

COMMUNITY PAYBACK ORDER ANNUAL REPORT

FINANCIAL YEAR: **2020/21**

LOCAL AUTHORITY: **Perth and Kinross**



In this section, please report on the following:

- **The total number of unpaid work hours completed during the year;**
- **Types of unpaid work projects which have been carried out (list of bullet points will suffice); and**
- **One example that helps to demonstrate how communities benefited from unpaid work.**

We recognise that compliance with pandemic restrictions and related SG guidance significantly impacted on the capacity of services during the reporting year. (Max 300 words.)

Total number of unpaid work hours completed during 2020/21

The previous year has presented a significant challenge due to COVID-19. During this time there were two lockdowns (early March to July 2020 and January to April 2021) along with the introduction of a Tier System in October 2020 for management of the situation. Despite these challenges, 1923 unpaid work hours were completed for the reporting period.

The Unpaid Work site (Westbank) was open to service users from July to December 2020. During this period and in line with Scottish Government COVID-19 guidelines, the number of service users and staff onsite was significantly reduced.

Types of unpaid work projects which have been carried out

Examples of projects carried out during 2020-21 include:

- Clearing of an area of allotment at Kingswell Terrace in Letham in Perth



- Installation of a new polytunnel for the Perth City Community Farm



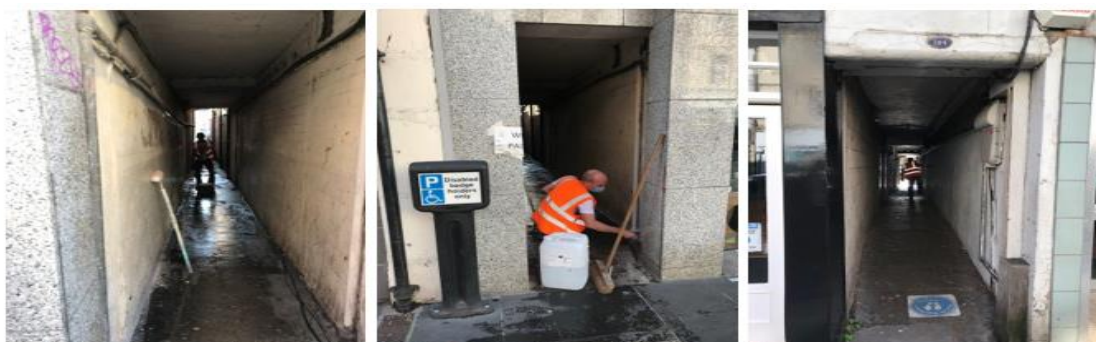
- Garden Maintenance project



- Support setting up St Ninian's Cathedral Nativity Scene



- Decorating work in Perth City Centre (large clean-up operation)





One example that helps to demonstrate how communities benefited from unpaid work

- Large painting project in Blair Atholl (Country Life Museum)

The Atholl Country Life Museum requested assistance with the re-decoration of the exterior of the Museum. The museum is staffed and administered by volunteers who undertake some maintenance work in the off-season but are not able to undertake the redecoration task.



The following feedback was received:

'..... I speak on behalf of all the volunteers and trustees of the Museum when I say they have all done a magnificent job for us. I managed to speak to a couple of the guys when they were there and told them what an important job, they were doing not only for us but for Blair Atholl and its heritage as well. and it means so much that the buildings not only look so much better but that they are now weather-proof for a good while to come... '

Quotes from both people subject to CPOs and the beneficiaries about the impact of the unpaid work on them and/or the community. (Again, bullet point will suffice - max 300 words.)

Quotes from people who have undertaken Unpaid Work (UPW)

"Working with the painter who was brilliant to work with. He taught me new skills, how to paint and hang wallpaper".

"Having something constructive to do. Good advice from the Project Officers".

"I liked the different jobs".

"Doing different things".

"Working with new people".

Quotes from beneficiaries of the services of the UPW Team

- Letter received praising the work of the Community Payback Team:

"I should like to thank J and S and company from Pay Back, who worked in the garden, which was very overgrown. Also, for painting the walls in the stairwell of this building, due to damage done by vandals. This had been reported to the police. I very much appreciate having this done."

- Email received from Perth Academy following a picnic bench refurbishment:

'I just wanted to thank you and your team so much for renovating the picnic bench and chairs for Perth Academy. You have done a fantastic job and our pupils are enjoying having such a lovely area to eat their snacks and lunch.

If your team is able to help with further renovations on facilities for our pupils, we would really appreciate it."

- Extract from Perth High School newsletter (September 2020)

'Thanks also to the Criminal Justice Service unpaid work team for this great picnic bench that was donated for free for our young people to use when outside'.

Types of "other activity" carried out as part of the unpaid work / other activity requirement. You may want to reflect on learning from new ways of working within other activity and the benefits of this. (Again, bullet point will suffice - max 300 words.)

During lockdown service users were signposted to free online courses by UPW team at Westbank. One service user undertook a module via the Open University (Youth Offending) and support via phone contact was maintained throughout the course. Not only was the person able to work through a proportion of their Order during lockdown, but they also gained an understanding of the factors which underly offending behaviour. Most positive of all was their ability to use this information to understand and evaluate their own previous offending behaviour.

During periods where COVID-19 restrictions were eased and through the Community Justice Partnership, opportunities were offered to address “other activity” as part of the UPW requirement.

Examples of these activities delivered via the Westbank project include:

- Service users in UPW have opportunities to learn new skills, attain basic certificates of competence and learn how to ready themselves for the job market. The training for this is provided on-site at Westbank via funding from Skills Academy and through the European Social Fund.
- Horticulture
- Plant maintenance and distribution
- Joinery and manufacturing
- Furniture renovation
- Beekeeping
- Allotment cultivation
- Grounds maintenance
- Painting and decorating

One-stop Women’s Learning Service (OWLS) project:

- Women in the criminal justice system who have physical, mental-health, offending and addiction issues have the opportunity to engage with agencies and community groups to:
 1. learn new job skills
 2. build their self-confidence and self-esteem
 3. increase their ability to consider future employment prospects, education and volunteering opportunities.

Courses delivered via or in tandem with partner agencies including Third sector, COVID-19 restrictions permitting either remotely or in limited in-person facilities, have included:

- First Aid
- Cardiovascular preparation
- Confidence and team building
- Health and Safety
- Ground maintenance
- Plant care and maintenance

1. It is acknowledged that pandemic restrictions will have limited the local opportunities to consult on both the nature of/reduction in the capacity of unpaid work – however, if you were able to undertake this, how did you do so?
2. If you were unable to undertake this type of consultation, please advise how you organised the available unpaid work activity over the year, e.g., responding to requests from local COVID resilience committees, etc. (max 300 words).

The Council’s Criminal Justice Service UPW team operate several media channels to publicise their work and encourage local communities to engage with them via these forums which include:

- News from Westbank – This monthly e-newsletter provides updates on all four projects that form part of the Westbank Hub: Community Payback; Westbank Project; Perth Community Farm and Community Greenspace. The newsletter contains short news stories and pictures that highlight the work of the various teams and offers readers the opportunity to volunteer with the projects. The production of the e-newsletter was ad hoc during 2020/21 reflecting a reduction in activity linked to COVID-19 restrictions.
- The Westbank Project Facebook page. The social media page contains short news stories and photographs of pieces of work undertaken by the various teams based at the Westbank Hub.
- [Unpaid Work Website page](#). As part of the Council's website, the UPW team's page includes a function which allows members of the community to submit requests for pieces of work to be undertaken by the team.

The range of media channels not only provide information on current activity and projects but affords all local communities the opportunity to engage by offering to volunteer or make a request to improve their community facilities. As a result of this communication, the team received 72 requests for work to be undertaken during this reporting period while still adhering to the Scottish Government COVID-19 guidelines.

The pandemic restrictions also affected access to wider support services which are provided by partners (e.g., drug and alcohol services, etc.). Please outline any significant issues which were identified for people involved with Justice Services and what was put in place to resolve matters relating to these issues, e.g., access to services, etc. (max 300 words).

Access to a number of services was severely curtailed for service users during 2020/21 because of the restrictions brought about by COVID-19. In order to provide a responsive service, criminal justice social work (CJSW), had a skeleton staff who remained in the office and assisted service users to manage unplanned and adverse experiences or emergency situations. All appointments and interviews were initially conducted via telephone, gradually moving to face to face contact as restrictions eased. Priority home visits continued throughout the pandemic either due to service user vulnerability or their level of risk of offending or to themselves. In adhering to Scottish Government and Council guidance, all staff wore Personal Protective Equipment (PPE) to ensure not only their own safety but that of service users, particularly those who were shielding.

Basic mobile phones were purchased and supplied to service users who did not have these devices and were pre-loaded with a small amount of credit. This approach was also taken for people who had been granted early release from prison. The process of early release was in an effort to relieve the pressure on the Scottish Prison Service. Food parcels were therefore delivered to these people and others in need.

The service slowly transitioned to face to face appointments between lockdowns but had to be flexible and revert back to more restrictive contact as guidance fluctuated towards the end of 2020 and further restrictions were imposed.

Technology provided by the Council was well utilised by the service and particularly the facility to conduct virtual meetings via Microsoft Teams. This technology greatly

assisted – given the geographical challenges of the authority –contact with vulnerable service users and to assist their attendance at crucial appointments e.g., Health, Independent Advocacy, solicitors, SHINE mentoring service.

Microsoft (MS) Teams has proved to be a preferred method for facilitating Team Meetings and our Multi-Agency Public Protection Meetings (MAPPA). These were conducted via telephone conferencing for a very short period as a result of Police Scotland's inability to use this connectivity, MS Teams is now the preferred forum for this business and has proved more expedient and efficient. This mode of communication is likely to be a key feature of our multi-agency assessment, planning and decision-making arrangements going forward.

At the start of the pandemic, Court activity moved to Dundee. Following the easing of Covid restrictions and increasing Court business at Perth, this has resulted in people out-with the area being stranded after their Court appearance. We have therefore assisted these people with their travel finances because of the challenges in accessing these arrangements in the usual manner via Council services.

Any other relevant information not previously highlighted - this may include:

- **Learning from and/or comment on new ways of working and different benefits which were achieved.**
- **Examples of any work carried out with people on CPOs to address their offending behaviour.**
- **Examples of work carried out in partnership with 3rd Sector partners.**
- **Any other areas identified for improvement and planned next steps**
- **Any other relevant points you wish to highlight.**

(max. 300 words – bullet points only if preferred.)

Given the geographical nature of Perth and Kinross and the benefits which have come about through technology (MS Teams), staff and colleagues have been able to network and utilise this connectivity to its full advantage. This will be a pivotal aspect of our engagement with people in the future.

In line with planned improvements and service re-design supported by Budget Motion Monies via Perth and Kinross Council, criminal justice social work (CJSW) has developed a specific service for male service users called Evolve. This has the views of service users at the heart of its design and builds on the learning of the successful OWLS service for women. Development of this service has continued during the pandemic although the numbers able to participate in important groupwork were limited due to COVID-19 restrictions. A small pilot group ran using a Cognitive Behavioural Therapy (CBT) based groupwork programme as well as trauma informed one to one work. The pilot group is currently ongoing and will be evaluated upon conclusion. The learning from this will be used to inform and initiate a programme for all men in the justice system in 2022.

The Structured Deferred Sentence (called Right Track) worker employed a structured questionnaire approach in their telephone calls with young people aged from 16 to 26. This was to help facilitate discussion and address some of the challenges because of the COVID-19 restrictions and potential communication barriers. This has proved helpful to for young people who, while they have committed offences, have also been vulnerable to the isolation and restrictions brought about by the pandemic.

The One-Stop Women's Learning Service (OWLS) has identified the following:

- Women who attend OWLS accessed substance services more effectively and received their initial assessment and prescriptions in a shorter time than pre pandemic. It is hoped this will continue post pandemic.
- The new partnership working between OWLS and Bethany Trust to support women to return to Perth when liberated from prison will be continued.
- Department of Work and Pensions (DWP) reduced face to face appointments and requirement for medical assessments. This reduced women's anxieties and the need for staff to assist and support women to attend appointments and challenge these assertions, including medical decisions.

Service users and statutory and sector agencies involved with OWLS routinely complete feedback and a couple of their comments are illustrated below:

- ***"The telephone support has helped my anxiety, and mental health during COVID. It has been a life saver for me".***
- ***"OWLS continues to incorporate services in decision making and for me, who works for a Third sector service, it makes me feel part of their team".***

COMPLETED BY: Nicola Rogerson

DATE: 28 October 2021

CONTACT FOR QUERIES ABOUT THE REPORT

Name: Nicola Rogerson

E-mail: NRogerson@pkc.gov.uk

Telephone: 01738 444244