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**Item No: 14**

**Meeting Date: Wednesday 29<sup>th</sup> November 2023**

## **Glasgow City Integration Joint Board**

**Report By: Susanne Millar, Chief Officer**

**Contact: Lynsey Smith, Head of Service, Justice Social Work**

**Phone: 0141 274 6000**

### **Justice Social Work and Community Justice Overview Annual Update**

<b>Purpose of Report:</b>	To update the Integration Joint Board on: <ul style="list-style-type: none"><li>• Justice Social Work developments; and</li><li>• Community Justice Glasgow developments.</li></ul>
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<b>Background/Engagement:</b>	Engagement in relation to the community justice agenda is undertaken with service users, justice social work staff and the broader community justice partners.
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<b>Recommendations:</b>	The Integration Joint Board is asked to: <ul style="list-style-type: none"><li>a) Note the content of the report; and</li><li>b) Note the improvements and continual development in Justice Services.</li></ul>
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#### **Relevance to Integration Joint Board Strategic Plan:**

The Integration Joint Board is a named statutory partner to community justice through the Community Justice (Scotland) Act 2016. Justice Services contributes to meeting the IJB's strategic priority to Strengthen communities to reduce harm.

#### **Implications for Health and Social Care Partnership:**

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	This proposal supports the delivery of all 9 National Outcomes, with an emphasis on: <ul style="list-style-type: none"><li>1. People are able to look after and improve their own health and wellbeing and live in good health for longer.</li></ul>
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	<ol style="list-style-type: none"><li>2. People who use health and social care services have positive experiences of those services, and have their dignity respected.</li><li>3. Health and social care services centered on helping to maintain or improve the quality of life of people who use those services.</li><li>4. People using health and social care services are safe from harm.</li><li>5. Resources are used effectively and efficiently in the provision of health and social care services.</li></ol>
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<b>Personnel:</b>	None
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<b>Carers:</b>	None
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<b>Provider Organisations:</b>	None
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<b>Equalities:</b>	None
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<b>Fairer Scotland Compliance:</b>	None
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<b>Financial:</b>	None
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<b>Legal:</b>	None
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<b>Economic Impact:</b>	None
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<b>Sustainability:</b>	None
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<b>Sustainable Procurement and Article 19:</b>	None
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<b>Risk Implications:</b>	A number of service developments discussed in this report are reliant on the additional pandemic funding. If and when this funding comes to an end, we will no longer be able to provide these services.
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<b>Implications for Glasgow City Council:</b>	None
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<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	None
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<b>Direction Required to Council, Health Board or Both</b>	
<b>Direction to:</b>	
1. No Direction Required	<input checked="" type="checkbox"/>
2. Glasgow City Council	<input type="checkbox"/>
3. NHS Greater Glasgow & Clyde	<input type="checkbox"/>
4. Glasgow City Council and NHS Greater Glasgow & Clyde	<input type="checkbox"/>

**1. Purpose**

1.1 The purpose of this report is to update the Integration Joint Board on:

- Justice Social Work developments; and
- Community Justice Glasgow developments.

**2. Background**

2.1 Justice Social Work (JSW) has seen the number of criminal justice orders and requests for court reports recover to pre-pandemic levels in 2022-23. Although the court system is still working through a small backlog of cases amassed during lockdown, we have now reached a 'business as usual' volume of work and we are no longer seeing a spike in the number of orders coming from the court.

2.2 Over the past three years, JSW have been mostly focused on recovering from COVID and have utilised pandemic grant funding from Scottish Government to ensure we have had adequate capacity to deal with the backlog of court cases and the increased number of unpaid work hours. As set out in previous reports to the IJB, we have utilised the recovery grant to progress a transformational agenda with a clear focus on improving the long-term outcomes for service users creating opportunities for reintegration and rehabilitation.

2.3 Early and effective intervention remains at the heart of our vision for JSW in Glasgow. We have continued to develop and enhance services over the past three years such as Supervised Bail, Diversion from Prosecution and Structured Deferred Sentence in line with these aspirations. Reducing the prison population, recall to prison, improving engagement and compliance with community orders will be our service priorities for 2024. Alongside supporting national developments such as the implementation of Electronic Monitoring and [The Vision for Justice in Scotland](#).

**3. Key Justice Social Work Developments in 2020-23**

**3.1 Your Voice**

3.1.1 JSW rolled out *Your Voice* in April 2021 an electronic method of gathering service user feedback. *Your Voice* has provided a more consistent and reliable method of collecting service user views which has allowed us to use this feedback to inform improvement and implementation planning.

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- 3.1.2 The key findings from the first year of reporting is the quality of worker / service user relationship is strong across JSW with evidence of a strength-based approach being adopted by staff. Service users have told us that they feel valued by their social worker and have been supported to access much needed services to address a range of complex needs.
- 3.1.3 Lower service user satisfaction levels have related to structural issues such as access to appropriate housing, mental health support and employment and training opportunities. This feedback has spurred on a partnership approach to addressing these issues across the HSCP, Community Justice Glasgow and commissioned and third sector providers. It is clear we need to widen and increase opportunities for those involved in the justice system to access volunteering, training, and employment opportunities to enhance desistance from crime in the longer term.

### 3.2 Bail Supervision

- 3.2.1 Bail Supervision is a social work service whereby individuals who would otherwise be held on remand are released on bail on the condition that they meet with a bail supervisor. Bail supervision is intended to provide a robust and credible alternative to remand where individuals are assessed as needing a level of supervision and support to meet their bail conditions.
- 3.2.2 The increased use of bail supervision is both a national and local priority in terms of providing support and intervention at the earliest opportunity which helps minimise the numbers of individuals held on remand pending trial or for reports. It also offers the person subject to bail supervision the opportunity to address the underlying causes of their offending behaviour, including alcohol and drug use, unemployment, poverty and physical and mental health issues.
- 3.2.3 There has been an increased use of bail supervision since 2021-22 with a total of **174** bail supervision cases imposed rising in 2022-23 to a total of **274**. In the first half of 2023-24 **150** cases were imposed indicating that we are on track to increase the use of bail supervision beyond the 2022-23 total.

### 3.3 Youth Court

- 3.3.1 The Glasgow Youth Court was introduced to Glasgow Sheriff Court in June 2021. The ethos behind the youth court model is to prevent young people from becoming subject to formal statutory measures, either via the Children's Hearing system or adult Criminal Justice system, and to use the authority of the court to enhance the rehabilitative power of community sentences such as Structured Deferred Sentences (SDS). The Glasgow Youth Court model combines the provision of multi-disciplinary intervention and support in the community, with regular court reviews to monitor and encourage young people's progress.
- 3.3.2 The use of SDS for under 25 year olds has seen a significant increase from **29** imposed in 2020-21 to **170** imposed in 2022-23, which demonstrates the positive impact the Youth Court has had on changing sentencing practice.

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- 3.3.3 The Children and Young People's Centre for Justice (CYCJ) were commissioned to complete a formal evaluation of the Glasgow Youth Court, with their findings being published in April 2023  
<https://www.cycj.org.uk/resource/glasgow-youth-court-full-report/>

### 3.4 Women's Problem-Solving Court

- 3.4.1 In January 2023, Glasgow Sheriff Court, with the support of JSW introduced a Women's Problem-Solving Court. The focus of this court is to work with women involved in the justice system in a different way recognising they require a different approach which is more trauma informed. Like the Youth Court, it is hoped that through the use of Structured Deferred Sentences (SDS) with regular reviews, women will be supported to engage with appropriate supports to address the underlying causes of their offending behaviour.
- 3.4.2 Tomorrow's Women Glasgow staff are supporting the running of the court by ensuring staff are in attendance to offer support, advice and guidance to the Sheriffs and women attending. When women are made subject to SDS, they are seen immediately following their court appearance by a member of staff and given an appointment to attend the project that week. This ensures there is an immediate response and women are linked in with the required support as soon as possible following sentencing. The allocated worker will then provide regular updates to court in relation to the woman's progress.
- 3.4.3 Initially the Women's Court was intended to call once every four weeks, however due to the level of demand, there are now two days each month where new and review cases are heard. In total, since January, approximately **186** cases have been called at the new Court. At present we currently have **30** SDS cases being managed by the Women's Court and Tomorrow's Women Glasgow.

### 3.5 Unpaid Work Service

- 3.5.1 Glasgow has developed an unpaid work improvement plan which sets out our aspirations to develop personal placements for those sentenced to unpaid work by the court. To promote the benefits of unpaid work to community organisations and to generate interest from community groups and charities, we commissioned a short film to demonstrate the positive impact of personal placements for the judiciary, the general public and other stakeholders.
- 3.5.2 This film that was developed by the Creative Change Collective and demonstrates the benefits from those who have undertaken personal placements and the organisations that have hosted them.

Social media video [https://www.youtube.com/watch?v=ImoGOM\\_GfRY](https://www.youtube.com/watch?v=ImoGOM_GfRY)  
Full video - <https://www.youtube.com/watch?v=h-1rY89uToQ>

- 3.5.3 Since May 2023, a number of engagement sessions have taken place offering potential placement providers with an opportunity to ask questions about setting up their own personal placements. Attendance at these

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sessions has been from social enterprises, community groups, charitable organisations, faith groups and housing providers across Glasgow. So far in 2023, a total of **10** new personal placement providers have come on board with the potential for another **4** joining in November 2023. Examples of personal placements recently recruited include, foodbanks, animal support services, furniture charity, community cafes and charity shops.

### 3.6 Martha's Mammies

3.6.1 Martha's Mammies is a project set up to support birth mothers who have lost care of their children. This service is led by JSW but is supported by Children and Families and Alcohol Drug Recovery Services. The aim of the service is to provide assertive outreach to help stabilise and support women to prevent a deterioration in mental health or addiction issues and reduce the risk of significant harm. The support that is offered is determined by the woman's particular needs, and is trauma informed, person centered and flexible, based around the women's needs and goals. A strengths-based approach is used which aims to build on the woman's own personal resources to empower her to move forward with her life.

3.6.2 At present Martha's Mammies is actively engaging with **59** women with a further **67** women having been referred and awaiting assessment. In total, since its inception **167** women have been referred to the service. Most referrals (**64%**) have come from Children and Families teams with the rest coming from Alcohol Drug Recovery Services, JSW and Homelessness. Women accessing the service present with complex needs and trauma, with **31%** having care experience themselves. The most common presenting issues are mental health, domestic abuse and alcohol & drug misuse.

### 3.7 Trauma Informed Practice Action Plan

3.7.1 JSW have established a Trauma Informed Practice working group with representation from health and social work staff as well as staff working with victims of crime. The group has been supported by Dr Suzanne Aziz in her role as Transforming Psychological Trauma Implementation Coordinator.

3.7.2 By utilising the "Taking a Trauma Lens to your Organisation" tool we have considered a service user's journey through JSW services, looking at the various aspects of our practice in relation to trauma informed principles. As a result of this work, we have drafted an action plan which has identified areas for improvement. These areas include service access, environment, relationships, supporting recovery from trauma, partnership working, written materials and media, policies and procedures, and communication and language.

3.7.3 At present the group is working on our first contact with service users, which has included how we word letters we send to service users, as well as the information we provide to service users ahead of our first contact. This is with a view to removing any barriers that may exist for individuals with a trauma history, increasing the likelihood of positive engagement with JSW services.

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### 3.8 Gambling Harms

- 3.8.1 In 2021, Health Improvement colleagues assisted JSW facilitate a number of listening and engagement sessions with staff which highlighted gambling problems were not routinely screened and there was a general lack of awareness across the service in relation to risk and harms of gambling.
- 3.8.2 In 2022, JSW engaged with the Beacon and RCA Trusts who delivered a series of workshops across the staff group. This developed awareness of the links between gambling and offending behaviour and clarified the types of interventions that could be used and pathways for service users who needed more intense interventions.
- 3.8.3 The 'Bet You Can Help' Royal Society for Public Health accredited training programme has now been rolled out to staff across JSW services. Our priority for next year is to measure the impact this training has had on staff's confidence in supporting service users with gambling issues.

### 3.9 Community Justice Glasgow

- 3.9.1 Community Justice Glasgow (CJG), as a partnership, was formed to deliver the statutory arrangements of the Community Justice (Scotland) Act 2016. The work is guided by [Glasgow's Community Justice Outcomes Improvement Plan](#) running through to March 2028. GCHSCP is a core partner by statute but also through an appreciation of the opportunities for collaborative service improvement. The shared Vision for Community Justice in Glasgow is to Reduce reoffending and the use of custody to the benefit of all Glasgow citizens.
- 3.9.2 The Community Justice (Scotland) Act 2016 sets out the role of local partnerships as reducing reoffending, using a partnership approach to address underlying causes of offending and ensure that those who have committed offences can be managed safely and effectively in the community. This also reflects the [Vision for Justice](#) in Scotland's transformation priority of "*Shifting the balance between use of custody and justice in the community.*"
- 3.9.3 The governance of Community Justice is aligned to Glasgow Community Planning Partnership structures. Community Justice is also aligned with the Integration Joint Board for Glasgow City's Health and Social Care Partnership, and the local scrutiny arrangements for Police Scotland and Scottish Fire and Rescue Service, via the Safe Glasgow Partnership.
- 3.9.4 A full overview of the work of Community Justice partners can be reviewed within the most recent [Annual Report](#). The breadth of work CJG partners engage in collectively is broad, though four distinct areas have been identified for Improvement Plans which underpin the shared vision of reducing reoffending.

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### 3.9.5 Those Improvement Plans focus on:

**Diversion from Prosecution** – through enhanced collaboration, and improved data sharing, there has been better informed decision making and service offer in relation to Diversion opportunities, with a resulting improved, holistic response to individual offending. Results indicate a rise in Diversion for adults as well as for young people (16/17) across the City.

**Prison Throughcare** (and PHHaB – Pathfinder to Health, Housing and Benefits) – through enriched data sharing, opportunities to target prison populations to manage tenancies on reception at custody and plan for release from point of entry have been exploited. Early work has dramatically increased engagement with those in custody and improved housing outcomes for prison leavers. Following an initial focus on HMP Barlinnie, the project is being rolled out across the prison estate nationally for Glasgow residents.

**Bail Support** – building on existing provision, partners are developing new service offers at the point of court, enhanced data sharing between the Police and Social Work and better communication with key partners. This work continues to be challenged by Scotland wide growth in remand populations, proving its necessity.

**PASS** ([Presumption Against Short Term Sentences](#)) - the presumption against short sentences (PASS) was extended from three months or less to twelve months or less by the Presumption Against Short Periods of Imprisonment (Scotland) Order 2019. The extension to 12 months followed the original statutory presumption against short-term sentences which was approved by the Scottish Parliament through the Criminal Justice and Licensing (Scotland) Act 2010. Covid impacts, alongside resource challenges to offer diverse and intensive alternatives to custody, have challenged the national (and local) aspiration to shift away from an overreliance on custody. Local planning continues to build opportunities with third sector partners, to improve data sharing and enhance levels of public and judicial confidence in community sentencing.

### 3.9.6 Other developments which would be of particular interest to the IJB:

**Let's Get – Community App**: initiated in 2021 and launched in March 2022, the Let's get Communities Connected app has continued to expand in content, with over 900 local organisations listed, as well expansion in the use and availability of the app. This app connects people to support services, enabling individuals and professionals to identify and connect with assistance efficiently. Groups such as the Glasgow recovery networks took an interest in being involved with populating the app, and staff throughout the city's Alcohol and Drug Recovery Services have said they now use this app in their day-to-day work, linking those they work with to local services that can support them in the community, illustrating the app has a wider value in addition to justice services. Developed by Glasgow Girls Club, the charity is expanding its expertise in technology to support young women across the City. You can read more in our annual report:



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<http://cjpg-annualreport23.co.uk/2023/09/05/glasgow-girls-club-driving-positive-transformation-with-technology/>

**Data Sharing:** As well as the applications noted in relation to the Improvement Plans above, Data Sharing and collaborative analytical work has proven a critical tool in enhancing the operational and therapeutic work across a number of projects in Glasgow, including One Glasgow (reducing re-offending for under 25s), Positive Outcomes Project (targeting men in Police custody to build links with recovery services), Caledonian (working with perpetrators of domestic violence), Tomorrow's Women Glasgow and others. While there remain challenges in aspects of data sharing, evaluations have demonstrated the positive impact of this more collaborative approach to working with vulnerable individuals.

**4. Recommendations**

4.1 The Integration Joint Board is asked to:

- a) Note the content of the report; and
- b) Note the improvements and continual development in Justice Services.