

Justice Social Work Performance Update – Quarter 4 2022/23

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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%	89%	Q4	Green	↑
Community Payback Orders with a Case Management Plan within 20 days	85%	97%	Q4	Green	↑
Community Payback Orders 3 month reviews held within timescales	75%	83%	Q4	Green	↓
Unpaid Work requirements completed to timescales	70%	85%	Q4	Green	↑
Percentage of Criminal Justice Social Work Reports submitted to Court	80%	80%	Q4	Green	↑
Throughcare Order/Licences: Post release interviews held within one day of release	80%	98%	Q4	Green	↑

Key Performance Achievements & Challenges

Performance Achievements

- Ongoing local performance scrutiny and quarterly management oversight has maintained performance throughout 2022-23. Youth Justice Teams are also supported as part of this process
- The justice performance team now offer a performance input to all new staff to ensure they understand how to record our key performance indicators

Performance Challenges/Areas for Improvement

- Work remains ongoing to ensure all Justice Social Work Reports are submitted to court
- Given budgetary pressures we have been unable to fill core vacancies within justice social work. It is likely this will impact on our performance in 2023-24

Taking Forward the HSCP Strategic Priorities

Early Intervention, Prevention & Harm Reduction

- A review of current justice funded ADRS provision and MAT Standards Implementation is underway to support service users with harmful, as well as dependant, alcohol and/drug use
- Tomorrows Women Glasgow continues to support women leaving short term prison sentences ensuring early intervention and harm reduction is in place in the form of an allocated worker, adequate housing and treatment provision
- Justice Social Work alongside Glasgow Sheriff Court has introduced a Women's Problem Solving Court in January 2023. The key principles of this court are early intervention, prevention and harm reduction

Taking Forward the HSCP Strategic Priorities

Providing Greater Self Determination & Choice

- Justice social work introduced Your Voice, a service user feedback tool, in April 2022. This has provided services users with a voice to feedback on what they want from a justice social work service. We have received useful feedback on how they would prefer to be communicate with, choices in unpaid work placements and our office environments
- Martha's Mammies now has an established service user reference group who influence how the project is run on a day to day basis. The group are now considering setting up a peer lead recovery group

Taking Forward the HSCP Strategic Priorities

Shifting the Balance of Care

- Justice social work are working across a number of initiatives to support those being released from custody to successfully reintegrate back into the community
- Promoting community integration with a view to tenancy sustainment remains a key priority in shifting the balance from prison to the community for the women in the Lillis Community Custody Unit

Taking Forward the HSCP Strategic Priorities

Enabling Independent Living for Longer

- Our commissioned tenancy support service enables service users with a high level of risk and need to maintain and enhance their skills for independence – this is of particular importance for those subject to MAPPA oversight
- Our links to homelessness services are key to providing a safe, stable and supportive accommodation. This unlocks better outcomes for service users with complex needs, assists in tackling poverty and supports rehabilitation whilst maintaining a person's independence

Taking Forward the HSCP Strategic Priorities

Public Protection

- Justice social work has embarked on a full review of its domestic abuse service provision, a new set of governance arrangements have been put in place, work is being concluded on a revised assessment pack and safe framework for those men not suitable for the Caledonian Programme. This has included close liaison with colleagues in Children and Families and alignment to the HSCP Domestic Abuse Strategy
- ASP protocol and procedure has been developed jointly by Barlinnie social work team and the lead officer for ASP for those currently serving prison sentences

Supporting Our Staff

- Justice social work have developed a staff engagement plan for 2023-24 with a focus on the learning from the Person H MAPPA SCR, feedback from Your Voice, solutions to address our budget pressures and development updates on our Hate Crime and Gambling Harms projects
- There will be a follow up session in October 2023 with our unpaid work staff to review the Unpaid Work Improvement Plan which was agreed in April 2023
- HSCP succession planning strategy is being actively considered within justice – we hope to develop PDP opportunities in justice for our own staff and for wider HSCP staff

Future Service Plans and Priorities

- Introduce Maximising Independence principles into justice social work
- Continue to embed a trauma informed approach across justice services
- Continue to engage in discussions about the National Care Service
- Prepare for legislation to reform law governing bail and release from prison custody
- Develop an outcome framework for justice social work building on the introduction of Outcome Star
- Continue to develop our suite of problem solving courts namely our Drug Court, Alcohol Court, Youth Court and Women's Court