard Edges](#) Scotland Report. This report clearly demonstrates overlap between mental health, substance misuse, domestic abuse, involvement in the justice system and poverty in Scotland. One of the standout quotes from the report can be seen above. The other main finding was that the criminal justice system was used as the last resort 'safety net' for people facing SMD whom other services routinely failed to provide with the help they desperately needed. We can and must do better, but none of us can do that alone.



**As always we are finishing by saying thank you.**

**Thank you to all our partners who support the work of the partnership as well as working hard within their own organisation, none of this could have been achieved without you all!**

**From the case studies we continue to see how hard people work to turn to their lives around, and how hard our partners work to support them to do that. Nobody wants to live their life in and out of courts and prison but it takes a lot of work and commitment to make things different; often this begins with hope! Thank you to all of you and we hope your journey continues on a positive path.**