



Community Justice Scotland
Ceartas Coimhearsnachd Alba

Community Justice Outcome Activity Across Scotland
2018-19



1. Background

The introduction of the Community Justice (Scotland) Act 2016 triggered the formal implementation of the new model of Community Justice in Scotland. A number of key documents are associated with the Act including the National Strategy, Justice in Scotland: Vision & Priorities and the Framework for Outcome, Performance & Improvement.

The 2016 Act places a duty on community justice statutory partners to produce a Community Justice Outcome Improvement Plan (CJOIP) which outlines key local needs & priorities and the plans & actions to address these against a backdrop of the documents noted above. Beyond this, the partners are also tasked with reporting, on an annual basis, the community justice outcomes and improvements in their area – again with reference to the associated strategy and framework documents and, when complete, submit those annual reports to Community Justice Scotland.

This guidance, which underpins the reporting template, was produced as a response to views and opinions gathered by the Community Justice Scotland Improvement Team following the publication of the 2017-18 annual report.

Community Justice Scotland is committed to working in partnership with community justice partners and have designed the template and guidance to support local areas in reporting on their annual outcomes and improvements in a meaningful way that captures necessary data in an effective and efficient manner.

2. Statement of Assurance

The information submitted to Community Justice Scotland using this template is for the purpose of fulfilling the requirement under s27 of the Community Justice (Scotland) Act 2016 for Community Justice Scotland to produce a report on performance in relation to community justice outcomes across Scotland.

The data submitted using this template will be used for this reporting purpose only. In the report, local authority areas will not be specifically identified. However, Community Justice Partnerships should be aware that any information held by Community Justice Scotland is subject to statutory Freedom of Information obligations.



3. General principles of the template

The template is designed to capture a range of important data in a way that allows local partners to highlight key aspects of community justice activities, outcomes and improvements over the specified period without it being onerous or time/resource demanding.

Most of the template is self-explanatory and, where this is the case, there is little guidance required. In the sections that require more direction for completion, the text (in blue) will outline what is expected in terms of reporting.

It would be helpful if responses in each of the “evidence and data” boxes within section 4 of the template (“performance reporting”) is held to a maximum of 300 words to ensure the main points are captured. This allows for an efficient analysis by Community Justice Scotland on return. The use of bullet points in your answers is acceptable.

Where the template asks for evidence, a written response will suffice and there is no expectation that you send additional supporting documentation – if there are any aspects Community Justice Scotland is unclear on it will be our responsibility to request clarification where necessary.

If any response or evidence requires details about people with lived experience (e.g. evidence in respect of someone’s life story) please **DO NOT** include any personal sensitive information (as outlined in Schedules 2 & 3 of the Data Protection Act 1998) as Community Justice Scotland does not require such information. If this is unavoidable then please ensure that the data is fully anonymised.

This is the second iteration of the template and guidance. It is anticipated that this template will remain largely unchanged for the reporting periods 2018-2019 and 2019-2020.



4. Template Completion Guide

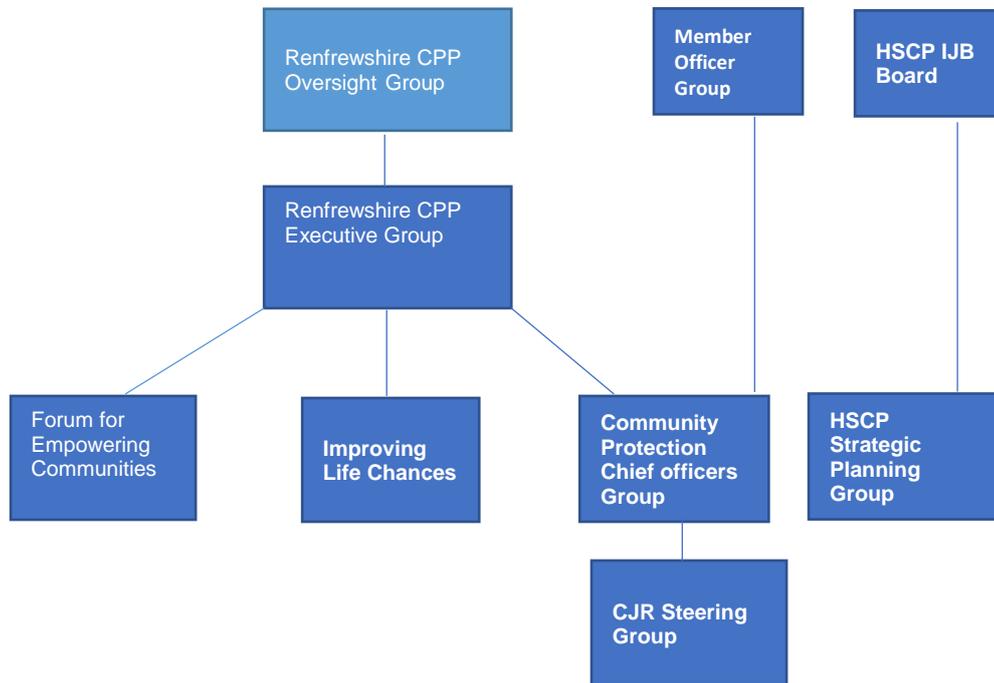
1. Community Justice Partnership / Group Details	
Community Justice Partnership / Group	Community Justice Renfrewshire
Community Justice Partnership Group Chair	John Trainer, Head of Childcare and Criminal Justice, Chief Social Work Officer
Community Justice Partnership / Group Co-ordinator	Annie Torrance, Lead Officer Community Justice
Publication date of Community Justice Outcome Improvement Plan (CJOIP)	01 April 2018

2. Template Sign-off	
<p>The content of this annual report on community justice outcomes and improvements in our area has been agreed as accurate by the Community Justice Partnership / Group and has been shared with our Community Planning Partnership through our local accountability arrangements.</p>	
Signature of Community Justice Partnership / Group Chair:	Date:
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3. Governance Arrangements

Please outline below your current governance structure for the community justice arrangements in your area:



Community Justice Renfrewshire (CJR) has representation on several strategic groups relating to community justice, which continues to raise awareness and reports on progress through briefings and presentations. It has also enabled the CJR Steering Group to keep up to date on agendas, local issues and initiatives relating to community justice.

Some of the groups include;

- MAPPA Strategic Oversight Group for the North Strathclyde area
- Social Work Scotland and Scottish Prison Service Strategy Group
- NHSGGC Community Justice and Health Improvement Strategic Group
- Low Moss PSP Governance Group
- Low Moss PSP Operational Group
- Community Justice National Coordinators Network
- Community Justice Coordinators Working Group
- New Routes Programme Board
- CJS Learning Development & Innovation Working Group

Renfrewshire groups include;

- Community Safety and Public Protection Steering Group
- Lead Officers Network
- Child Protection Committee
- Gender Based Violence Strategy Group
- Alcohol and Drug Partnership Delivery Group
- Public and Community Protection Thematic Board
- Adult Protection Committee
- Renfrewshire Homelessness Network
- Children and Young People Thematic Board
- Employability Innovation and Integration Fund Steering Group



The CJR Lead Officer is situated within Children's Services and is closely linked with colleagues in Youth Justice and Child Protection, this ensures that community justice is reflected in their plans. CJR is firmly established within Renfrewshire's robust Community Planning arrangements. It reports to the Community Protection Chief Officers Group and the Communities, Housing and Planning Policy Board for oversight and governance by senior managers and elected members. These arrangements provide close alignment of priorities between the Renfrewshire Local Outcomes Improvement Plan and the Renfrewshire Community Justice Outcome Improvement Plan.



4. Performance Reporting – National Outcomes

NATIONAL OUTCOME ONE

Communities improve their understanding and participation in community justice

Indicator	Reported?	Useful?	Evidence and Data
<p>Activities carried out to engage with 'communities' as well as other relevant constituencies</p>	<p>Yes</p>	<p>Yes</p>	<p>Throughout this reporting period we have continued our emphasis on awareness raising to ensure increase in understanding of community justice.</p> <p>This has included:</p> <p>Ongoing development of our Communications and Engagement Strategy.</p> <p>Distributing our branded merchandise, posters and leaflets to staff and public.</p> <p>Keeping the Community Justice Renfrewshire webpage up to date with relevant information, published documents and links to partners' websites.</p> <p>Publishing and disseminating Community Justice Renfrewshire newsletters, focussing on local priorities.</p> <p>Holding awareness raising sessions in public buildings within Renfrewshire, providing leaflets and information to staff members, visitors and the public.</p> <p>Attendance at a range of strategic groups, raising the profile of work undertaken by Community Justice Renfrewshire. Providing presentations and briefings to update partners and ensure the community justice agenda remains a priority for all within Renfrewshire.</p> <p>Attendance at Community Planning events, providing presentations to community groups and staff teams of partner agencies.</p> <p>Linking with Community Justice Scotland's national campaign by circulating the 'Second Chancers' films via partners social media channels upon launch of campaign and on release of each film.</p> <p>Initial benchmarking carried out indicated low levels of awareness of community justice. Activities which were undertaken throughout this reporting period to address this is planned to be reviewed by survey and engagement during 2019/2020.</p> <p>Feedback to date provided around the activities outlined above indicates improving recognition of community justice matters and actions.</p>



			Community Justice will continue to develop a framework for ongoing evaluation of community awareness and engagement.
Consultation with communities as part of community justice planning and service provision	Yes	Yes	<p>During planning for our Community Justice Outcome Improvement Plan (CJOIP), consultation was carried out at various stages of the process, including focus groups with people with convictions (many were also victims) in prison and serving community sentences. This provided the opportunity for people to learn about community justice and to give feedback about their experience of services.</p> <p>The draft CJOIP was published for consultation on the CJR webpage requesting comments/feedback from the public via Survey Monkey.</p> <p>CJR took part in several Community Planning consultation events. Attendees included the public, staff from different agencies, and third sector partners.</p> <p>The consultation draft CJOIP was circulated to a range of partner agencies that represent victims and witnesses encouraging feedback from a victim's perspective.</p> <p>Information provided during these activities was included in our updated need's assessment and informed the local priorities within our CJOIP. Consultation then took place on the draft document, to inform the final version.</p> <p>Community Justice Renfrewshire will continue to work to develop a framework for ongoing evaluation of community consultation in respect of community justice in Renfrewshire.</p>
Participation in community justice, such as co-production and joint delivery	Yes	Yes	<p>During planning of our CJOIP consultations were carried out at various stages of the process, including focus groups with people with convictions (many were also victims) in prison and serving community sentences. These sessions provided opportunity for people to learn about community justice and to give their views about services.</p> <p>The Consultation Draft CJOIP was circulated to a range of partner agencies that represent victims and witnesses encouraging feedback from a victim perspective.</p> <p>Information provided during these consultation sessions and activities was included in our updated need's assessment and informed local priorities for our CJOIP.</p> <p>Several CJR partners are members of the Renfrewshire Gender Based Violence Strategy Group and were key in the development of the first multi-agency Renfrewshire Gender Based Violence</p>



		<p>Strategy. Renfrewshire also met with the national violence against women co-ordinator to assist the continued development of the Equally Safe national performance framework.</p> <p>CJR continues to support Active Communities in developing and promoting their new Renfrewshire Women's Centre. 'KAIROS 'is based in Johnstone and is funded through the Robertson Trust. It seeks to be a safe, welcoming and respectful service offering a variety of opportunities and activities for women generally, including those with convictions, providing good connections to other local services. Strong links have been made with criminal justice social work. Women undertaking community payback orders, including supervision and unpaid work, assisted Active Communities KAIROS staff in organising and delivering a community fashion show held at Johnstone town hall. Feedback from those who took part was positive indicating that it benefited their social skills and confidence.</p> <p>Joint working between CJR and Renfrewshire Alcohol and Drug Partnership enabled a funding proposal to be submitted to the Scottish Governments Change Fund. The project aims to improve the clinical pathways into addiction services for People with convictions in Renfrewshire. This bid was successful and the 'Just Recovery' project will be progressed throughout 2019/20.</p> <p>DWP are active partners within Community Justice Renfrewshire. Discussion has commenced with regards JCP work coaches in relation to ensuring their access to any trauma developments, and with Criminal Justice in Renfrewshire to develop a partnership approach that improves service delivery to this service user group.</p> <p>Skills Development Scotland presented to the Community Justice Renfrewshire Steering Group to increase awareness of, and access to, SDS's services. SDS contributed to the Community Justice Renfrewshire Newsletter raising awareness of SDS's services.</p> <p>SDS Careers Advisers in Renfrewshire have been provided with information and resources on Community Justice, this includes people who have convictions and their families. Part of the information includes: What is Community Justice? SDS's role; Relevant legislation and policy; Respectful terminology; Prevalence; and Career Information Advice & Guidance for People with convictions and for Families of those with convictions.</p> <p>The Just Learning – Skills for Employment Project was funded through a successful joint bid to the Scottish Governments Employability Innovation and Integration</p>
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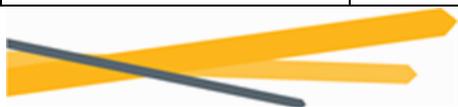
			<p>Fund. It was delivered and managed by a multi-agency steering group.</p> <p>An independent evaluation of the Just Learning – Skills for Employment project was carried out by David Smart of Smart Consultancy. Quotes shown below from the Interim Evaluation Report provide evidence against this indicator;</p> <p>‘Despite the speed with which the Just Learning proposal required to be submitted, all partners reflected a genuine sense of co-production on design, and there was no suggestion of the model being driven by a single partner.’</p> <p>‘The project is rooted in the concept of a cross cutting partnership approach that recognises multiple benefits can and must be delivered to help the people engaged move their lives onto a more productive and sustainable path.’</p> <p>More information about this project and its success can be found in section 5 of this report.</p>
Level of community awareness of / satisfaction with work undertaken as part of a CPO	No	No	This is reported elsewhere as a single agency response, within the Community Payback Order Annual Report which as of 2018 is provided to Community Justice Scotland.
Evidence from questions to be used in local surveys / citizens’ panels and so on	Yes	Yes	Community Justice questions were added to Renfrewshire Citizens Panel questionnaire to collect local views relating to community justice. Information from this survey is used as part of the improvement cycle for community justice in Renfrewshire. We will continue to input into this survey on a regular basis to gain views of the local community.
Perceptions of the local crime data	No	No	Statistics on the perceptions of local crime data in Renfrewshire are not currently available.
Other information relevant to National Outcome One			
<p>Throughout this reporting period we have continued our engagement activities focussing on awareness raising of community justice, this is essential for it to succeed. Most of the people we spoke to were not aware of community justice or the work previously undertaken by the Community Justice Authorities. We will be continuing our efforts to raise awareness of community justice throughout 2019 to 2020 and will carry out surveys and activities to measure our progress.</p>			



NATIONAL OUTCOME TWO

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

Indicator	Reported?	Useful?	Evidence and Data
Services are planned for and delivered in a strategic and collaborative way	Yes	Yes	<p>CJR is represented on a range of strategic groups relating to community justice, these are listed previously in page 5 of this report. Attendance at these groups has allowed for CJR to firmly established the partnership within Renfrewshire's robust Community Planning arrangements. It reports to the Community Protection Chief Officers Group and the Communities, Housing and Planning Policy Board for oversight and governance by elected members. These arrangements provide close alignment of priorities between the Renfrewshire Local Outcomes Improvement Plan and the Renfrewshire Community Justice Outcome Improvement Plan.</p> <p>A range of CJR partners are involved in multi-agency processes including MAPPA (Multi-agency Public Protection Arrangements), MARAC (Multi-agency Risk Assessment Conferences) and MATAAC (Multi-agency Tasking and Co-ordination). All of which create multi-agency risk management plans.</p> <p>The MAPPA Strategic Oversight Group (SOG) and MAPPA Unit operate across the 6 authorities of the previous NSCJA, enabling joint oversight, training initiatives and developments e.g. events, annual development sessions and regular newsletters.</p> <p>In 2018 Renfrewshire Council Children's Services (children and families social work and criminal justice) made a strategic decision to continue to support Care Leavers in the justice system aged 18 to 20 using the existing Whole System Approach. Since then the Whole System Team has worked with several vulnerable care leavers through court support and supervising CPOs/Licences. The co-location of this service with Throughcare and Addiction service provision for young people has led to an increased level of coordinated support, and over time it is hoped that we will see improved outcomes for this particularly vulnerable cohort. As part of this development, we have succeeded in gaining agreement from Polmont YOI that they will automatically notify us when anyone under the age of 21 is admitted to Polmont. We also have agreement that Initial Custody Review meetings for any care leaver admitted to Polmont will take place in the hall so that all the key agencies involved in supporting the young person can attend and share all relevant information.</p> <p>Criminal justice social work staff are provided as trainers to deliver national multi-agency training in risk assessments, generic groupwork and accredited programme provision.</p>



		<p>CJR is progressing Self-Evaluation and has held development sessions which identified required improvement actions within the partnership.</p> <p>As previously stated, in relation to women CJR continues to support Active Communities in developing and promoting their new Renfrewshire Women's Centre 'KAIROS' based in Johnstone. Strong links have been made with criminal justice social work with clients undertaking community payback orders now carrying out some of their other activity hours working within the centre. Council officers and elected members are members of the Kairos Advisory Group.</p> <p>In relation to transitions, CJR have established strong links with the Whole Systems Team, involved with service users up to the age of 20 years who have previously been involved with childcare services, providing age appropriate risk assessments at bail and sentencing stages, and in delivering interventions for young people, ensuring effective transitions to adult services where required.</p> <p>The CJR Lead Officer is situated within Children's Services and is closely linked with colleagues in Youth Justice and Child Protection, this ensures that community justice is reflected in their plans.</p> <p>The CJR Steering Group identified employability as a key local priority as part of the CJOIP. A funding opportunity was identified, and a joint application submitted by the Just Learning – Skill for Employment Project Steering Group which is made up of partners from several agencies including;</p> <ul style="list-style-type: none"> - Criminal Justice Social Work - Housing and Homeless Services - Invest in Renfrewshire - Skill Development Scotland - Department for Work and Pensions - NHSGGC - Engage Renfrewshire <p>More information about this project and its success can be found in section 5 of this report.</p> <p>An independent evaluation of the Just Learning – Skills for Employment project was carried out by David Smart of Smart Consultancy. Quotes shown below from the Interim Evaluation Report provide evidence against this indicator;</p> <p>'The Just Learning programme can demonstrate very clear linkages to a wide range of policy and strategy priorities at both Renfrewshire and national levels'</p> <p>'in this respect, it is notable that the Just Learning project is not only an intervention that cuts across various policy agendas- it is also a practical</p>
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			<p>manifestation of strategies which have in themselves identified cross cutting themes.'</p> <p>'The project is rooted in the concept of a cross cutting partnership approach that recognises multiple benefits can and must be delivered to help the people engaged move their lives onto a more productive and sustainable path.'</p>
Partners have leveraged resources for community justice	Yes	Yes	<p>Community justice practitioners are co-located within Low Moss Prison on a weekly basis;</p> <ul style="list-style-type: none"> - Homeless Services New Start officer - Housing Addictions Liaison - EIFF Just Learning project Coordinator (employability services) <p>This allows for improved sharing of information between the partners and ease of access to a range of services for prisoners prior to their release.</p> <p>Responsibility for provision of CJR Steering Group meeting venues and facilities are shared and rotated amongst partners.</p> <p>Renfrewshire Housing First Renfrewshire Council in partnership with Turning Point Scotland instigated a Housing First pilot project in February 2014. The initial pilot project provided Housing First services to 10 tenants. The target group for the Renfrewshire Council pilot is people 'with a history of issues such as repeat homelessness, non-engagement with support services, substance misuse, offending and so on.'</p> <p>Referral criteria are that the person:</p> <ul style="list-style-type: none"> • Is homeless • That current services do not meet their needs • Has current drug/ poly drug use/ alcohol use • Is looking to sustain a tenancy <p>The age criteria are that the person is 18 or over, though 16- and 17-year olds may be considered.</p> <p>The key objectives are to:</p> <ul style="list-style-type: none"> • Provide a person-centred service and be creative and flexible when supporting service users • Respect and listen to service users and involve and encourage them to make decisions about the service they want • Help to address housing support and addiction issues to enable a service user to make positive changes in their life • Encourage service users to lead full and active lives, achieve their aspirations and become involved in meaningful activities



			<ul style="list-style-type: none"> • Provide an equal and non-judgmental service <p>Partnership working between Active Communities and Criminal Justice Social Work has resulted in Clients on community orders now working within Active Communities KAIROS centre as part of community payback orders.</p> <p>Trauma Training opportunities have been provided by NHSGGC and Addiction Services to Criminal Justice staff and other community justice practitioners.</p> <p>The complement of services in our Women's Community Justice Service supports joint working and access to services. This includes the co-location of addiction, co-morbidity (addiction and mental health) services and criminal justice staff, alongside APEX and Shine PSP staff to support those on community orders and prior to and upon release from custody.</p> <p>Scottish Prison Service currently shares weekly stats on Renfrewshire prisoners within the prison estate with CJR lead Officer. Consideration is being given to how best these could be utilised going forward.</p> <p>A joint funding bid was submitted to Scottish Government Change Fund through Renfrewshire Alcohol and Drug Partnership for 'Just Recovery' Project. This project seeks to improve pathways into addiction services for people with convictions. The bid was successful, and the project will be implemented in 2019/20, working alongside the developments in addiction services arising from the Whole Systems Review of addictions in Renfrewshire.</p> <p>The Just Learning – Skills for Employment Project provided multi-agency training opportunities in relation to disclosure of convictions. More information about this project and its success can be found in section 5 of this report.</p>
Development of community justice workforce to work effectively across organisational/professional /geographical boundaries	Yes	Yes	<p>As stated, trauma training opportunities have been provided by NHSGGC and Addiction Services to Criminal Justice staff and other community justice practitioners. Criminal justice social work staff have been freed up to support national training on risk assessment, groupwork skills and accredited programme delivery.</p> <p>Training for Criminal Justice staff and Police Scotland on shared risk assessments and joint information systems (VISOR) continues to be undertaken jointly by social work and police staff within Renfrewshire.</p> <p>In developing the CJOIP we have undertaken awareness raising and briefing sessions for senior</p>



			<p>management and elected members. The CJOIP is formally noted and approved by the Community Planning Partners Executive Group and the Communities, Planning and Housing Policy Board. Briefings submitted to the various strategic groups and boards have received positive feedback.</p> <p>Awareness sessions carried out with staff groups including;</p> <ul style="list-style-type: none"> - Criminal Justice social Work - SPS Staff - Employability practitioners - Police Scotland staff - DWP staff members - Renfrewshire Homelessness Network <p>The CJR newsletter is co-produced with community justice practitioners. This highlights local priorities and local service provision and encourages greater awareness and involvement from wider services.</p> <p>The proposal for our 'Just Recovery' project which was awarded funding through the Scottish Governments Change Fund intends to recruit a development worker who will work closely with CJSW but will be managed within the addictions service. The purpose of this is to better align the services and improve the clinical pathways into addiction services for criminal justice clients in accordance with the whole system review of addictions that has recently been undertaken within Renfrewshire.</p> <p>As part of the Just Learning – Skills for Employment Project, a Development Coordinator was employed to engage with practitioners to develop the better pathways approach and encourage referrals. Elements of this project are to be mainstreamed within employability services following its conclusion, including the single point of contact for referrals.</p> <p>More information about this project and its success can be found in section 5 of this report.</p>
Partners illustrate effective engagement and collaborative partnership working with the authorities responsible for the delivery of MAPP	No	No	Reported as per previous arrangements through the MAPP Annual Report and overseen by the NSCJA MAPP Strategic Oversight Group.
Other information relevant to National Outcome Two			
Whilst people with convictions already access a range of services, community justice allows for a specific focus on those individuals and their needs/risks and barriers. Whilst partners were unable to provide resources to create additional services, they have ensured that existing services make every attempt to consider this group within service development and their priorities, and where possible opportunities for additional funding for a shared agenda have allowed for the development of projects.			





NATIONAL OUTCOME THREE

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

Indicator	Reported?	Useful?	Evidence and Data
Partners have identified and are overcoming structural barriers for people accessing services	Yes	Yes	<p>A protocol exists in Renfrewshire with NHS Addiction Services within the Scottish Prison Service, to ensure that anyone released from custody subject to substitute prescribing is seen by Renfrewshire drugs service on the day of release.</p> <p>A local pathway for those higher risk service users subject to MAPPA and licenses ensures that they are referred to the higher tier service for initial substance misuse assessment and appropriate intervention.</p> <p>The Renfrewshire housing New Start Officer attends prison to undertake Housing Option Interviews to plan for housing prior to release. Housing support services assists individuals to manage their tenancies, whilst the Housing First initiative run by Turning Point Scotland, ensures that support is available for those who require significant support to maintain a tenancy.</p> <p>A post exists to ensure those in homeless accommodation with addiction issues are referred by the HALO (Homeless Addictions Liaison Officer) to appropriate addictions services as early as possible.</p> <p>The proposal for our 'Just Recovery' project which was awarded funding through the Scottish Governments Change Fund will recruit a development worker who will work closely with CJSW but will be managed within the addictions team. The purpose of this is to better align the services, improve the clinical pathways into addiction services for criminal justice service users, and maximise the use of specific community payback order Substance misuse treatment requirements in accordance with the whole system review of addictions.</p> <p>Partners identified that there was a need for a clearer understanding of referral routes into Mental Health Services both from within the community and those leaving prison. Work is underway to clarify these pathways and streamline the process, this work will continue within the CJOIP Action Log for 2019 to 2020.</p> <p>Focus groups showed the importance of employment within desistance from offending, and the recognition of the lack of clear pathways for those with convictions in Renfrewshire. The Just Learning Skills for Employment Project was set up to understand and improve this. More information about this project and its success can be found in section 5 of this report.</p>
Existence of joint-working arrangements such as processes / protocols to ensure	Yes	Yes	<p>Within Paisley Sheriff Court social work unit;</p> <ul style="list-style-type: none"> - Arrest referral is carried out but Criminal Justice Social Work staff who offer referral into addiction service for those who require it.



<p>access to services to address underlying needs</p>			<ul style="list-style-type: none"> - Throughcare addiction support is provided for individuals post release to support them into addictions services. - A process to support women on bail is available for women, they can be referred to the Women's Community Justice Service. <p>Custody court;</p> <ul style="list-style-type: none"> - Criminal Justice diversion is available (Fiscal Work Orders and general diversion). <p>COPFS Sherifffdom Model;</p> <ul style="list-style-type: none"> - A multi-agency group led by COPFS, across the North Strathkelvin Sherifffdom, enables a spotlight on the use of diversion from prosecution and fiscal work orders, exploring barriers and service provision, this work is ongoing. <p>Remand/Custody Sentence;</p> <ul style="list-style-type: none"> - Public Social Partnerships (PSPs) exist for those being released from custody, engaging with individuals in custody and onto release. These include national PSPs such as Shine for adult females, and local PSPs such as Moving Forward for young males and Low Moss PSP for adult males. These provide voluntary support for individuals in custody and on release to reduce barriers and aid improved social inclusion. Some staff are co-located within criminal justice services. Scottish Prison Service Throughcare Support Officers have aligned with the Low Moss PSP to increase access to the service. <p>A pathway has been developed to enable those in homeless accommodation with alcohol problems to be referred by the HALO (Homeless Addictions Liaison Officer) to Renfrewshire Council on Alcohol.</p> <p>The New Start Officer attends prison to undertake Housing Option Interviews to plan for housing pre-release. Housing support services assists individuals to manage their homes, whilst Housing First ensures that support is available for those who require significant support to maintain a tenancy.</p> <p>A protocol exists in Renfrewshire with NHS addiction services within the Scottish Prison Service, to ensure that anyone released from custody subject to substitute prescribing seen by the drugs service in Renfrewshire on the day of release, and individuals subject to MAPPA/licence are referred to higher tier addiction services for assessment and intervention.</p> <p>Partners identified that there was a need for a clearer understanding of referral routes into Mental Health Services both from within the community and those leaving prison. Work is underway to clarify these pathways and streamline the process, this work will continue within the CJOIP Action Log for 2019 to 2020.</p>
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			<p>Under the principles of the Whole System Approach Renfrewshire Council has retained more young people on supervision orders beyond their 16th birthday where the risk of further offending has been deemed high. This has enabled us to keep young people out of the adult system for as long possible to improve their life chances. It has also enabled some young people to benefit from secure care where otherwise they would have been remanded or sentenced to Polmont.</p> <p>Through the Whole System Approach Renfrewshire Council has successfully promoted the use of remittal to the Children's Hearing for an increasing number of young people up to the age of 17 ½ appearing at Paisley Sheriff Court. This has only been achieved through the development of good relationships with local Sheriffs and Children's Reporters. This has enabled the service to divert young people away from the adult justice system, and have their needs assessed and met via the Children's Hearing. This enables the council to fulfil the ambition of GIRFEC and ensure that young people who offend are able to access child friendly services right up until they turn 18, or 21 if they are care experienced.</p> <p>In the last year drop-in sessions have been offered at the St James Centre in partnership with INVEST outreach service. This has enabled some marginalised young people to engage with employability services that otherwise would have struggled to do so.</p> <p>As part of the Just Learning – Skills for Employment Project, a Development Coordinator was employed to engage with practitioners to develop pathways and encourage referrals. Elements of this project are to be mainstreamed following its conclusion, including the single point of contact for referrals. Further information about this project to evidence against this indicator can be found in section 5 of this report.</p> <p>Partners of service users participating in the Up2U domestic violence perpetrator programme can gain support, assessment and intervention through the Women's Community Justice Centre, by IDAA trained criminal justice staff. The service co-ordinator's involvement in the MARAC process also ensures that where required a multi-agency response is required this can be provided consistently, safely and effectively to respond to high risk victims of domestic abuse.</p> <p>A range of community justice partners are part of both the MARAC and MATAAC processes, to manage the perpetrators and victims of domestic violence.</p>
Initiatives to facilitate access to services	Yes	Yes	Arrest referral is carried out but Criminal Justice Social Work court staff who offer referral into addiction service for those appearing in the custody court. Fieldwork staff refer individuals locally through the Criminal Justice protocol.



		<p>A range of national and local Public Social Partnerships operate across Renfrewshire, supporting men and women prior to and post release from custody.</p> <p>A Joint funding bid submitted to Scottish Government Change Fund through Renfrewshire Alcohol and Drug Partnership for 'Just Recovery' Project. The bid was successful, and the project will be implemented in 2019/20.</p> <p>A development worker will be recruited who will work closely with CJSW but will be managed within the addictions team. The purpose of this is to better align the services and improve the clinical pathways into addiction services for criminal justice clients in line with the whole system review of addictions. It is anticipated that the planned development post within Just Recovery will allow for greater consideration of appropriate disposals and use of CPO requirements at the court assessment stage. It will also explore how those at an earlier stage in their offending, with possession of drugs offences, will be appropriately diverted from prosecution through assistance from relevant addiction services.</p> <p>The CJR Steering Group identified employability as a key local priority as part of the CJOIP. A funding opportunity was identified, and a joint application submitted by The Just Learning – Skill for Employment project Steering Group which is made up of partners from several agencies including;</p> <ul style="list-style-type: none"> - Criminal Justice Social Work - Housing and Homeless Services - Invest in Renfrewshire - Skill Development Scotland - Department for Work and Pensions - NHSGGC - Engage Renfrewshire <p>A Development Coordinator was employed to engage with practitioners to develop the better pathways approach and encourage referrals. Elements of this project are to be mainstreamed within employability services following its conclusion, including the single point of contact for referrals.</p> <p>More information about this project and its success can be found in section 5 of this report.</p> <p>During 2018/19, Renfrewshire Community Planning Partnership agreed to establish an independent multi-agency Alcohol and Drugs Commission. This seeks to establish a true picture of drug and alcohol use in Renfrewshire, and its impact, and to make recommendations on how partners can work together to support local people and communities adversely affected by drug and alcohol use to improve life outcomes. The first meeting of Renfrewshire's Alcohol and Drugs Commission took place on the 19th March 2019 and it is envisaged that the commission will conclude and report on its recommendations in early 2020.</p>
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Speed of access to mental health services	No	No	Whilst mental health services possess this information for the general population, this data is not currently available specifically for the community justice client group.
% of people released from a custodial sentence: a) registered with a GP b) have suitable accommodation c) have had a benefits eligibility check	No	No	This data is not currently gathered. Even where information is available regarding GP registration at the point of imprisonment, where release is to alternative accommodation within Renfrewshire the existing GP is unlikely to remain involved.
Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending	Yes	Yes	The Just Learning – Skills for Employment Project found in section 5 of this report can provide evidence against this indicator. Moving Forward: Making Changes – A group and individually provided treatment programme for those convicted of sexual offending is provided within Renfrewshire and provided to Renfrewshire prisoners within the prison estate. Until October 2018 this was an accredited intervention. MFMC is currently being re-developed, and the Criminal Justice Services Manager in Renfrewshire will be on the Advisory group which will oversee re-development and reaccreditation; whilst the Project Manager of the Service that delivers the programme will participate in the working groups. An evaluation of the programme in Scotland in 2018 reported that whilst most individuals had reduced risk levels by the end of the programme, the data could not be relied upon, and the lack of a control group meant that no clear conclusions could be drawn however “other perceived benefits identified by staff and men interviewed for this evaluation included improved ability to sustain healthy social relationships, regulate their emotions, cooperate with supervision, and understand and change problematic attitudes. 85% of men who completed an exit survey on leaving MF:MC said they thought it would stop them reoffending in a similar manner.” Feedback from service users who undertook the programme within Renfrewshire includes responses to the following questions: Lifestyle Impact - Do you think MF:MC will stop you reoffending in a similar manner? Of those who answered yes: Lifestyle Impact - Why do you say that?



		<ol style="list-style-type: none"> 1. understanding of risk factors and how I can keep myself safe from accusations. 2. I now understand how I reacted to issues in my life which led to offending. I am now better equipped to seek help if needed. 3. It gave good understanding on pro offending behaviour and what led to it. Also helps develop a viable, keep safe plan and good life goals. 4. Due to all the learning about myself/the past. How to meet common life goals appropriately. 5. I have a much better understanding of why I was offending and the needs it was meeting. 6. I have new coping strategies that will help me. 7. It has made me realise about my negative emotions. 8. I learned the skills required to stop re-offending. <p>Reflection on the Service - What would you say are the best things about MF:MC?</p> <ol style="list-style-type: none"> 1. A change in lifestyle regarding habitual drinking. 2. Breaking down and reviewing past behaviours and thinking styles and investigating what led to those actions and thoughts. 3. An understanding about yourself, putting your life back on track, listening to others. 4. Helping me to understand my behaviour with regards to offending and helping me to change as necessary. 5. The understanding of the facilitators and recognising that we're people too who have made mistakes. 6. Trusting in the group. It gave me more confidence to speak out. 7. Being open and honest about my offending, opening up about my emotions. <p>Up2U: Creating Healthy Relationships is a modular programme for people who use domestically abusive behaviours in their intimate partner relationships. This is provided by criminal justice social work to those subject to statutory licence or community supervision, who are assessed as suitable. It is an assessment lead intervention programme which responds to individual need, risk and responsivity, providing tailored packages to suit the needs of the individual. The programme recognises that people use domestically abusive</p>
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		<p>behaviours for different reasons, including - power and control; learned behaviour; attitudes which promote male dominance; lack of emotional management skills and poor conflict resolution skills. Therefore, motivational interviewing techniques are used in a personalised programme to address the needs of the individual.</p> <ul style="list-style-type: none"> - From April 2018 until March 2019 we assessed 115 service users for their suitability to undertake Up2U modules. - At this time, we have 42 service users who are subject to Community Payback Orders/licence, whom Up2U work has been identified and we actively working with. - 41 service users have completed identified Up2U work. <p>We are in the early stages of gathering information, however some of the comments we have had regarding Up2U work includes:</p> <p>“I feel I have a better understanding of the factors which contributed to my behaviour and what I need to do to prevent further domestic incidents.”</p> <p>“In the future relationships I am going to slow down and build trust... I also saw in the media about men controlling their partners’ phones, social media etc. That was who I was! I don't want to be that man and I am going to continue to challenge negative self-talk as I know this leads to harmful outcomes.”</p> <p>The programme is in the process of being evaluated in England.</p> <p>We continue to work with the Women’s Community Justice Service to provide support to the partners of service users who are placed on orders and undertaking Up2U. Our aim is to offer partner support to any service users who remain in a relationship with the victim of their offending. IDAA trained workers are involved in this work. From April 2018 until March 2019, 6 women were referred for Up2U partner support work.</p> <p>Wider services within Renfrewshire, including Women and Children First, a social work service, provides support to women at risk of partner violence.</p>
<p>Other information relevant to National Outcome Three</p>		
<p>Community Justice Renfrewshire has identified examined areas where barriers exist and sought ways to address these across services and agencies, this includes employability, mental health and housing. Evidence based interventions such as Up2U and MFMC also ensures that staff have access to approaches that are considered to impact positively.</p>		



NATIONAL OUTCOME FOUR

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

Indicator	Reported?	Useful?	Evidence and Data
Use of 'other activities requirements' in CPOs	Yes	Yes	<p>Other activity is reported to Community Justice Scotland within the CPO Annual Report. 18/19 stats are still to be finalised, however in 2017/18 71% of other activity involves service user access to addiction counselling, training and employability, and mental health support.</p> <p>The Unpaid Work service has developed links with external agencies such as the Princes Trust, Active Communities, Turning Point Scotland and APEX who have provided information sessions to signpost service users to relevant services to assist in their rehabilitation.</p> <p>This includes links with:</p> <p>Employability:</p> <ul style="list-style-type: none"> The Just Learning: Skills for Employment project includes project staff present every Thursday morning at the Unpaid Work Unit enabling support and advice leading to employment and training opportunities. <p>Mental health:</p> <ul style="list-style-type: none"> The Renfrewshire Community Mental Health Team provided information sessions as did the Assist Suicide prevention team. The Unpaid Work Officers continued to develop strong links with the local Community Mental Health Team, Renfrewshire Association for Mental Health and Combat Stress. <p>Transitions:</p> <ul style="list-style-type: none"> Working with the local throughcare team for young people leaving care, one young person used other activity as a means to develop his cooking skills, he was so successful at this that he worked with a television company to produce a cooking programme aimed at encouraging other young people to learn to cook. He also participated in a project visiting local schools, again with the aim of encouraging young people, especially those leaving care, to develop life skills. <p>Gender specific support:</p> <ul style="list-style-type: none"> The Women's Community Justice Service established in early 2014 has also added further individual, groupwork and drop-in availability to women. Women with Unpaid Work requirements



			<p>have been able to attend the Drop-in group on Friday mornings. A range of activities have been on offer during the year, but the main focus has been healthy eating on a budget. The women are able to participate in making a cheap and nourishing lunch, thus learning about healthy eating. The time has also been used as an informal opportunity to link women with complex needs to other agencies where their wider needs can be met. The relaxed informal and all female setting also allows the women to feel safe and supported, whilst developing their social skills.</p>
Effective risk management for public protection	No	No	<p>For adults convicted of sexual or serious violent offences this is reported elsewhere by a range of partners, within the MAPPA annual report.</p> <p>For younger service users effective risk management for young people in the justice system is delivered through the CARM approach (Care and Risk Management) by the Whole Systems Service. This is applied to the critical few young people who pose the greatest risk of harm either through violence or sexually harmful behaviour. Through the development of a multi-agency risk assessment and management plan this has been successful in managing and reducing risk, giving confidence to key partners and lessening the impact on communities.</p>
Quality of CPOs and DTTOs	No	No	<p>This is reported elsewhere as a single agency response, within the Community Payback annual report submitted to Community Justice Scotland.</p>
<p>Reduced use of custodial sentences and remand:</p> <p>a) Balance between community sentences relative to short custodial sentences under one year</p> <p>b) Proportion of people appearing from custody who are remanded</p>	No	No	<p>Specific Renfrewshire statistics are not available.</p>
The delivery of interventions targeted at problem drug and alcohol use [NHS Local Delivery Plan (LDP) Standard]	No	Yes	<p>Delivery of addiction interventions is overseen by the Alcohol and Drugs Partnership in Renfrewshire.</p> <p>Information as to referral to such services from criminal justice services is not currently reportable, however will be taken forward within 'Just Recovery'.</p>



Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs, DTTOs and RLOs)	No	No	<p>These statistics are not currently reported.</p> <p>Community Payback Orders are reported to Community Justice Scotland within the CPO annual report.</p> <p>Supervised bail is not currently provided by Renfrewshire Council.</p> <p>CPOs and DTTOs are reported to the Scottish Government within the aggregate return and unit level CPO data.</p> <p>Social Work Diversionary activity such as general diversion and Fiscal Work Orders are considered at a COPFS led community justice meeting.</p>
Number of short-term sentences under one year	No	Yes	<p>These statistics are not reported to the Steering Group, however would be helpful. Statistics published nationally are not broken down to local authority areas. However as the presumption against short sentences extends to 12 months it would be helpful to have these statistics, and those who were made subject to community orders as an alternative.</p>
Other information relevant to National Outcome Four			
All attempts are made to utilise or develop interventions to impact positively on service user rehabilitation and desistance.			



NATIONAL OUTCOME FIVE

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

Indicator	Reported?	Useful?	Evidence and Data (max 300 words per indicator)
Individuals have made progress against the outcome	Yes	Yes	<p>Case studies demonstrate that individuals subject to unpaid work have taken forward their learning beyond their order e.g. developed their own businesses using the skills learned, undertaken specific training to assist job readiness, or gained confidence in volunteering that led to future employment.</p> <p>Individuals achieving support from Housing First often have current or prior involvement in the criminal justice system. Individuals who regularly presented as homeless have been able to maintain their own tenancies.</p> <p>The Just Learning – Skills for Employment Project showed clients taking part in a range of activities alongside core job sharing. These included;</p> <ul style="list-style-type: none"> - Assistance with disclosure letters - Keys to Learn - CSCS training - Digital college <p>Clients have moved into the following outcomes at this stage;</p> <ul style="list-style-type: none"> - 26 gained a qualification - 19 moved to Invest in Renfrewshire’s Strategic Skills Pipeline - 2 into full time training - 5 into full time education - 5 into Employability Fund - 1 into full time employment - 5 into traineeships <p>Case studies outlined in section 6 of this report provide further evidence against this indicator.</p> <p>A range of processes such as MARAC, MATAAC and MAPPA address the risks and needs of service users on a multi-agency basis.</p> <p>The provision of accredited or research-based programmes provide the tools for service users to desist from further offending.</p> <p>Staff trained in IDAA within the Womens Community Justice Service provide risk assessments, safety planning and enables MARAC support for women subject to CPOs at risk of domestic violence, and female partners of men undertaking Up2U.</p> <p>Service users are referred to the Advice Works Service within Renfrewshire to support them to maximise the benefits that they are due.</p> <p>Renfrewshire Council has accessed funding that has enabled the purchase of a Wellbeing facilitator for young</p>



			people. This provides both group and individual therapy using yoga/mindfulness etc as a means to support vulnerable young people to develop better mental health.
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Other information relevant to National Outcome Five

A range of services or programmes provided seek to improve the outcomes of individuals with convictions, and pathways exist to overcome barriers of access to universal services.

NATIONAL OUTCOME SIX

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

Indicator	Reported?	Useful?	Evidence and Data (max 300 words per indicator)
Individuals have made progress against the outcome	Yes	Yes	<p>CJR continues to support Active Communities in developing and promoting their new Renfrewshire Women’s Centre KAIROS based in Johnstone. KAIROS, funded through the Robertson Trust, seeks to be a safe, welcoming and respectful service offering a variety of opportunities and activities for women generally including those with convictions, and good connections to other local services. Strong links have been made with criminal justice social work. Women undertaking Community Payback Orders recently assisted Active Communities KAIROS staff in organising a community fashion show held at Johnstone town hall. Feedback from those who took part was positive indicating that it benefited their social skills and confidence.</p> <p>Children’s Services runs a weekly football club for young people that enables them to develop a healthier lifestyle and social skills. This is supported by childcare residential services, addiction services and Throughcare, and has contributed to a reduction in risk taking behaviour. A Friday lunch club is also provided at St James Centre which over the last 3 years has fed a huge number of vulnerable young people, given them a safe space to spend time, and enabled important conversations to take place with them prior to the weekend. This club has boosted health and wellbeing and promoted responsibility and good decision making. Other agencies such as employability and mental health have also begun to use this as a means of engaging with hard to reach young people.</p> <p>An independent evaluation of the Just Learning – Skills for Employment Project was carried out by David Smart of Smart Consultancy. Quotes shown below from the draft Interim Evaluation Report provide evidence against this indicator;</p>

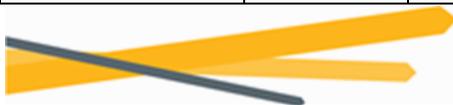


			<p>'all the participants were very positive about their involvement in Just Learning'</p> <p>'the delivery of Keys to Learn within the College setting was favoured – it felt like a 'real' learning environment, and that they were treated like everyone else. For some participants, this had changed their views on progressing to more formal learning, and made them realise Colleges '...were not just full of kids'</p> <p>'the participants on Keys to Learn noted the importance of the group setting. This brought benefits in terms of 'getting out and meeting people', but also - as the course continued – created a strong sense that they were encouraging each other'</p> <p>Service User comment;</p> <ul style="list-style-type: none"> - 'Everyone you meet here seems to really want to help you. Someone in your corner really matters – I didn't expect that' <p>Work is required to gain more detailed case studies to inform progress. We will continue to work to develop a framework for ongoing evaluation of participants experience of interventions.</p> <p>Case studies outlined in section 6 of this report provide further evidence against this indicator.</p>
Other information relevant to National Outcome Six			
Community Justice Renfrewshire continues to explore ways to develop opportunities for individuals, reducing the barriers to accessing education, employment and leisure opportunities.			

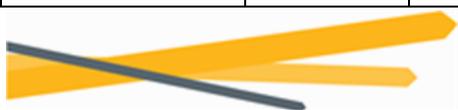
NATIONAL OUTCOME SEVEN

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

Indicator	Reported?	Useful?	Evidence and Data (max 300 words per indicator)
Individuals have made progress against the outcome	Yes	Yes	<p>Participating in the Womens' Unpaid Work Group has not only reduced the breach rates of women with significant issues but increased their self-worth and craft skills.</p> <p>Women attending the Womens' Community Justice Service have access to a range of individual and group activities and interventions that reduce social isolation and improve social skills and resilience.</p> <p>The range of interventions offered by criminal justice social work, by PSP staff, by throughcare support officers, by</p>



		<p>Housing First all aim to support resilience and the capacity to change.</p> <p>An independent evaluation of the Just Learning – Skills for Employment project was carried out by Smart Consultancy. Quotes shown below from the Interim Evaluation Report provide evidence against this indicator;</p> <p>‘the delivery of KTL (Keys to Learn) within the College setting was favoured – it felt like a ‘real’ learning environment, and that they were treated like everyone else. For some participants, this had changed their views on progressing to more formal learning, and made them realise Colleges ‘...were not just full of kids’</p> <p>‘most appeared to have started with a clear understanding that they wanted to progress in the labour market and ultimately get a job. This was seen as a key way of sustainably improving their lives’</p> <p>‘a minority admitted at the start they were not too sure about participating but were prepared to ‘give it a go’. This linked to a starting point perception that their criminal record meant they had very little chance of accessing a job. The project had made them much more positive on this issue’</p> <p>‘in terms of overall benefits, a number were cited, but the most recurrent were the linked issues of improved skills and opportunities in terms of progressing in learning and work, and increased confidence’</p> <p>‘The KTL (Keys to Learn) ‘journey’ was possible to directly observe within the evaluation period – with discussions held at the start and near the end of the course. The group’s growing confidence and increased clarity about where they wanted to progress to after the course was apparent. All but one had quite specific plans. When asked how confident they were on achieving these, the average score was around 7/10’</p> <p>Service User feedback;</p> <ul style="list-style-type: none"> - ‘For the first time in ages I see a better path for my life, and I’m confident I’ll get there’ - ‘The biggest thing I’ve learned from the Keys to Learn project is the more you put in the more you get out’ <p>We will continue to work to develop a framework for ongoing evaluation of participants experience of interventions.</p> <p>Case studies outlined in section 6 of this report provide further evidence against this indicator.</p> <p>The service user feedback in relation to MFMC and Up2U in national outcome 3 under targeted interventions,</p>
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			demonstrates service user perception of enhanced resilience and capacity for change.
Other information relevant to National Outcome Seven			
Case studies and service user feedback demonstrate improved outcomes across a range of services and interventions.			



5. Priority Areas of Focus

Focus groups demonstrated the importance of employment to desistance from offending, and the recognition of the lack of clear pathways for those with convictions in Renfrewshire which took account of specific barriers for this group. The Just Learning Skills for Employment Project was set up to understand and improve this. It also provides an excellent example of community justice in action, involving a range of partners recognition of an issues, and working together to resource a solution.

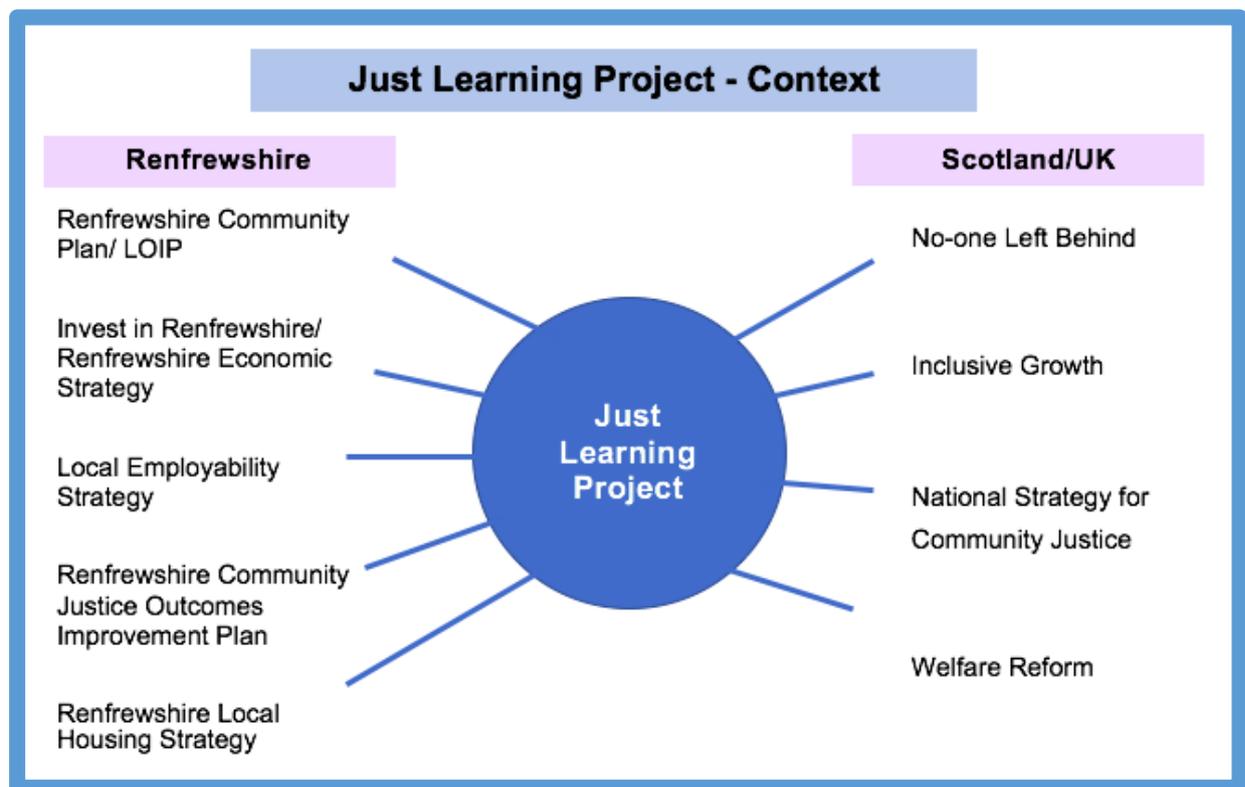
The information below contains excerpts from the independent draft interim evaluation report produced by Smart Consultancy. This provides evidence against several structural and person-centred outcomes.

The Just Learning – Skill for Employment project

The Just Learning project was funded as one of 13 pilot projects in Scotland funded by the Scottish Government’s Employability Innovation and Integration Fund (EIIF). This fund invited proposals from bodies responsible for delivering Community Planning Partnership priorities to develop and test collaborative innovative approaches that demonstrated how the integration and/or alignment of employability and skills training services with health and social care, justice and/or housing services would contribute to an area’s regeneration or development and help more people into work.

Developing the Just Learning proposal required a quick response time to access this funding. This was greatly assisted by the fact that key local players already came together as a Community Justice sub-group within wider Community Planning structures. Despite the speed with which the proposal required to be submitted, all partners reflected a genuine sense of co-production on design, and there was no suggestion of the model being driven by a single partner. Ideas were inputted to the design of the programme from a range of partners. This was important and established a strong sense of collective ‘ownership’ of Just Learning from the outset.

Understanding a range of developments across several policy areas has been critical to the development, current delivery, and future operating context of the project. These include key drivers originating from both the Renfrewshire and Scottish levels.



Aim, strategic outcomes and objectives



Aim: To integrate provision to improve the life opportunities of people with historic or current criminal convictions who are disadvantaged in the labour market as a result of offending behaviour. The project aimed to break the cycle of repeat convictions and homelessness by offering a holistic approach to link:

- personal and social development
- skills and employability interventions
- tenancy sustainment work
- specialist support to address prejudice from employers
- the building of networks
- employment opportunities

Strategic outcomes:

- create a robust employability pathway for people with convictions, contributing to the principles of Creating a Fairer Scotland: A New Future for Employability Support in Scotland;
- contribute to the regeneration of Renfrewshire, and target resources in the most deprived SIMD areas;
- contribute to delivering the aims and objectives of the: Community Plan, Council Plan, Community Justice Outcome Improvement Plan, Local Housing Strategy, Community Planning Local Outcome Improvement Plan and the Housing and Development Service Improvement Plan

Objectives:

- integrate key multi agency service provision to improve life opportunities of those with historical or current convictions: including people subject to diversionary initiatives, serving short sentences, Community Payback Orders or licenses, and those disadvantaged due to previous offending behavior;
- break the cycle of repeat convictions and homelessness through a holistic approach and ensure skills and training are part of the rehabilitation journey;
- develop effective systems to support disclosure of convictions;
- encourage employers to 'recruit with conviction', and create Fair Work employment opportunities

Targeting and access

The groups targeted for support included:

- women who have experienced significant trauma;
- those who have committed high risk and/or sexual offences;
- those presenting at Homeless Services upon liberation;
- those serving short custodial sentences;
- those subject to diversionary measures i.e. diversion from prosecution, or Fiscal Work Orders.
- those carrying out Community Payback Orders;
- those subject to licence conditions, and;
- those living in the community who are disadvantaged from the employment market due to previous convictions.

Referrals to this provision were anticipated through a referral pathway, established as a direct result from this project, from a range of sources including Social Work, Community Payback, Criminal Justice, Housing, Homeless Services, the Scottish Prison Service, Skills Development Scotland, and DWP.

Furthermore, Renfrewshire Homeless Services sought to link with the Skills Development and Training Co-ordinator and refer homeless people with convictions for support to access training opportunities leading on to employment.

Prior to this project there was no direct links with these support services and Economic Development's Employability Service and this project has established a strong, robust and effective referral pathway.

Delivery model and supports provided



Just Learning's delivery model was based around the development of a robust and bespoke Strategic Skills Pathway (SSP) for people with historical or current convictions. The project delivers multiple interventions at various points, providing a broad range of supports to meet needs of individuals at different stages of the pipeline.

Stage 1: Referral, Engagement, Assessment
Stage 2: Needs Assessment and Barrier Removal
Stage 3: Vocational Activity
Stage 4: Employer Engagement & Job Matching
Stage 5: In Work Support & Aftercare

Delivery locations

This operation was primarily delivered at the Invest in Renfrewshire Employability Hub in central Paisley, and various outreach locations throughout Renfrewshire such as Social Work, Community Payback and homeless premises to ensure the services are accessible to the most excluded groups. The Keys to Learn element of the project (summarised below) was based latterly within West College Scotland's Paisley Campus. The project also delivered services and supported participants within Low Moss Prison to engage and support prisoners preparing for liberation.

Supports provided

As a bespoke programme, Just Learning operated based on an ongoing 1:1 assessment and review service, allied to participants accessing a menu of other supports as fitted their requirements and expectations. This delivery model also enabled Invest in Renfrewshire to engage a range of specialist delivery partners to augment provision.

Key supports provided were:

1. *Bespoke, ongoing assessment and advisory support from the IIR Skills and Training Co-ordinator* – involving primarily 1:1 meeting, and signposting to other relevant supports
2. *Access to the Glasgow Homeless Network's 'Keys to Learn' (KTL) Programme* – delivered initially in partnership with Glasgow Kelvin College, and latterly with West College Scotland. This is a well-developed and structured 8-week programme based on personal and social development. As considered further in section 5, this approach has continued to evolve within the period of Just Learning operation. 3 KTL programmes involving a total of 24 people have been delivered in the pilot period.
3. *Apex Scotland* – provided expert group work and 1:1 support to advise, inform and support participants address Disclosure of Criminal Offences in seeking work.
4. *Recruit with Conviction* – provided a range of practitioner and employer training workshops aimed at systemically and sustainably building local capacity to increase employability opportunities for ex-offenders. Following consultation at the Just Learning launch event, it was agreed this support would include: 3 half day seminars on the criminal justice system and the disclosure process; 2 'Apply with Conviction' workshops on disclosure; a session with local employers' and an information for key sector staff on employer engagement in a disclosure context.
5. *Traineeships/paid work experience placements access* within Renfrewshire Council and local third sector organisations.

Just Learning linked to Multiple Agency risk assessment and mitigation processes already established in Renfrewshire for people who have committed serious offences, these processes helped inform any requirements in relation to risk management.

To manage security, Renfrewshire Council's robust Data Protection protocol on personal data was observed by all partners, and all referrals were only shared with the consent of the service user.

Project governance



The project was overseen by a new Just Learning Skills for Employment Steering Group who reported to the existing Community Justice Steering Group, ensuring Just Learning fully aligned with the strategies and activities of all Community Planning partners. Members included representatives from Employability, housing, criminal justice social work, community justice, NHS, DWP, SDS, Engage and SPS.

Staffing

The project was delivered by a Skills and Training Co-ordinator, who is responsible for delivery and is managed by the Invest in Renfrewshire’s Assistant Economic Development Manager, Employability. In line with the services detailed above, additional inputs to the programme were contracted and provided by:

- Apex Scotland – Disclosure Support Service
- Glasgow Homeless Network and West College Scotland – delivery of the Keys to Learn Programme
- Recruit with Conviction – practitioner and employer training sessions

Initial targets

The initial performance targets set for Just Learning within the successful application for Scottish Government funding were a mix of general outcomes and specific targets, as follows:

General:

- improve outcomes for people with convictions
- reduce crime
- align services

Specific targets:

- 60 people supported
- 30 people engaging with personal development training
- 20 people to achieve vocational qualification
- 10 prisoner’s engaging pre-liberation to prepare for employment
- 15 people progressing to employment

The former targets rely to a greater degree on qualitative and contextual reflections: the latter can much more precisely be measured.

Recorded performance

During the period 1st March 2018 and 6th March 2019 Just Learning registered 137 clients on the Just Learning project.

Outputs

Participants have taken part in a range of activities alongside core job searching.

Activities	Number of participants	% all of participants
Disclosure letters	44	32%
Keys to Learn	24	18%
CSCS training	15	11%
Digital College	7	5%
Steps	1	1%
Total	91	66%

In addition, a number of capacity building focused metrics are recorded:

- a total of 80 people participated in the Recruitment Conviction seminars and workshops: 45 across the 3 seminars; 17 in the 2 workshops; 8 employers; and 10 key sector staff in the session directly dealing with employers in a disclosure context
- 76 people attended the Just Learning launch event



Outcomes

Clients have moved into the following outcomes at this stage:

Outcome	Number of participants	% of participants recorded with an outcome
Gained a qualification	26	41%
Moved to Invest in Renfrewshire's Strategic Skills Pipeline	19	14%
Full time training	2	4%
Full time education	5	11%
Employability Fund	5	11%
Full time employment	1	2%
Traineeships	5	11%
Total	63	n/a

Delivery model

The Just Learning delivery model incorporated a series of linked dimensions and based on this a number of delivery partners were engaged to provide specialist inputs. In this context, reflections on both 'the sum and the parts' is required.

Overall, the Just Learning model and approach is a well thought out intervention, suited to the needs of the targeted groups. It has a number of key strengths:

- quick access for people expressing an interest in participating
- a relaxed initial engagement process based on an informal initial chat and introduction – commonly referenced by participants as helpful in putting them 'at ease', and critically signalling that they will not be 'judged'
- good initial and ongoing assessment
- early intervention and linkages to potential participants in their pre-release phase within HMP Low Moss
- use of an accessible core project base, allied to the delivery of supports in a wider range of community venues
- access as required to a customised menu of support interventions – including the 8 week Keys to Learn programme delivered
- specialist help with criminal conviction disclosures
- links to clear employability progressions via the wider suite of Invest in Renfrewshire interventions, and employment opportunities in Renfrewshire Council
- ongoing co-ordination of support via the employability and skills co-ordinator
- supporting capacity building work in the wider local service infrastructure
- setting no time limits on overall participant engagement with the project, but within a context of encouraging onward progression as quickly as practical
- an open-door approach to project aftercare support

Reflections on the parts that produce this outcome are contained in the table below.

Invest in Renfrewshire – Employability and Skills Co-ordinator	This is central co-ordinating point of Just Learning, and the consistent contact for participants. The Co-ordinator provides ongoing 1:1 support and assessment, and signposts participants to other supports as required. This support is provided within the core project base and in outreach venues including Low Moss prison. The Co-ordinator also provides the after-care service. The importance of this role – which is rooted in the relationships developed - in contributing to all the project's strengths is recognised across all stakeholders. Every other project element relies to a very significant degree upon this.
Keys to Learn (KTL)	KTL is a well-developed and respected intervention. It provides a participant centred 8-week programme which focuses on personal and social development. Participants on the programme consulted



	<p>with in this review were consistently very positive on the support received and could very clearly see how this was helping them understand their situations and plan a more positive future. 21 of 24 (88%) participants completed the 8 weeks – this is a further very positive reflection on KTL given the backgrounds of the people taking part.</p> <p>West College Scotland have continued to positively evolve the programme based on continual reflection. In the third course, this focused on the concept of 'leadership' which worked well and led participants to have the confidence to personally present their reflections on this and their personal statements.</p>
Apex Disclosure service	<p>APEX's interventions in both individual and group setting are considered very valuable. They have provided high quality and critical advice to project participants on an issue many are both unsure and intimidated by. The co-location of one of the APEX worker within the Russell Institute has also been considered important. The other worker was co-located within criminal justice services.</p>
Recruit with Conviction (RWC)	<p>This focused on capacity building and sustainable attitudinal change. Work with a wide range of practitioners was well attended. RWC was recognised as bringing a very strong knowledge base to this agenda, and training was very well received. These interventions laid a strong foundation for positive change which local partners are now charged with taking forward. RWC also provided a support session for local employers which was of value, but on reflection may have been too early in Renfrewshire's journey.</p>
HMP Low Moss	<p>An outreach service has been provided within Low Moss Prison where SPS have referred prison due for liberation to the Renfrewshire area to this project. The Invest in Renfrewshire – Employability and Skills Co-ordinator was based within the Prison weekly and met with and engaged well with prisoners. This was effective, and a number of individuals continued their engagement following release which has also resulted in a number of positive outcomes for these individuals by utilising employability interventions to make life changes.</p>

Partnership development and partner reflections

Overall reflections on the partnership development aspects of Just Learning are positive. This benefitted from connecting to an established structure where partners were already discussing related issues. This resulted in designing the project on a genuine shared, co-production basis, which was an important starting point.

From this foundation, several aspects of accepted good partnership working are now apparent:

- a clear, shared, and defined partnership purpose
- shared understanding of what constitutes 'success'
- clear and defined leadership on the Just Learning project – provided by IIR
- involvement of the right people
- good and ongoing communications mechanisms
- the rationale for the involvement of each partner is clear, and on an individual level involvement has maintained a good level of continuity
- partners *trust* each other

Participant perspectives

The review process had the opportunity to engage with 14 Just Learning participants – 9 people on the Keys to Learn programme (including a previous participant now volunteering), and 5 people supported



on a 1:1 basis. The latter were individual discussions. KTL participants discussed the project and their experiences in a group setting on 2 occasions throughout the evaluation process, and the evaluator was invited to their personal statements and leadership presentations towards the end of the 8-week course.

Key feedback from the discussions was:

- all the participants were very positive about their involvement in Just Learning
- most appeared to have started with a clear understanding that they wanted to progress in the labour market and ultimately get a job. This was seen as a key way of sustainably improving their lives
- a minority admitted at the start they were not too sure about participating but were prepared to 'give it a go'. This linked to a starting point perception that their criminal record meant they had very little chance of accessing a job. The project had made them much more positive on this issue
- the initial informal way of welcoming people was considered positive, and very different from some previous experiences. Many participants noted they immediately felt at ease. Linked to this, the short time from referral to initial discussion was considered important

'Everyone you meet here seems to really want to help you. Someone in your corner really matters – I didn't expect that'

the participants on Keys to Learn noted the importance of the group setting. This brought benefits in terms of 'getting out and meeting people', but also - as the course continued - created a strong sense that they were encouraging each other

- the delivery of KTL within the College setting was

favoured - it felt like a 'real' learning environment, and that they were treated like everyone else. For some participants, this had changed their views on progressing to more formal learning, and made them realise Colleges '...were not just full of kids'

- in terms of overall benefits a number were cited, but the most recurrent were the linked issues of improved skills and opportunities in terms of progressing in learning and work, and increased confidence. Addressing disclosure issues supported both of these. On the KTL programme, a number noted that it was great opportunity for self-reflection on their lives and how they saw the future

- the KTL 'journey' was possible to directly observe within the evaluation period - with discussions held at the start and the end of the course. The group's growing confidence and increased clarity about where they wanted to progress to after the course was apparent. All but one had quite specific plans. When asked how confident they were on achieving these, the average score was around 7/10

'The biggest thing I've learned from the Keys to Learn project is the more you put in the more you get out'

near

- the participants were all very complimentary about the staff working on the project, and this extended to all elements. This was about what was delivered and how. Overall, the sense of supportive, empathetic, knowledgeable, non-judgemental and skilled staff were consistent themes. This is best captured by the comment that everyone 'was on your side'. For people with often significant criminal records, this was not commonly what they had experienced. But alongside this, it was also recognised that staff 'pushed' you when necessary, and consistently reinforced that they could help but couldn't do anything without the participant really being on board

'For the first time in ages I see a better path for my life, and I'm confident I'll get there'



In terms of recorded performance against the project's initial numerical targets, progress is as follows:

Measure	Target	Actual	Variance
People supported	60	137	+77
People engaging with personal development training	30	24	-6
People achieving vocational qualification	20	26	+6
Prisoner's engaging pre-liberation to prepare for employment	10	8	-2
People progressing to employment	15	6	-9

Conclusion

The overall conclusion of this evaluation is that Just Learning has been a very positive, innovative and well received intervention.

It was developed quickly from an existing partnership structure and on a true co-production basis. This ensured a strong sense of cross partner 'ownership' of the project. A high-profile launch then embedded this approach.

The strategic fit and relevance is very strong – cutting across a wide range of local and national strategy priorities. It has strongly confirmed in practice the ways in which employability, criminal justice and housing interventions can and must be linked if we are to engage and progress the people targeted for support. The review has also highlighted that the project clearly adds value and is different from other existing interventions – most strongly confirmed in participant feedback.

Demand for the project has been more than twice the initial projected engagement levels. This is supported by a wide range of partners referring to Just Learning. Evidence from recorded data, stakeholder consultations and participant discussions all confirm that this has been very successful in engaging people traditionally excluded from employability services.

6. Case Studies

The following are case studies from Just Learning/ Keys to Learn.

Simon

Simon was referred to the Just Learning: Skills for Employment project by his criminal justice social worker, as he was looking for some support with personal development and advice on how to disclose his convictions.

Working together, Simon and the Just Learning Coordinator built an action plan on how to proceed and he decided to enter the Keys to Learn programme, a self-development course that would address issues with tenancy sustainment as well as boost confidence and self-esteem.

The course is coordinated by Glasgow Homeless Network and facilitated by West College Scotland and Renfrewshire council.



On starting the course Simon was immediately registered as a student at West College Scotland, given a student ID card which allowed him to use the college facilities with no exceptions to any other student. During the course Simon was able to work towards an accredited Leadership Award and this experience opened his eyes to the potential of further education.

Following his attendance at Keys to Learn, Simon applied and was successful in gaining a place on an HNC Business course at West College Scotland.

Through support from staff at Invest in Renfrewshire, Simon's CV was revamped, he was given advice on interview preparation and was assisted in his application for work. Simon was looking for part time employment as he did not wish his benefits to be impacted. He was assisted by Advice Works and was guided appropriately so it was possible for him to attend both college and undertake part time employment and still receive benefit support.

He had his Disclosure Letter completed by Apex Scotland and this gave him the confidence to disclose his conviction when required.

Simon has recently gained employment and is once again enjoying life.

John

John was introduced to the Just Learning Coordinator within the Link Centre at HMP Low Moss a month before his release date, where he was offered support to find employment on release. When John returned to the community he attended The Russell Institute in Paisley to meet with the Just Learning Coordinator and begin his journey towards employment.

Working together they built an Action Plan after discussion around the support he could expect and what he felt was best for him.

John had expressed an interest in working on Roads Maintenance and it was arranged for him to meet with the supervisor at the roads department of Renfrewshire Council. Following this discussion John was offered the opportunity to undertake an Employability Fund (he would remain on benefits until such time that he was able to move onto a Traineeship (paid), this took John 6 weeks. During his Employability Fund placement, John was able to undertake external training to allow him to gain his NRSWA ticket (New Roads & Street works Act) which enhanced his skillset.

John is now working with Renfrewshire Council as a Trainee with the roads department working 27 hours a week at £9.07 per hour. Due to his hard work and commitment he has recently been granted a further 13 weeks extension.

The department is pleased with his progress and are keen to keep him as a full-time member of staff.

Paul

Paul has been supported over the past 6 months as he was looking for support in moving into a more positive destination and bringing more structure to his life. He had found himself battling alcohol and due to his drinking, he found himself in trouble with the police for various breaches of the peace as well as domestic charges against him. The domestic charges were due to him arguing and become aggressive with his parents.

Paul had begun to engage with Homeless Services as he was aware he couldn't continue living at his parents' house and as he would be gaining his new tenancy in the near future, it was an ideal time to place him on the Keys to Learn course.

Paul was sceptical about the course at first but attended the information session and decided to attend the course. The course was 3 consecutive days per week with an additional day to attend and meet with



the Just Learning Coordinator. This began to give the client more structure to his week and meaningful activities which in turn reduced his drinking, as he had a focus for the next day.

Over the period of the course it was recognised that the Paul was ready to take the next step in his journey. Through discussion between Paul and the Just Learning Coordinator it was decided that he entered an Employability Fund as a Community Janitor with a view to undertaking a traineeship.

Paul has now started this Employability Fund and is enjoying the hands-on manual work. He has settled into his house and is leading a calmer lifestyle.

7. Challenges

Challenges in taking forward community justice include:

- Personnel changes across agencies represented on the Steering Group, resulting in challenges maintaining focus.
- The capacity/commitment of some statutory agencies to resource attendance at partnership meetings.
- Resource constraints amongst the range of agencies, some of which are already contracting to provide services within available budgets, and lack of any additional resources. Plus ability of agencies to specifically focus on this service user group within their wider priorities.
- The temporary nature of funding for the Lead Officer post creating potential retention issues.
- Short term funding for statutory and third sector services inhibiting longer term planning.
- Lack of local authority statistics to enable analysis of specific issues within Renfrewshire.

8. Additional Information

