

# Justice Social Work Performance Update – Quarter 4 2021/22

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# Key Performance Indicators - Summary

KPI	Target	Actual	Period	RAG Status	Direction in Last 12 Months
Unpaid Work Placements commenced within 7 days of sentence	80%	87%	Q4	Green	↑
Community Payback Orders with a Case Management Plan within 20 days	85%	93%	Q4	Green	↑
Community Payback Orders 3 month reviews held within timescales	75%	86%	Q4	Green	↓
Unpaid Work requirements completed to timescales	70%	80%	Q4	Green	↑
Percentage of Criminal Justice Social Work Reports submitted to Court	80%	77%	Q4	Amber	↑
Throughcare Order/Licences: Post release interviews held within one day of release	90%	90%	Q4	Green	↑

# Key Performance Achievements & Challenges

## *Performance Achievements*

- Systems have been reviewed and changes made to ensure Unpaid Work Placement are commencing within 7 days of sentence
- Ongoing local performance scrutiny ensures Community Payback Orders have a case management plan within 20 days
- Procedure in place to ensure Community Payback Orders have 3 month reviews scheduled at point of order being made which ensures reviews take place
- First line manager overview continues to ensure Unpaid Work requirements are completed within timescales

# Key Performance Achievements & Challenges

## *Performance Challenges/Areas for Improvement*

- Work remains ongoing to ensure all Criminal Justice Social Work Reports are submitted to court.
- There remains a challenge in meeting 90% of throughcare post release interviews. The numbers released each quarter are small and failure to attend impacts on the overall percentage figure.

# Taking Forward the HSCP Strategic Priorities

Early Intervention, Prevention & Harm Reduction

- Alignment with Children and Families strategic planning relating to Tackling Child Poverty and #KeepThePromise
- Rapid access pathways for justice service users into community mental health services
- Improved interface with ADRS and Hunter Street Complex Needs Service.
- Diversion from Prosecution, Structured Deferred Sentence and Supervised Bail
- Investment in 'Martha's Mammies' test of change – to support mothers who have lost care of their children

# Taking Forward the HSCP Strategic Priorities

Providing Greater Self Determination & Choice

- Commissioned lived experienced mentoring service to support those out with treatment and provide information / advice on local resources.
- launched **Your Voice** in April 2022 which is a digital service user feedback survey.
- Tomorrows Women Glasgow continues to operate a co-production model with service users involvement in all aspects of project planning

# Taking Forward the HSCP Strategic Priorities

## Shifting the Balance of Care

- Enhanced support to those leaving custody and integrating into community sustaining tenancies and promoting stability
- Improved Homelessness Services and Complex Needs Service partnership
- Promoting tenancy sustainment remains a priority in shifting the balance from prison to the community

# Taking Forward the HSCP Strategic Priorities

Enabling Independent Living for Longer

- Tomorrows Women Glasgow and the Positive Outcomes Project streamlined process for service users accessing key services
- Peer mentoring and our commissioned tenancy support service enables service users with a high level of risk and need to maintain and enhance their skills for independence.



# Taking Forward the HSCP Strategic Priorities

## Public Protection

- Full review of domestic abuse service provision, including the Caledonia Programme, and will develop an improvement plan which will be published in Autumn 2022
- The role out of the Block Profiling scheme for Registered Sex Offenders to all Register Social Landlords
- joint community social work and health provision to support the Lillias Community Custody Hub commencement Sep 2022
- Expansion development of the problem solving court model in Glasgow which includes Drug Court, Alcohol Court and the Youth Court

# Supporting Our Staff

- Staff engagement plan for 2022 to support staff to reconnect with each other and service developments following the pandemic
- First line managers have been consulted regarding working arrangements post pandemic
- Justice social work have invested additional COVID grant funding in front line staffing to ensure additional capacity is availability to deal with the backlog of court work
- HSCP renewed focus on succession planning strategy aligned to work force development planning arrangements

# Future Service Plans and Priorities

- COVID recovery that address inequalities made worse by the pandemic and ensure justice service provision is fully restored and transformed
- Continue roll out of knowledge and skills to understand and adopt a trauma informed approach
- Expansion of whole system approach to preventing offending beyond age 18 – future development of Youth Court
- Prepare for the impact of National Care Service on justice social work
- Prepare for legislation to reform law governing bail and release from prison custody
- Continue to strengthen alternatives to remand – review of bail services at Glasgow Sheriff Court
- Commitment to ensuring victims, women and children are considered fully in our approach to justice