

Justice Social Work Performance Update – Quarter 4 2023/24

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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%	90%	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%	84%	Q4	Green	↑
Unpaid Work requirements completed to timescales	70%	82%	Q4	Green	↓
Percentage of Criminal Justice Social Work Reports submitted to Court	80%	79%	Q4	Green	↓
Throughcare Order/Licences: Post release interviews held within one day of release	80%	100%	Q4	Green	↑

Key Performance Achievements & Challenges

Performance Achievements

- We have achieved all 6 key performance indicators
- We continue to support staff and managers with a clear performance framework which is overseen by senior managers
- We undertake regular data cleanse exercises
- We have embedded process which support people being released from custody within one day of release, which has had a sustained impact on our performance

Performance Challenges/Areas for Improvement

- We continue to focus our attention on submitting reports to court this remains an ongoing area of improvement and innovation
- Following service redesign, we had a particular focus on maintaining unpaid work placements commencing within 7 days

Taking Forward the HSCP Strategic Priorities

Prevention, Early Intervention and Well-being

- Justice Social Work continues to work alongside Glasgow Sheriff Court to support the 4 Problem Solving Courts, Drug Court, Alcohol Court, Youth Court and Women's Court
- Diversion from Prosecution is an early intervention which diverts people appropriately out of the criminal justice system following social work intervention
- Bail Supervision is offered to court as an alternative to remand. We have invested heavily in our service over the past 3 years and have seen the number increase significantly

Taking Forward the HSCP Strategic Priorities

Supporting Greater Self-Determination and Informed Choice

- Justice social work introduced Your Voice, a service user feedback tool, in April 2022. This has now been rolled out across all justice services
- We are working closely with service users to develop three new unpaid work community placements. Their feedback has been invaluable in shaping the service provision
- Co-production and service user engagement continues to inform Tomorrows Women Glasgow service development

Taking Forward the HSCP Strategic Priorities

Supporting People in their Communities

- 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

Strengthening Communities to Reduce Harm

- We have enhanced our audit and scrutiny of high-risk cases this year – with a focus on MAPPA cases
- We have set up a prison throughcare operational group which leads on training, audit and policy development
- We have invested in training staff to an enhanced level ensuring they are able to complete complex risk assessments and formulate risk management plans

Taking Forward the HSCP Strategic Priorities

A Healthy, Valued and Supported Workforce

- Staff engagement session and local management reviews remain a priority for all justice social work staff
- Reviewing our current training pathway for justice staff
- Continue to support line managers to provide good quality supervision which takes account of staff well-being
- Support staff to be at work ensuring we make reasonable adjustments for people return from periods of absence

Taking Forward the HSCP Strategic Priorities

Building a Sustainable Future

- Our tenancy support service enables service users to maintain and enhance their skills for independence
- We continue to offer voluntary throughcare support for those being released from custody without statutory supervision
- We have developed a tenancy sustainment fund which supports people subject to criminal justice orders to set up home and maintain a tenancy

Future Service Plans and Priorities

- Continue to embed a trauma informed practice across justice services
- Continue to engage in discussions about the National Care Service and the future of justice services
- Prepare for legislation to reform law governing bail and release from prison custody
- Work alongside other justice partners to address the rising prison population