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NEW PLANNING ARRANGEMENTS TO TACKLE RE-OFFENDING IMPLEMENTED IN GLASGOW

By MARGARET SMITH – Policy, Planning & Development, Community Justice Glasgow

Partners in Community Justice: Glasgow City Council, NHS Greater Glasgow and Clyde, Police Scotland, Scottish Fire & Rescue Service, Skills Development Scotland, The Glasgow Health & Social Care Partnership Integration Joint Board, Scottish Courts & Tribunal Service, Scottish Ministers (represented by the Scottish Prison Service and Crown Office and Procurator Fiscal) and a range of 3rd Sector Organisations have set out a joint vision of Glasgow – as a safer place where reoffending is reduced, the impact of crime is mitigated and all citizens have an equal opportunity to thrive.

Community Justice Glasgow was formed to deliver the new arrangements set out in the [Community Justice \(Scotland\) Act 2016](#). Their work is guided by the [Community Justice Outcome Improvement Plan](#) which started in April 2017.

Head of Community Justice Glasgow Tom Jackson said

“We will achieve our outcomes by working with partners throughout Glasgow. With partners, a plan was created on themes for Community Justice Glasgow to focus on: women, families, victims, throughcare, building protective factors, communication, prevention, service & resource alignment and service user voice. An Action Plan, set out at page 17 of our Community Justice Outcomes Improvement Plan for Glasgow, explains the ways in which this will be achieved”

The Community Justice (Scotland) Act 2016 changed local Community Justice Arrangements. In Glasgow the new partnership has built upon the work of previous arrangements by Glasgow Community Justice Authority, which helped to harness partnership contributions to expand new services and to reduce levels of reoffending in Glasgow.



INVESTING IN JUSTICE – COMMISSIONING PLANNING FOR BETTER OUTCOMES

By TOM JACKSON – Head of Community Justice Glasgow

Texas has long been regarded as a state with some of the ‘toughest’ criminal justice policies with the second-highest incarceration rate in the United States.

Between 1985 and 2005, the prison population grew 300%, forcing the state to spend billions of dollars to build tens of thousands of prison beds. Less than 10 years later, the prison population exceeded the capacity and continued to grow.

Faced with an impending overcrowding crisis, policymakers had to decide whether to spend \$523 million to build and operate additional prisons was the best way to increase public safety and reduce recidivism.

With foresight and leadership, policymakers in Texas enacted strategies to reduce recidivism and avert further growth in the prison population, through a focus on community supervision, treatment and diversion, and the use of parole.

To fund the package, policymakers instead invested in additional treatment and diversion programmes, and saved \$210.5 million in the first year, with savings continuing annually.

In his [Review of Public Services](#)¹, Dr Campbell Christie identified a need to *“prioritise preventative measures”* and stated that *“unless Scotland embraces a radical, new, collaborative culture throughout our public services, both budgets and provision will buckle under the strain.”*

With such substantial investment in justice services, **partners’ commitment to harmonise investment and ensure prevention is at the heart of the use of public resources is critical to the vision of Community Justice Glasgow.**

In a bid to reduce the current estimated direct cost of reoffending in the city of £580million per year, Glasgow Community Justice partners have taken progressive steps towards a more collaborative commissioning approach, including:

- setting out a shared vision and set of priority objectives through the [Glasgow Community Justice Outcomes Improvement Plan 2018-23](#);
- establishing a Joint Commissioning Working Group, which established a shared Commissioning Framework and set of principles;

- agreed principles for co-production with service users, and underpinning commitments to Service User Involvement, in acknowledgement that good commissioning is bottom up;
- established Information Sharing Partnership agreements linked to shared services, supporting the necessary flow of information in the commissioning process;
- a Community Justice Mapping, to gauge partners’ understanding of Community Justice and their resource commitments which could track to Community Justice; and
- early ‘modelling’ of how collaborative resource and commissioning planning could drive policy aspirations and release funds.

In one projection alone, even a 2% per annum reduction in remand numbers for Glasgow could by the end of 8 years save in excess of £1.5 million directly from prison costs.

“
unless Scotland embraces a radical, new, collaborative culture throughout our public services, both budgets and provision will buckle under the strain
”

Dr Campbell Christie

¹) Commission on the Future Delivery of Public Services <https://beta.gov.scot/publications/commission-future-delivery-public-services/>

GLASGOW COMMUNITY PLANNING PARTNERSHIP

By **JOHN SHERRY** – Glasgow City Council
Corporate Service Reform



GLASGOW COMMUNITY PLANNING PARTNERSHIP

GLASGOW IS AN AMBITIOUS, INVENTIVE AND ENTREPRENEURIAL CITY with a track record of delivery and making things happen. In Glasgow, Community Justice is set within the Community Planning arena and fits within that wider planning environment and underpins those high level commitments.

The Community Plan for Glasgow commits to achieve inclusive growth through a successful Glasgow economy and a long term investment in people and places. Partners are committed to achieving inclusive growth in Glasgow.

There are three areas of focus within the Glasgow Plan:

- Economic Growth
- Resilient Communities
- A Fairer and more Equal Glasgow

Glasgow Community Planning Partnership brings together public agencies, the third sector and the private sector, to work to improve the city, its services and the lives of people who live and work here.

This Action Plan is by no means all the partnership work that will take place in and for the city. We will continue with our action plans for children's services, integration, community justice, alcohol and drugs, and many others that will continue to work alongside the Glasgow Community Plan.



PLANNING WITH VICTIMS IN MIND

By **KAREN BAXTER** – Policy Officer, Community Justice Glasgow

VICTIM SUPPORT SCOTLAND (VSS) are one of the Community Justice Glasgow (CJG) partners, attending the Transition Working Group throughout the transition to the new model of Community Justice, and now also attend the CJG Partnership meetings, representing the victim perspective and ensuring this informs the work of the partnership.

Throughout this year, VSS has endeavoured to strengthen partnership ties, also making links with wider partners, ensuring victims who could benefit from their services are able to access this support.

New legislation - General Data Protection Regulations has had an impact on the volume of referrals that VSS receives, and so over the course of this year VSS has made links with partners that victims of crime would come into contact with, to ensure referrals come from a wide range of sources. This also helps ensure victims routinely find out about their services as part of their journey through justice services.

VSS are also refreshing their strategy, and a new three-year strategy will be launched this year, part of this launch will be sharing the strategic priorities with CJG and other partners. VSS will continue to build partnerships with other organisations, and through working with CJG have increased their reach with other organisations, in addition to the local community work that VSS carries out.



Community Justice Glasgow (CJG) has also made links with other agencies that support victims. This includes Community Safety Glasgow (CSG) services which is co-located with CJG, this helps facilitate better partnership working, and strengthens the informal communications across the teams, as well as formal partnership arrangements. CSG provides a number of services for victims, including:

- **ASSIST** – a specialist domestic abuse advocacy and support service focused on reducing risk and improving the safety of victims of domestic abuse. ASSIST was established in 2004 and aims to ensure that all victims of domestic abuse – women, children and men – are safe, informed and supported throughout their involvement with the criminal justice system. It does that through providing a high quality service tailored to individual needs and circumstances.

- **Glasgow Violence Against Women Partnership** – This strategic partnership brings together all key partners that have a role in tackling violence against women, including Police Scotland, the Crown Office Procurator Fiscal Service, Glasgow City Council, Glasgow Life and NHS Greater Glasgow and Clyde.
- **Trafficking Awareness Raising Alliance** – established in 2004, this is a support service for trafficking survivors, to help identify and support women who may have been trafficked for the purpose of commercial sexual exploitation.
- **Routes Out** – This service supports women who are involved in prostitution, providing a wide range of services, understanding the risk of selling sex and the stigma women can feel.

RECORDED CRIME 36.7% OVERALL REDUCTION IN 5 YEAR PERIOD

By **MARGARET SMITH** – Policy, Planning & Development, Community Justice Glasgow

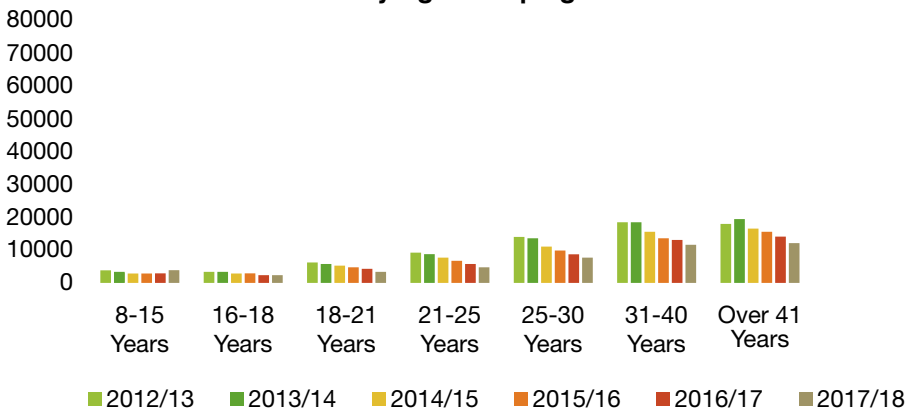
FOR THE 5TH CONSECUTIVE YEAR the overall number of crimes and offences recorded by Police Scotland in Glasgow has fallen. **Between 2016/17 and 2017/18 there was an 11.2% reduction**, falling from 52,782 recorded crimes to 46,861 – **5,921 less crimes recorded**.

Scottish Government analysis on the Economic and Social cost of crime puts an estimated unit cost of around £650 per offence committed¹. Based on this analysis **the reduction equates to around £4m of savings in the system last year alone in Glasgow**. The number of crimes recorded for the city in 2013/14 stood at 74,012, in 2017/18 this stood at 46,861 – that's 27,151 less than 5 years ago or a reduction in cost of £17.5m between the 2 comparator years. Given that a high volume of crimes committed are by repeat offenders (in 2013/14 30% of people convicted of a crime were reconvicted within 1 year) it is crucial to continue to tackle reoffending and focus on those who are caught in a revolving door cycle of offending.

Chief Inspector Michael Duddy – Police Scotland Strategic Lead for One Glasgow commented

"this is great news for the communities of Glasgow. We know that for every crime there is at least one victim – often multiple victims. We recognise that there is a lot of work still to be done and there are particularly problematic areas of the city. I look forward to continuing to work with Community Justice Glasgow partners to explore earlier interventions and innovative approaches to further reduce reoffending in our city and continue to contribute to making our communities safer for everyone – every single reduction means at least one less victim."

Recorded Crime & Offences
by Age Grouping



1) Social and Economic Cost of Crime – Application in Criminal Careers; slide 27; Joe Perman: Assistant Economist; Scottish Government www.gov.scot/Resource/0038/00389519.ppt

RECONVICTION RATES IN GLASGOW HITS 5 YEAR LOW – WHAT’S THE STORY?

By MARGARET SMITH – Policy, Planning & Development, Community Justice Glasgow

Going Down! – Reconviction, Recorded Crime & Prison Population

RECORDED Crime, re-conviction rates and prison population are three of the key, high level, markers of progress in tackling reoffending. A spokesperson for Community Justice Glasgow told us that taken together, these three pieces of data, give an indication of the longer term impact of the multi-agency partnership effort across the City to tackling reoffending.

The one year reconviction rate, a measure of the percentage of people who have committed a crime, reconvicted within one year of commencing a community based sentence or being released from prison sentence, has seen a year on year decline since 2008/9. This is an overall reduction of 3.1%, outperforming Scotland as a whole – which saw an overall reduction of 2.2% in the same period.

Put in context this means that in 2008/9 of the 10,051 people from Glasgow convicted of a crime, 3,335 (33%) were reconvicted within a year, in 2014/15 this had reduced

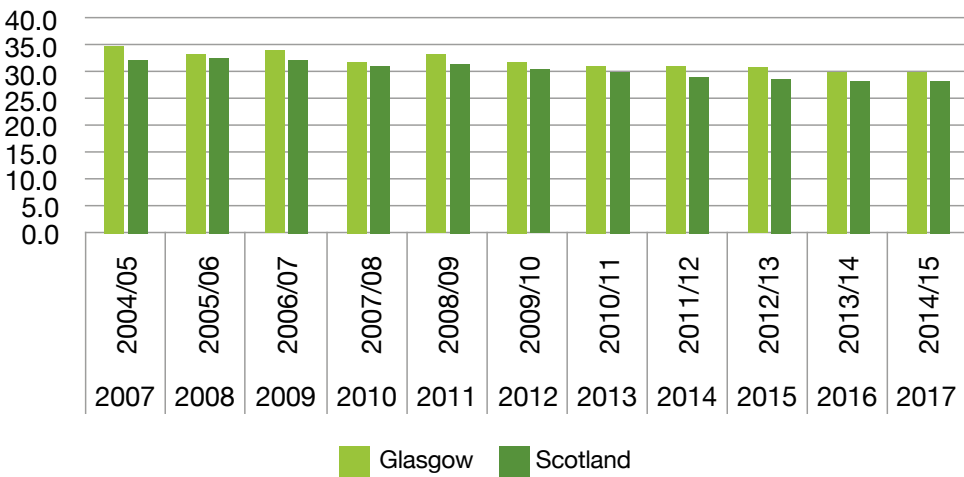
to 8,326 convicted with 2,485 (29.8%) reconvicted – good news for the communities of Glasgow.

Tom Jackson, Head of Community Justice Glasgow, commented

“publication of this data has a 2 year lag, we are keenly awaiting the next cohort, due in September this year, to see how this trend is progressing. What’s more the reductions in the numbers of people we are seeing convicted of crime and reconvicted are set against year on year increases in the population estimates for Glasgow, in mid-2009 the estimated population stood at 588,470, by mid-2015 – this had risen to 606,340¹, meaning that the number of the people Glasgow convicted of a crime is reducing as well as the percentage of those reconvicted whilst the overall population is rising.

We will continue our efforts to embed the partnership approach that is clearly reaping benefits in terms of safer communities and fewer victims of crime”.

One Year Reconviction Rate

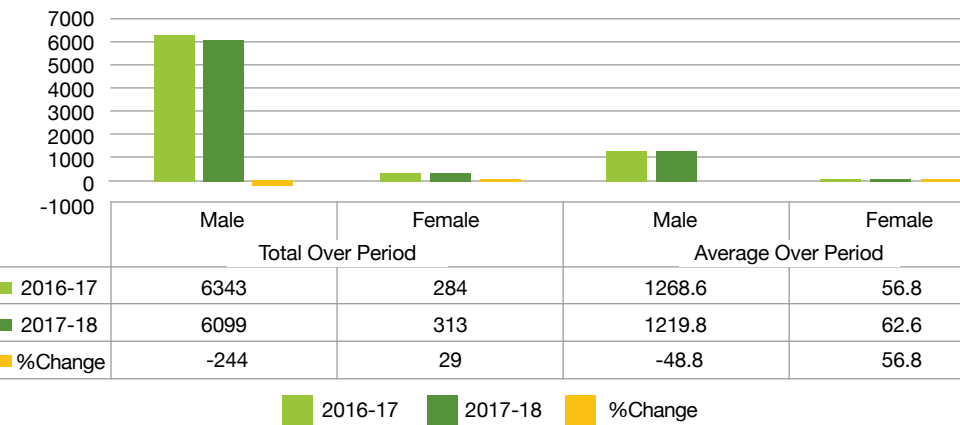


1) <https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates>

PRISON POPULATION DOWNTURN

By MARGARET SMITH – Policy, Planning & Development, Community Justice Glasgow

Average Prison Population Comparison - Glasgow



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THE AVERAGE PRISON POPULATION for those convicted of a crime from Glasgow reduced by 43 people each month. For Females statistics show an increase of 5.8 per month, however, Tom Jackson, Head of Community Justice Glasgow explained that the number of females in prison custody was relatively small so slight fluctuation in the monthly female population could skew averages.

Monthly remand and sentences of under 6 months as a percentage of the overall prison population has also decreased between 2016-17 and 2017-18 (Remand Male -1%, Female -3.5%) (Sentences less than 6months Male -0.5% Female -1.6%).

Community Justice Glasgow see it as crucial to reduce the remand population.

Remand prisoners and those serving less than 6 months account for over 70% of all prisoners. Short periods of custody alongside the statutory position of a remand prisoner hinders access to supports that can reduce the risk of further offending. The most recent evidence shows that 44% of people released from prison to Glasgow are reconvicted within a year, for those serving a short sentence the figure is even higher.

COMMUNITY JUSTICE GLASGOW PARTNERS - RISING TO THE CHALLENGES

By BAILIE GLENN ELDER - Convener Safe Glasgow Group



OUR COMMITMENT IN GLASGOW IS TO CONTINUALLY IMPROVE SAFETY for the people who live, work and visit the city. It is great to see that the good work of Community Justice Partners in Glasgow is continuing to have a positive impact on reducing reoffending and keeping our neighbourhoods safer.

Some of the social & economic challenges faced by Glasgow persist; only by working together, rallying resources and making more effective use of the tremendous amount of skills and expertise across both the public and 3rd Sector will make the difference. The results from the Community Justice partnership is testament to that.

Many factors that influence reoffending levels are outwith the influence of Community Justice partners, they are inter-dependent and closely linked with other markers of deprivation. In 2016, 4 of the top 5 most deprived areas in Scotland were located within Glasgow, an increase from 2 out of 5 in 2012. This continues to be a complex challenge for the City – it against this backdrop that the successes in reducing reoffending should be viewed to truly understand the impact that the approach has had.

As part of the Glasgow Community Planning Partnership, we are all committed to the ongoing Community Justice commitments.

A MATTER OF REMAND

By KAREN BAXTER - Policy Officer, Community Justice Glasgow

REMAND IN BOTH GLASGOW AND SCOTLAND AS A WHOLE HAS BEEN STEADILY INCREASING SINCE THE EARLY 2000s, at a disproportionally higher rate than the overall prison population.

The overall remand population in Scotland now accounts for around a quarter of the prison population - this figure is higher for women. The number of prison receptions and liberations for remand prisoners in Scotland is however significantly higher.

Some Progress – locally collected data on monthly remands as a percentage of the overall prison population shows a decrease between 2016-17 and 2017-18 (Remand Male -1%, Female -3.5%). Community Justice Glasgow partners see it as crucial to continue to reduce the remand population.

The most recent available published information on prison liberations shows that 42% of all liberations in 2013-14 was for those on remand, rather than sentenced (this includes male, female and young people).

The daily prison reception figures are however even more illustrative of the impact of remand on prisons, with over half of male and over 6 in 10 female prison receptions being for remand.

Table 1 below demonstrates this over the last 6 years for which the figures are published:

So Why Does it Matter? - While all periods of imprisonment will have an impact on people and their families and wider community, these issues can be more acute for remand. The 14th series of the Prisoner Survey reports that:

“On all items on the mental wellbeing scale, remand prisoners continued to report lower levels of functioning than convicted prisoners. It is not clear why this should be so, but it may be connected to the ‘shock’ of incarceration and the uncertainty hanging over a remand prisoner’s personal circumstances in terms of a court appearance and possible conviction, with the unsettling consequences of a custodial sentence which may result in loss of work, changes to accommodation arrangements and general disruption to family life and stability.”

In addition to this, it is known that those on remand are unable to access some of the services within prison that those who are sentenced can, and so will not gain any of the associated benefits of, for example, throughcare support and training and education opportunities.

While all of the these issues also impact upon women who are remanded, this is likely to be compounded by the fact that women are more likely to have caring responsibilities, and many times more likely to have children in their care than men involved in offending.

In Glasgow we continue to explore ways in which to mitigate the impact of remand on people and their families, while also endeavouring to reduce the use of remand through supporting services such as the Glasgow Women’s Supported Bail Service and Tomorrow’s Women Glasgow following significant local investment to embed the recommendations from the Commission on Women Offenders.

There is also an emphasis within Glasgow on diverting both men and women from prosecution in the first place, with diversion services also signposting to other community support services.

Our partnership will continue to prioritise our commitments to reducing the local use of Remand, and explore opportunities to expand the existing good practice in women’s services for men.

MEN	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
All receptions	35,603	33,543	32,980	33,905	30,972	30,791
Remand	20,057	18,792	19,129	19,681	17,359	17,518
% Remand	56.34%	56.02%	58.00%	58.05%	56.05%	56.89%
WOMEN						
All receptions	3,383	2,975	3,010	3,098	2,865	2,835
Remand	2,246	1,845	1,893	1,977	1,812	1,805
% Remand	66.39%	62.02%	62.89%	63.82%	63.25%	63.67%



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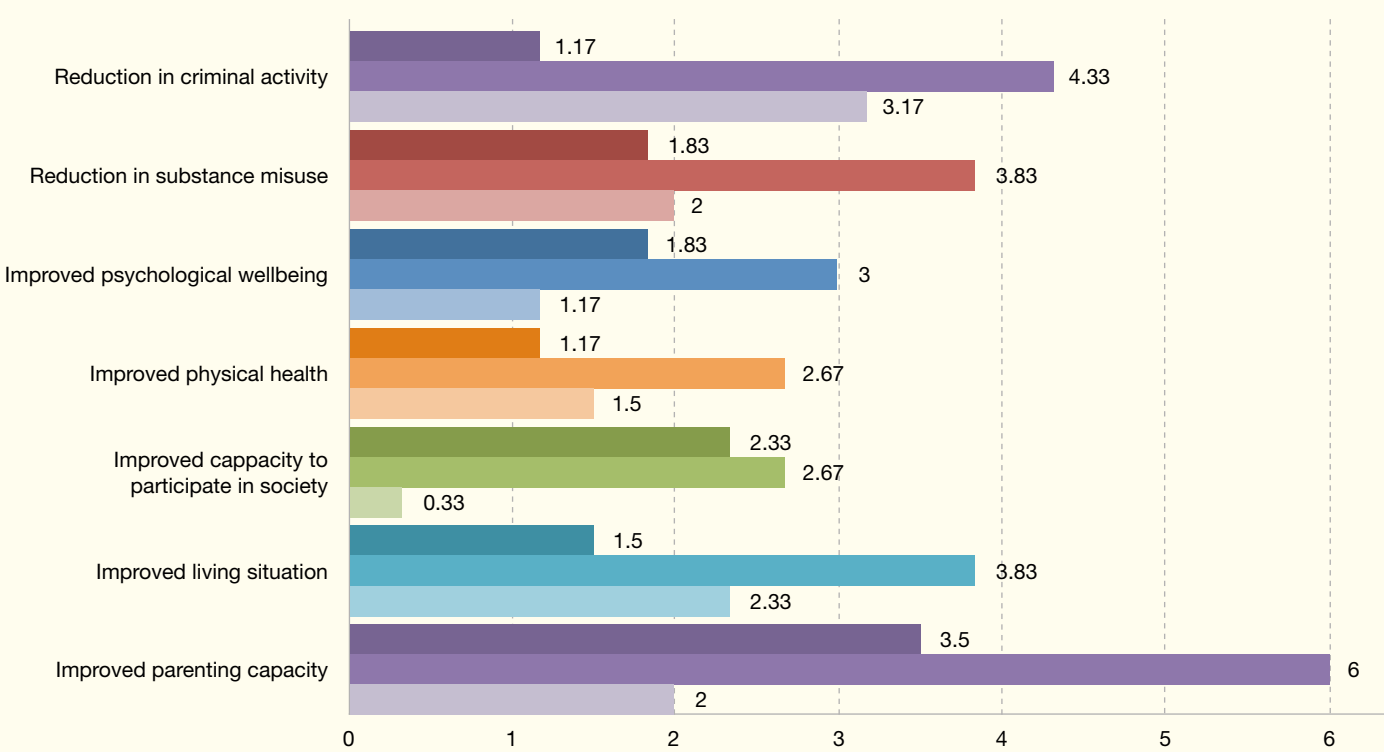
Email: POPS_TWP@glasgow.gov.uk

GLASGOW WOMEN'S SUPPORTED BAIL SERVICE (GWSBS)

By **KIRSTIN ABERCROMBIE**,
Operations Manager, Turning Point Scotland

THE GLASGOW WOMEN'S SUPPORTED BAIL SERVICE (GWSBS) is a joint venture by Turning Point Scotland, Aberlour Childcare Trust, and Y-People which was established to reduce the use of remand in favour of community options that are designed to address the underlying causes of women's offending, whilst maintaining family relationships and engagement with support services in the community. The service benefits from the experience of the organisations in supporting women with involvement in the Justice system and their children, employing a partnership approach, to provide an effective and person-centred alternative to remand.

- Support is offered on a one to one basis, and includes:**
- support to access a tenancy through Y-People where homelessness is an issue;
 - sustain a bail address to avoid remand;
 - support with issues around housing and homelessness, substance misuse, mental and physical health and offending behaviour;
 - support to attend appointments in the community and comply with any conditions attached to bail or a court order;
 - addressing relevant issues such as cycle of change, victim empathy, drug and alcohol issues
 - programmes focusing on children affected by parental substance misuse;
 - complex family support needs and trauma recovery; and
 - support to build on and development of family and parenting skills.



	Improved parenting capacity	Improved living situation	Improved capacity to participate in society	Improved physical health	Improved psychological wellbeing	Reduction in substance misuse	Reduction in criminal activity
Average first	3.5	1.5	2.33	1.17	1.83	1.83	1.17
Average latest	6	3.83	2.67	2.67	3	3.83	4.33
Average difference	2	2.33	0.33	1.5	1.17	2	3.17

Support is provided on an outreach basis where the women are comfortable, and a programme has been developed to work with children affected by parental substance misuse, complex family support needs and trauma. The staff team co-located with Criminal Justice Social Work, which has helped facilitate better joint working and cross referrals.

This blend of outreach and partnership across a range of different agencies has helped to reach women that previously may not have had the opportunity to engage with services and receive the intensive support required to avoid remand and reduce their offending behaviour.

The service has resulted in many positive outcomes for the women it works with.

The most positive outcomes have been improvements in relation to offending, relationships, mental health & wellbeing and occupying time, closely followed by substance use and money matters. The reason for disengaging with the service is also monitored, with the majority being on a planned basis, due to the planned outcomes being achieved.

Very few women engaging with the service have gone on to be remanded, due to positive relationships the service has established, and the achievement of positive outcomes with women.

- The Service monitors outcomes across 7 areas:**
- Criminal Activity**
 - Substance misuse**
 - Psychological wellbeing**
 - Physical Health**
 - Social Functioning**
 - Living situation**
 - Parenting capacity**

CASE STUDY

Given that the women the service are supporting have very complex issues, it is often easier to express what the service is achieving by looking at the difference this had made to individuals.

Zoe (name has been changed to protect identity) was referred to the Glasgow Women's Supported Bail Service by Court Social Work to provide her with intensive support to address her complex social needs and ultimately to minimise her risk of engaging in further criminal activity.

The GWSBS worker met with Zoe in the holding cells at Glasgow Sheriff Court where she had been arrested and held for Possession of Heroin with Intent to Supply. On meeting Zoe, it became apparent that her chaotic drug use was directly related to her offending behaviour, poor physical and mental health and complex social situation.

Zoe had been evicted from her tenancy due to allegedly dealing Heroin from her flat and was residing at one of Glasgow's homeless services for women having been barred from another homeless service. Zoe agreed to accept support from GWSBS but advised she had a mistrust of services.

In the days after meeting with Zoe her drug use rapidly deteriorated, she had a non-fatal overdose (this was the third occasion that this has occurred in the space of 6 months). Support was provided to Zoe to assist her with her ongoing addiction. GWSBS supported Zoe to present at the Glasgow Drugs Crisis Centre for assessment. GWSBS also supported Zoe to her local addiction services for further advice and support regarding her drug use and information on her substitute prescription.

Zoe has difficult sustaining accommodation and had been asked to leave 3 emergency accommodations due to her addiction and associated behaviours, and risks to herself and others. Zoe was placed in another emergency accommodation and support was provided to Zoe to establish positive relationships with staff as well as the service feeding back to the staff on support that we were providing to Zoe.

Once settled into this accommodation GWSBS advocated for Zoe's substitute prescription and medication to be dispensed at a pharmacy local to her accommodation. In doing so, Zoe has complied and engaged positively with her medication regime to date. Zoe has been sustaining her place in her accommodation and has been open to engaging with other support services. GWSBS has been able to link Zoe in with two other services in Glasgow in order to promote her social inclusion.

Support has also been provided to Zoe to engage with DWP in order to explore her benefits entitlement to allow mandatory paperwork to be completed.

GWSBS has established a positive and trusting working relationship with Zoe and will continue to offer support suited to Zoe's needs. The service will continue to work collaboratively with other agencies to ensure suitable move on options and support is provided.

Zoe has self-reported that her chaotic drug use has reduced which is evident with her improved physical and psychological presentation. Zoe appears to be significantly more stable and has not incurred any further criminal charges.

For more information on the service go to:
<http://www.turningpointscotland.com/wp-content/uploads/2016/02/Glasgow-Womens-Supported-Bail-service-FINAL.pdf>

COMMUNITY CUSTODIAL UNIT (CCU) FOR WOMEN TO BE BUILT IN MARYHILL

By ANNETTE DRYBURGH, Scottish Prison Service, Deputy Programme Executive (Acting)

ON 14/09/17 THE CABINET SECRETARY FOR JUSTICE ANNOUNCED that the two of the five planned women's Community Custodial Units (CCUs) will be built in Glasgow and Dundee. This links with the current **Plan for Government** and it is anticipated that these units will be operational by December 2020. The site for the CCU in Glasgow is Maryhill, and will accommodate around 24 women sentenced to prison.

This site has been chosen to allow women to maintain contact with their families and communities and allow links to be made with local services and support, such as health and social work services, as well as wider community support. This will provide a greater focus on reintegration into the community, which will ultimately support rehabilitation and a reduction in reoffending.

The CCU will take a new approach to the management of women in custody with a strong focus on partnership working and coproduction. Links have been established

with the Scottish Government, Scottish Prison Service, Glasgow Health and Social Care Partnership, Third Sector Partners and others to deliver this project and ensure this new approach is fully embedded before the unit is operational.

A workshop event to bring together all of these partners and scope the opportunities to work together as well as influence the design of the CCU has taken place, and helped establish a partnership approach. Public consultation has also taken place with 3 well attended community information events in the Maryhill area. These events have provided information on the CCU to community members and will help to ensure the CCU is a real part of its community.

CCUs were designed based on available international examples of what works for women, reducing reoffending and focusing on rehabilitation and community integration. It draws upon the report from the **Commission on Women Offenders Report**, which recommended that additional places for women offenders

should be provided in local prisons to enable improved community integration and family contact. They will be designed around the needs of women who have experienced trauma and for building family contact, given just over half of women who go in to Cornton Vale have children.

The CCU will be custom built with trauma informed design, and takes cognisance of the need to provide accommodation that is safe and secure as well as an environment that meets individual needs, risks and strengths of the women who live there. Councillor Susan Aitken, Leader of Glasgow City Council, speaking on 14/09/17 said:

"The siting of a local Community Custody Unit in the city will help reduce re-offending as the women in the unit will be closer to their families and communities, and they will have access to the high-quality support services we have in Glasgow. These services provide the support – based on Canadian and Nordic models – that successfully prepares women offenders for re-integration after their time in custody."

Work on the site has already begun and it is anticipated the CCU will be fully operational by December 2020.



COMMUNITY PAYBACK PERSONAL PLACEMENT VISIBILITY EVENT

By STEPHEN MCVEY – Service Manager, Social Work Criminal Justice Services

COMMUNITY JUSTICE GLASGOW in partnership with Glasgow Health & Social Care Partnership, hosted a Community Payback Personal Placement Visibility Event to recognise the innovative and person-centric work of those organisations that provide personal placements to individuals required to complete unpaid work hours as part of a Community Payback Order.

Personal Placements are important as they offer a more individualised placement to the person receiving them, providing opportunities for individuals to gain skills and tackle issues which may be related to their offending. Individuals are placed within services which are best suited to support them and also provide them with opportunities to use or develop existing skills. These individuals may also have particular vulnerabilities that mean a more supportive environment within a personal placement is required.

During the event at Glasgow City Chambers the Personal Placement organisations were awarded with certificates to represent the great work they had achieved. Attendees heard a number of success stories of individuals who had direct experience of personal placements who were now in paid employment within the organisations they had completed their unpaid work. Those in attendance also stated that they were interested in having

future 'Visibility' events like this one to spread awareness of the work and the achievements of Community Sentencing services like these throughout Glasgow.

Jim McBride Head of Social Work Adult Services – Homelessness. Addictions/ Criminal Justice stated at the closing of the event

"I'm honored to be here tonight to recognise and thank organisations and I am excited to work together further in the future as it is crucial."



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A COMMUNITY SENTENCE – FOR A BETTER OUTCOME

By **KAREN FULLERTON** Graduate, Community Justice Glasgow

A COMMUNITY PAYBACK ORDER

(CPO) is given as an alternative to a prison sentence for those aged 16 and over. CPOs often include varying hours of practical unpaid work to pay back to the communities in which people who have committed offences have caused harm.

Evidence has shown that when an individual is given a CPO instead of a short-term prison sentence their risk of reoffending is reduced.

Why is this? – When serving a sentence in the community, individuals social bonds can stay intact e.g. employment, family relationships, education and housing. It also means that they will be able to access the services than can directly support them and stop the catalyst for their offending behaviour.

Statistics point to significantly better outcomes in terms of reconviction for those serving their sentence in the community compared to prison. The charts below highlight the reconviction rates in Glasgow, broken down between gender and disposal (sentence type) between 2010/11 to 2014/15 (the most recent data available).

Chart 1 shows that women are much less likely to be reconvicted when serving a community sentence. In 2014/15 women who receive a custodial sentence were almost twice as likely to be reconvicted as those women who received a CPO.

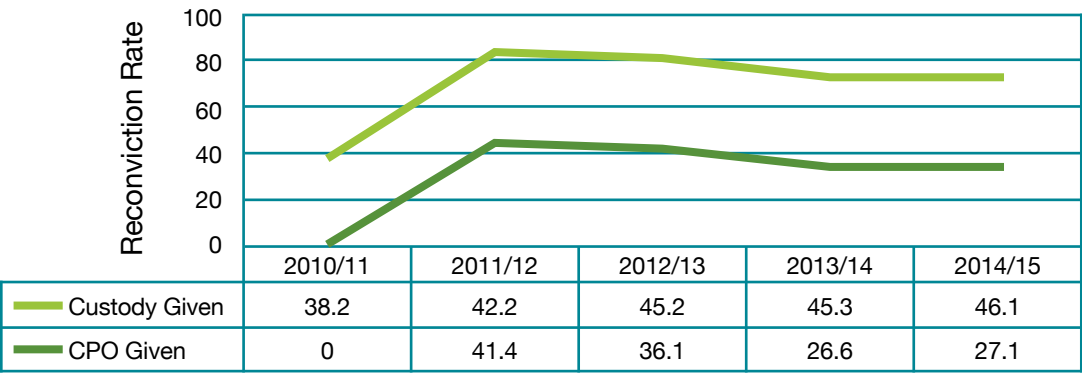
Chart 2 highlights that males are also consistently less likely to be reconvicted following a community sentence. In 2014/15 men also have a significantly lower reconviction rates when given a CPO compared to a custodial sentence.

The annual cost of a prisoner place is £34,961 (Scottish Prison Service Accounts 2015-16) this is a rolling 3 year average of the average cost per prisoner place. The figures below **Chart 3** are a proxy measure of the expenditure for those in custody for short term sentences (3 months to 12 months) to reflect the potential extension of the Presumption against Short Sentences to under 12 months. This is likely to result in an increase in community alternatives which is not only beneficial to individuals as they can retain ties within their communities but also for the public purse (as shown over).

Using the proxy costs in Chart 3, for admissions to prison from Glasgow Citizens over 2017-18, **Chart 4** shows the potential savings of nearly £2.7million to the public purse if all of those who were given a short sentence had received a Community Payback order instead. This coupled with reduced risk of reconviction for those serving a community sentence points to better outcomes all round for people, resources and the public purse.

Chart 1

Female Reconviction Rate – Glasgow



Evidence has shown that when an individual is given a CPO instead of a short-term prison sentence their risk of reoffending is reduced.

Chart 2

Male Reconviction Rate – Glasgow

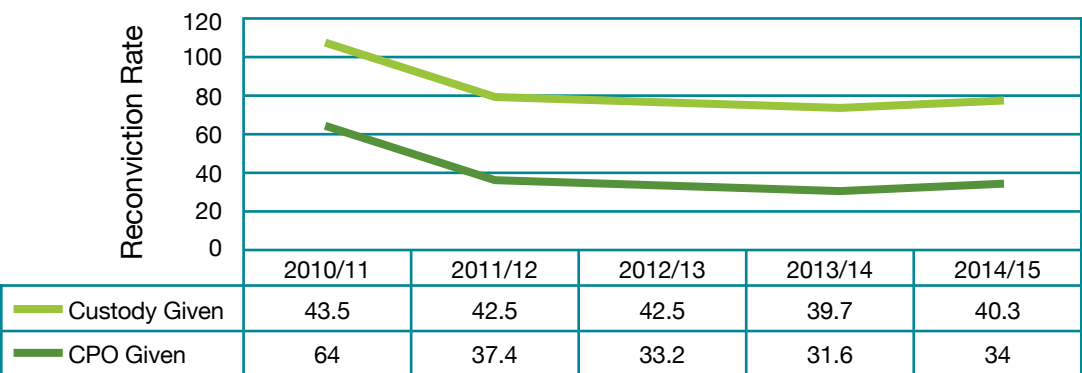


Chart 3

Expenditure for Custody & Community Sentence in Scotland 2015-16

Services/Disposals	Total Expenditure	Unit Cost	Volume
Community Payback Orders	£34,371,035	£1,771	19,410 Orders commenced
Custody up to 3 month sentence	£35,799,040	£8,740	4,096 all crimes & offences (both male & female)
Custody 3-6 month sentence	£85,389,800	£17,480	4,885 all crimes & offences (both male & female)
Custody 6-12 months	£79,186,665	£34,961	2,265 all crimes & offences (both male & female)

Chart 4

Potential Savings Comparator – Prison v's Community Sentence Glasgow

Custody Community Cost Comparison	Admissions to Prison	Total based on Proxy Unit Cost	Total based on Community Payback Order	Potential Saving
<3 months	71	£620,540	£125,740	-£494,800
3-6 months	140	£2,447,200	£247,940	-£2,199,260
Total	211	£3,067,740	£373,680	-£2,694,060

<https://www.gov.scot/Topics/Statistics/Browse/Crime-Justice/Publications/costcrimjustscot/costcrimjustdataset>
<https://www.gov.scot/Publications/2017/01/6376/downloads#res513074>

A FORUM FOR SUCCESS

By **LYNSEY WISEMAN** – Operations Manager, Community Safety Glasgow

Under the new model for Community Justice in Scotland, Community Justice Glasgow (CJG) partners committed to developing a Performance Framework to measure and monitor progress towards meeting the outcomes set out in the City’s **Community Justice Outcome Improvement Plan (CJOIP)**.

As part of this work, Community Justice Glasgow offered to host a Community Payback Order Unpaid Work Providers’ Forum.

The Forum brings together services, who are competitors in the same market, and, who are contracted to deliver Community Payback Order Unpaid Work on behalf of Glasgow City Council.

Forum members: Community Safety Glasgow (CSG); Greater Easterhouse Supporting Hands (GESH) and Safeguarding Communities - Reducing Offending (SACRO) agreed to work together in a bid to achieve better outcomes in reducing reoffending including:

- Planning and Delivering Services in a More Strategic and Collaborative Way – CJOIP Structural Outcome 2
- Effectively delivering Interventions to Prevent and Reduce the Risk of Further Offending – CJOIP Structural Outcome 4
- Improving Life Chances Through Needs Being Addressed (Individual’s resilience and capacity for change and self-management are enhanced) CJOIP Person-Centric Outcome 1

Still in its early days, Forum members have already successfully worked together to create a single Community Satisfaction

Survey - related to the quality of the work completed, the effectiveness of service staff and the communities perception of community payback (these are completed by community members who benefit from the work undertaken by those serving a community sentence) and an Individual Feedback Survey (completed by people sentenced to unpaid work as part of their community).

Data collected will provide information going forward around what types of unpaid work are most likely to reduce further offending and the impact of interventions provided to help people to address the underlying drivers of their offending behaviour. This will help providers to target resources where they are most effective.

The Forum has facilitated opportunities for joint staff training across all of the providers including Suicide Prevention & Alcohol Brief Interventions. This means that front line staff now have the skills they need to support individuals with these issues.

Organisations have been invited to work with the Forum to explore ways to break down barriers to accessing services.

Successes have included: a Men’s Health event, delivered by NHS Greater Glasgow & Clyde. This event invited health related services to host stalls e.g. LifeLink, Choice Works, Addaction, Cessation, Glasgow Council on Alcohol and a Menself MOT Station which involved a health check. The informal style meant attendees could walk around and participate in services which they felt could directly support them.

Glasgow Life also held walking football games, strolls down the Clyde Walkway and yoga. The event was well attended by those completing their orders and was a chance for them to discuss any health concerns and get linked with services.

Opportunities for closer partnership working with services that can contribute to reducing the likeliness of further offending have also been delivered. The Fairer Together Project has worked with the Forum to provide consistent onsite drop-in financial crisis services. They have supported people serving a community

sentence to find a pathway to financial stability, reducing their debt, improving money management skills and providing support with job searching, education/ training or gaining a qualification.

Community Justice Glasgow staff created a service directory to support Community Payback staff to signpost clients to appropriate services to deal with underlying issues such as addiction services, mental / physical health services.

The directory can be found here -
<https://www.glasgowcpp.org.uk/index.aspx?articleid=21275>

A SERVICE PROVIDER’S VIEW – PHIL STEVENSON SACRO

Community Payback Order (CPO) Unpaid Work Providers Forum

SACRO operate a Community Payback Order (CPO) service in Glasgow and attends the CPO Unpaid Work Providers Forum which Community Justice Glasgow facilitate.

I attend the Forum on a regular basis alongside my colleague Steph Manson (Service Co-ordinator).

The Forum gives us an opportunity to work in partnership with other CPO services to propose and implement documentation which helps us identify areas for improvement. The standardised approach to satisfaction surveys have improved our working relationships with Social Work, Community Justice Glasgow and Community Safety Glasgow.

Steph commented that although Sacro focus on the Unpaid Work element of a CPO, we can’t forget about the health and wellbeing of the people in our service. Linking up with GCHSCP through the Forum, has been really helpful and provides a different perspective on our work.

The new statistical work completed in the forum ensures a more bespoke service to each individual and the person centred evaluation work completed by Outside The Box has been exceptional. Understanding what works and doesn’t work for people is essential for Sacro CPO staff.



Shine Women’s Mentoring Service provides person-centred, flexible, one-to-one support to women in the criminal justice system, supporting them to engage with their Community Payback Order, reducing the risk of breaching that Order.



We also advocate and provide support to women in their transition from prison to the community.

Further info from infoshine@sacro.org.uk or telephone 0131 622 7500



WHOLE SYSTEMS & ONE GLASGOW

city's approach to tackling youth offending



PIONEER INITIATIVE ONE GLASGOW SEES POSITIVE IMPACT ON YOUTH OFFENDING IN GLASGOW

By MARGARET SMITH – Policy, Planning & Development, Community Justice Glasgow

The number of young people in Glasgow reoffending has dropped significantly since the introduction of the One Glasgow initiative which has now been fully operational in the City for 5 years.

One Glasgow is a unique multi-agency partnership led by Police Scotland and funded by Glasgow's Community Planning Partnership to co-ordinate and monitor progress of the Whole Systems Approach for young people. Partners include: Community Justice Glasgow; Community Safety Glasgow; Glasgow City Council; NHS Greater Glasgow and Clyde; Scottish Children's Reporter; Scottish Fire & Rescue Services; Scottish Prison Service; and a range of 3rd or Charity Sector organisations. The Whole Systems Approach focusses on 3 main strands:

- **Early & Effective Intervention** – which aims to reduce referrals to the Children's Reporter – keeping young people out of the more formal systems – evidence suggests that as far as possible children and young people should be kept out of the criminal justice system. Where offending does take place effective and timely interventions are needed to address that behaviour and its causes.
- **Diversion from Prosecution** – bringing young people into the criminal justice system early for low level offences often results in increased offending – providing opportunities to divert them from formal prosecution can positively change the behaviour of young people and prevent further offending.
- **Re-integration and Transition** – supports young people in secure care or custody in planning for their re-integration into the community, connecting them with the services that will support them into a more positive lifestyle.

Its Aim is to focus on those aged under 25 who are involved in or a risk of becoming involved in the criminal justice system (committing crimes or offences). This spans those first coming to the attention of the Police (Early & Effective Intervention), those with very complex needs being managed in the community, to those leaving prison or secure care (Planning for Re-integration).

The Initiative ensures that young people have their needs met in the most effective and cost efficient way – at whichever point in the justice system they find themselves.

The approach taken recognises that young people who offend are often dealing with poverty, alcohol and drug addiction, poor family relationships, poor mental and physical health, learning, housing and

employment issues and will most likely have experienced a number of Adverse Childhood Experiences that have played a significant role in driving their behaviour.

Evidence¹ suggests that unnecessary involvement in formal systems such as the Children's Hearing System and Social Work can result in continued anti-social and offending behaviour, creating additional barriers such as labelling and stigmatisation.

Chief Inspector Michael Duddy – Police Scotland Strategic Lead for One Glasgow said,

“evidence based approaches such as Scottish Government's Youth Justice Strategy - Preventing Offending – Getting it Right for Children & Young People’ underpin the work that we do. This ‘tackling needs’ based approach often comes under criticism for being ‘soft on crime’, however, it is important to recognise that in order to keep our communities safer and ensure that there are less victims of crime, we need to put into practice the best evidence available.”

This evidence, and our experience, tells us that, in order to reduce offending and reoffending by young people, we need an integrated, holistic approach – one which tackles deeds whilst taking account of wider needs and tackling the issues that have brought our young people to this point in their lives.

The Results of our approach speak for themselves, in the 5 years that One Glasgow has been fully operational:

- Overall recorded crime (2012/13 – 207/18) for under 25s has reduced by 37.1%
- Down 9.8% between 2016/17 & 2017/18 – that's 1593 less crimes committed by under 25s and £103,454³ of savings to the public purse in one year alone.
- The number of young people convicted of a crime between 2011/12 & 2014/15 has fallen by 28.4% and those reconvicted within a year has dropped by 31.9 %– demonstrating that early intervention continues to be the most effective approach when dealing with young people who are at risk of or getting involved in crime.

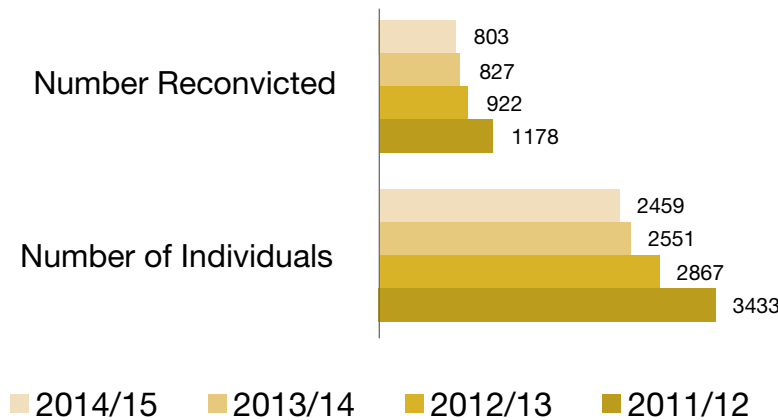
It is important to ensure that our work does not sit isolation strategically and that our work contributes to supporting overall positive change. In view of this, the collaborative work that we do and

how we measure our success and impact is integrated with, and takes account of, relevant policy and legislative influences and shared outcomes, both locally and nationally, in particular, the [Community Justice Outcome Improvement Plan \(2018-23\)](#)⁴, with its vision of Glasgow as a “safer place where reoffending is reduced, the impact of crime is mitigated, and all citizens affected by offending have equal opportunity to thrive.”, the Glasgow Community Plan's⁵ vision for Glasgow “to be a world class city, with thriving and resilient communities where everyone can flourish and benefit from the city's success.”, Police Scotland's Local Policing Plan for 2017 – 20⁶ – setting out a commitment to the safety and wellbeing of the people and communities of Glasgow, and Scottish Government's Justice Strategy's⁷ vision of a “Just, Safe and Resilient Scotland”.

“Glasgow – a safer place where reoffending is reduced, the impact of crime is mitigated, and all citizens affected by offending have equal opportunity to thrive.”

Community Justice Outcome Improvement Plan

Reconvictions <25



¹ Centre for Youth & Criminal Justice: A guide to Youth Justice in Scotland: policy, practice and legislation – Early & Effective Intervention - <http://www.cycj.org.uk/wp-content/uploads/2018/06/Combined.pdf>

² Preventing Offending – Getting it Right for Children & Young People - <http://www.gov.scot/Resource/0047/00479251.pdf>

³ Social and Economic Cost of Crime – Application in Criminal Careers; slide 27; Joe Perman: Assistant Economist; Scottish Government www.gov.scot/Resource/0038/00389519.ppt

⁴ Glasgow Community Justice Outcome Improvement Plan (2018-2023) - <https://www.glasgowcpp.org.uk/CHttpHandler.ashx?id=41787&p=0>

⁵ Glasgow Community Plan - <https://www.glasgowcpp.org.uk/CHttpHandler.ashx?id=39367&p=0>

⁶ Police Scotland – Local Policing Plan for Glasgow 2017-20 - <http://www.scotland.police.uk/assets/pdf/392813/392817/glasgow-city-local-policing-plan-2017-2020?view=Standard>

⁷ Justice in Scotland – Vision & Priorities - <http://www.gov.scot/Resource/0052/00522274.pdf>

DIVERSION FROM PROSECUTION – 16&17 YEAR OLDS

By LYNSEY SMITH – Service Manager Criminal Justice Social Work

DIVERSION FROM PROSECUTION

(DfP) is a means by which Crown Office and Procurator Fiscal Services (COPFS) are able to refer a case to social work and partners in an attempt to address the underlying causes of (alleged) offending without requiring the case to progress through court. DfP provides a more effective, tailored and appropriate intervention to young people who may still be maturing and lacking cognitive development, manifesting in poor problem solving skills and consequential thinking and who require an increased level of support to change their behaviour. Effective diversion should result in swifter justice than through prosecution, trial and disposal.

Scotland operates a deferred prosecution model, with the final decision on prosecution delayed while support services are delivered. At the conclusion of an agreed period of support, the final decision remains with the Procurator Fiscal.

Diversion can be particularly valuable for young people, avoiding unnecessary involvement in formal systems. In Glasgow, Community Justice Partners recognise that diversion is the responsibility of a range of partners.

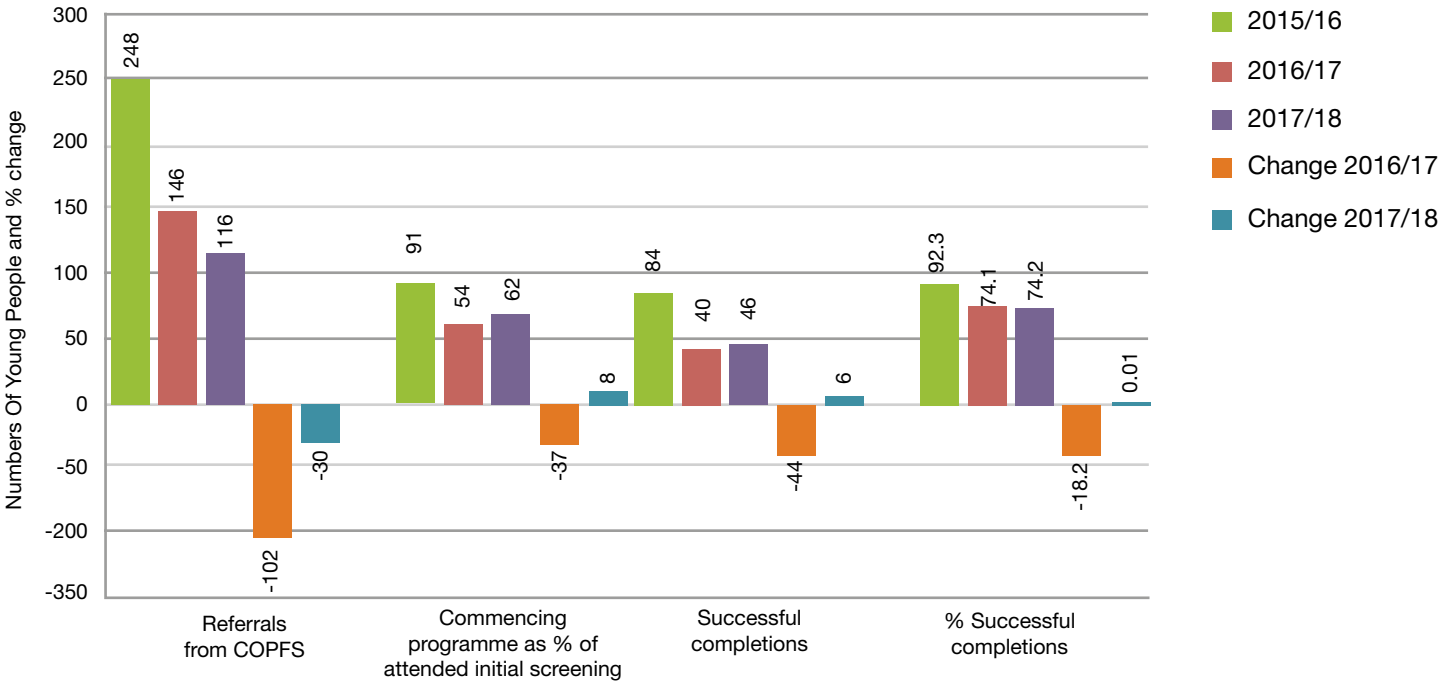
Those involved in Diversion from Prosecution also understand the importance of consistent, clear communication between agencies, with individuals referred and with the victim.

In Glasgow, as in other areas across Scotland, Diversion from Prosecution is a stated priority, though after a number of years of growing diversion response, the numbers of cases began to decrease. The response has been to review the local purpose, consider what has worked well and test reasons why numbers began to decrease.

Table 1 shows a significant decrease in the number of cases referred for DfP for 16&17 year olds by the Crown Office & Procurator Fiscal Service (COPFS) – 102 (41.1%) cases between 2015-16 / 2016-17 and 30 (20.5%) between 2016-17 and 2017-18.

Community Safety Glasgow currently delivers DfP for 16&17 year olds and works alongside Social Work and COPFS to identify young people reported for low level offences. In July 16, following a review of Scottish Government funding for Whole Systems, the responsibility for assessment screening transferred from Social Work to Community Safety Glasgow.

Table 1 CSG DfP Comparison 2015/16 - 2017/18



As a result the figures for 2015-16 to 2016-17 cannot be directly compared to previous years due to a change in the process. Over the last reporting year there has been progress in improving the percentage of successful completions for those who engaged with the programme with Community Safety Glasgow, showing an increase of 0.1% in successful completions

Referrals have continued to fall, Frankie O'Rourke, Service Manager for DfP explained that the decrease in referrals can in part be attributed to the reconfiguration of the service over 2016-17, resulting in the service not being operational for 3months and group sessions not running until Aug 2016. In addition recorded police warnings came into operation in January 2016 which is applicable to all 16 and 17 year olds and the impact of this is not yet known.

One Glasgow Reducing Offending Partnership's Progress and Performance Report 2016-17 made a recommendation for an internal review of the DfP service focussed on increasing referrals and successful completion rates. Work has been ongoing, with a Whole Systems Approach Provider's Forum, established in 2017, leading on this work.

At the end of March 2018, Scottish Government funding for the current delivery model ceased, work will be ongoing over 2018-19 to re-align the service, taking the learning from the Whole Systems Approach into the adult system, exploring opportunities to more effectively align provision with other resources, including 3rd Sector providers.

Table 2

Diversion from Prosecution

Indicator	Cases Commenced by Age			
Source	Scottish Government Criminal Justice Social Work Statistics			
	2013/14	2014/15	2015/16	2016/17
Total Cases				
Commenced	242	324	218	187
Male	100	194	110	111
Female	142	130	108	76
Aged 16-17	69	140	75	48
Aged 18-20	39	58	35	19
Aged 21-25	12	10	7	14
Aged 26-30	20	8	15	11
Aged 31-40	55	39	30	43
Aged 40+	47	69	56	52

Across the age groups (table 3) there is a similar picture in terms of fluctuating referrals rates from COPFS and number of cases commenced. Successful completion rates are also sitting around the 75% mark for 2017/18 (a 17.1% improvement on 2016/17).

Table 3

Diversion from Prosecution – all age group comparison

	2013/14	2014/15	2015/16	2016/17
Referrals (from COPFS)	493	680	630	597
Cases Commenced	242	324	218	187
% Male Cases	58.7	40.1	49.5	40.6
Successful Completions	165	235	126	140
% Successful Completions	68.2	72.5	57.8	74.9
Year on year % Difference		4.3	-14.7	17.1

EFFECTIVE TARGETING OF RESOURCES – EEI IN GLASGOW

By FRANKIE O'ROURKE – Service Manager, Community Safety Glasgow

EARLY & EFFECTIVE INTERVENTION (EEI) is delivered differently all across Scotland, in the main the service will be delivered as part of Local Authority's Social Work Services.

Glasgow's EEI service is uniquely delivered by Community Safety Glasgow on behalf of Glasgow City Council, co-locating the service alongside other elements of the Whole System Approach to allow for a more collaborative model with other partners and stakeholders.

EEI Groups meet regularly in local areas to discuss the most recent young people to have come to the attention of the Police (committing 6 or less offences) and to decide the best course of action - where possible diverting young people away from more formal systems and enabling Scottish Children's Reporter Administration to deal with more serious offending.

EEI targets resources and services at the minority of young people and families who might need a little more assistance to desist from further offending behaviour.

Through information gathering, the EEI coordinator will consider the most appropriate type of intervention; this in most cases is a referral to be discussed at a multi-agency group where partners discuss the range of interventions available.

Community Safety Glasgow's Intervention Team deals with EEI cases where there are wider concerns other than offending behaviour or where there is an identifiable piece of work that may be carried out, for example, a Restorative Conference,

Restorative Justice or consequential thinking sessions. There may be a decision taken by the EEI Multi-Agency Group, to refer the case to the CSG intervention team. The Team coordinate support to meet the young person's wider needs. This more intensive service aims to address the underlying drivers of the young person's offending behaviour and can be the personal link to community based interventions or support systems.

Between 2016/17 and 2017/18:

- The number of young people referred to EEI by Police Scotland reduced from 1244 to 1198 (3.7%)
- suggesting a decrease in the volume of offending amongst young people in the City
- The % of overall referrals to EEI referred only once increased by 5.7%
- suggesting an improved success rate with initial interventions
- Referrals to CSG Intervention Team fell by 11.1% at a higher rate than the overall referrals to EEI - 3.7%

Taken together the data suggests that there has been an overall decrease in the volume and gravity of offending by young people under 21 in the City. This is consistent with recorded crime for this age category which fell by approximately 6%. This all suggests that our approach to EEI in Glasgow makes effective use of our resources.

PARTNERSHIP - HELPING YOUNG PEOPLE MAKE BETTER LIFESTYLE CHOICES

By SERGEANT CAROLINE HARDEN – Client Intelligence Hub Manager, One Glasgow



DURING FEBRUARY- MAY 2017, One Glasgow Reducing Offending successfully co-ordinated and delivered the first 'Personal Development for a Better Me' Programme at Westmuir High School, Shettleston, a small SEBN school (supporting young people with social, emotional and behavioural needs), some coming to the attention of the Police for incidents both within their educational environment, and in the community.

From the initial multi-agency discussion involving Education, Police and Glasgow Health and Social Care, this bespoke programme was developed to enhance the learning and development of skills needed for life and future employment, and to help the young people to make better lifestyle choices. The programme invited a variety of organisations to participate, with a strong focus on prevention and breaking down barriers, in particular with the Police. In addition, it resulted in the school forming new communication links with partners.

Boys, aged 13 years, attended the 11 week programme, which covered 11 topics, delivered by Police Scotland (both local and national/specialist officers) and partners, including Scottish Fire and Rescue Service, Barnardo's, Glasgow Women's Aid, British Red Cross and Mentors in Violence Prevention (MVP).

Overall, the feedback from the programme and the young people was positive and this has been used to develop subsequent programmes.

Magnus Smith, Head Master, Westmuir High School, stated, *"The programme was highly relevant and motivating to the young people. The content was an important facet of the programme of social education to help them become Better Citizens."*

Terry Gallagher – Bernardo's Scotland, added, *"It's refreshing to have boys at the centre of a safety initiative – in my experience, they are often added on, if considered at all. The programme was professionally co-ordinated and planned."*

"This is a fantastic project. I've seen a dramatic change in his behaviour in the home and I am so proud of him. I can't wait to put his certificates on the wall"

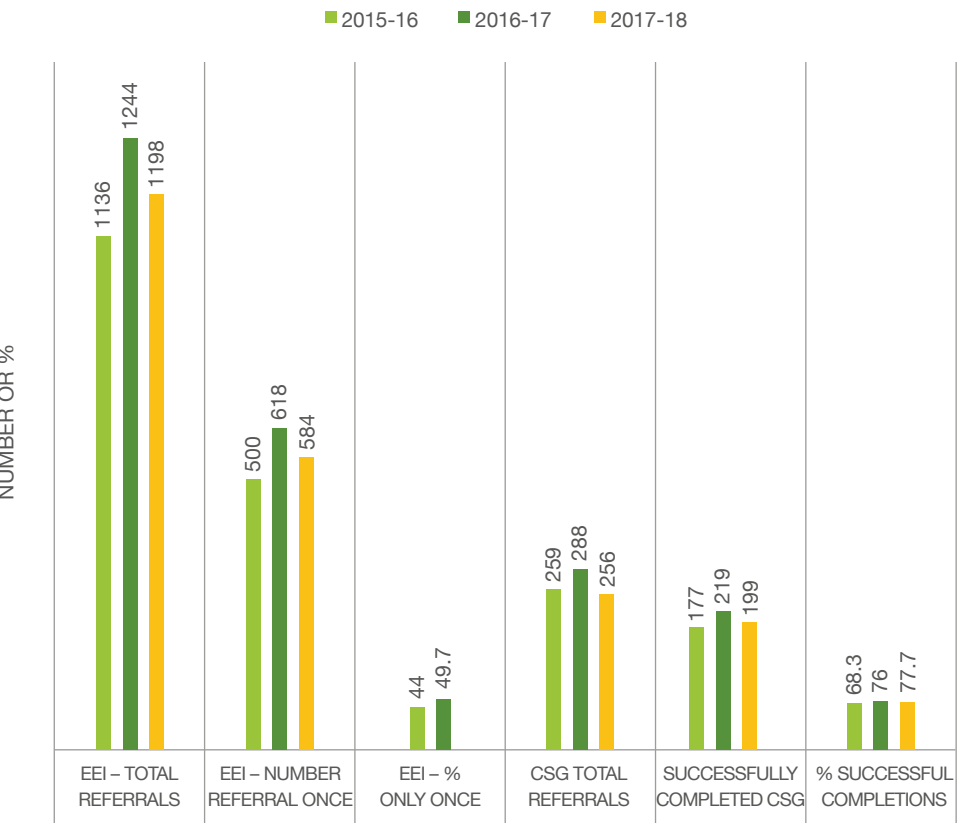
During the programme, and afterwards, it has been evident that the young people have benefited from programme discussions and some of the input delivered.

Tracey Anderson- Health and Wellbeing worker and Trusted Adult to pupils at Westmuir, said, *"Whilst on a class trip, one of the boys (who attended the programme) was talking to his classmate about something that he learned during the project about organised crime and sweatshops"* and on another occasion Tracey stated, *"It was lovely seeing one of the boys having a huge smile on his face whilst visiting the fire station, as he is normally very withdrawn and doesn't often express how he feels."*

A proud parent said, *"This is a fantastic project. I've seen a dramatic change in his behaviour in the home and I am so proud of him. I can't wait to put his certificates on the wall."*

One Glasgow has since co-ordinated a revised 6 week programme at Westmuir High School during January-February 2018 and a further is planned for spring 2019. The programme will be rolled out to Cartvale School in Govan in September 2018, ensuring other young people have the chance to benefit from this programme.

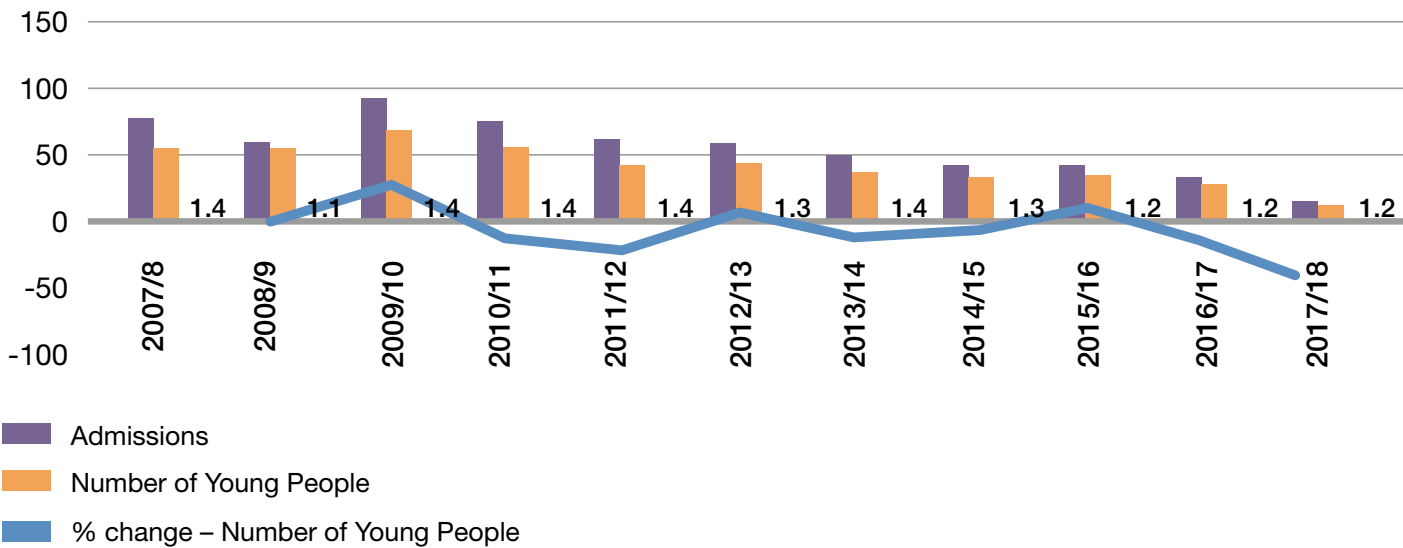
EEI & CSG REFERRALS



SUPPORTING CHANGE - YOUNG PEOPLE WITH HIGH RISK BEHAVIOUR

By **ANDREW FORRESTER** – Practice Team leader, Glasgow City Council Intensive Support & Monitoring Service

Secure Care Admissions



GLASGOW CITY COUNCIL SOCIAL WORK TEAMS continue to deliver intensive community services to the cities highest tariff and chaotic young people who offend.

Multi-agency work delivered by the Intensive Support and Monitoring Service (ISMS) and the ISMS Alternative to Remand service (ISMS-ATR) has impacted on a significant decrease in the use of secure care in Glasgow. In 2017/18 the number of young people admitted to secure care reduced by 53.6%. Only 7 (15.6%), of a total 45 young people identified as meeting the criteria for Secure Care under the Children’s Hearing System, went into Secure Care compared to 20 (35%) of the 57 who met the criteria in 2016-17.

The remainder were sustained in their communities under an intensive monitoring and support care package; providing these young people the chance to secure positive long terms outcomes in education, health and over all wellbeing.

In total the ISMS and ISMS ATR service worked with 89 high tariff young people last year (61 ISMS and 28 ISMS ATR active cases). Of a total of 43 cases (29 ISMS and 14 ISMS ATR) that commenced intervention in 2017/18 only 4 (9%) were given a further secure authorisation within 6 months of working with the service; (2 with the ISMS service; under childcare legislation (CHS) and 2 with the ISMS ATR service; on remand). Thus indicating that the majority of service users saw marked improvements in their lives and were no longer presenting with the level of risk meeting the criteria for secure care.

This is no mean feat given that the young people who work with the ISMS and ISMS ATR services are a typically hard to reach cohort of vulnerable young people who have chaotic lifestyles including a range of difficult behaviours such as substance misuse and anger management issues.

Most will have complex backgrounds which may include:

- parental neglect and abuse (physical, sexual and/or emotional);
- parental alcohol and substance misuse;
- witnessing domestic violence; and
- spent time in care.

Most service users have also been excluded from school or unlikely to have attended school in years and have generally been assessed as having a high level of learning needs or skills deficits, and in many cases mental health needs such as anxiety and depression (research indicates on average 92% of service users have a clinical psychodynamic need)¹.

An increase in engagement with learning and training/ employment opportunities is a significant area of improvement for ISMS and ISMS ATR service users, with a 73% attendance rate at the services in house education base last year (2017/18). A striking outcome, given that young people were so disengaged from education previously. 38% of young people who exited ISMS and ISMS ATR support last year (12 out of 32) are now linked into further education, training or employment opportunities.

Positive changes are also generally observed for young people in physical, mental or emotional functioning.

Liz Simpson, Service Manager, Intensive Services commented *“One young person who benefited from multi-agency support was referred to the ISMS service due to anti-social behaviour and offending. In addition he had disengaged from school. Following the ISMS assessment and formulation period it was apparent that several obstacles were driving his behaviour these included poor family relationships in particular with his mother with whom he lived and poor educational attainment which was further compacted as he has dyslexia.*

In addition his peer group were causing particular problems in the East-end of Glasgow and he was immersed in this behaviour. In relation to his parental difficulties the ISMS worker supported by Forensic Child and Adolescent Mental Health Service (FCAMHS) provided ongoing support to both mum and young person, addressing the issues that cause conflict. In essence the young person is 16 years of age and so it was necessary to support the family to set boundaries and construct agreements for how the two adults can live together mutually, which has now calmed the situation.

The young person also acknowledged difficulty in maintaining his temper so the FCAMHS worker supported by an ISMS worker, provided the young person through weekly sessions, strategies to control his outbursts and set goals. A successful application to Youth Build saw the young person gain a place in construction training, unfortunately he lost this place primarily due to his dyslexia impeding his progress. The ISMS worker was able to negotiate a second opportunity with Youth Build with built in supports and the young person has now successfully completed the programme and gained full time employment with a local building company. He remains living with this mother and has not come to the attention of the police since.”

The achievement of ISMS and ISMS-ATR services can only be accredited to strong partnership working across the city, involving a range of partnerships including; Health, Police, Social Work, Education, Youth Addiction and third sector agencies; delivering a co-ordinated package of multi-agency interventions that are targeted at supporting those underlying issues needing addressing in-order to help the individual move on from offending.

Liz Simpson added - *“A particular success of the ISMS and ISMS ATR service model is the well- established relationship with FCAMHS (Forensic Child and Mental Health Services) to provide Psychological Formulation assessments for every young person referred to the service which then drives the care-plan. This ensures young people are receiving the best support specific to their needs and importantly that those risky behaviours that may otherwise have been passed over are being addressed.*

Meeting young people’s mental health and wellbeing needs should help avoid a lifetime of declining health and likelihood of further escalation into crime.

In addition ISMS have established a successful working relationship with the One Glasgow Reducing Offending Partnership at Eastgate; with whom they meet fortnightly to look at patterns of behaviour, offending behaviour and share intelligence surrounding the ISMS group. Such a co-ordinated approach to monitoring these high tariff groups can only make for safer communities”.

The Year in Brief – What the Figures Say – Intensive Services

2017/18

- Only 7 (15%) of a total 45 young people identified as meeting the criteria for secure care under the children’s hearing system, went into secure care, compared to 20 (35%) of 57 young people in 2016-17.
- Only 4 (9%) of young people who commenced an intervention with ISMS & ISMS ATR went onto secure care (within 6 months of the service)
- Education, training or employment opportunities:
 - 73% engagement rate with learning / training & employment opportunities
 - 38% exiting service now linked into further education training or employment.

¹ Marshall J, Keenan G et al (2014): A Needs Analysis of Children aged 1 ½- 18 years in Glasgow City Council Provided Foster Care, Residential Care Services and Intensive Support Services.

A SHINING STAR IN EFFORTS TO IMPROVE RE-INTEGRATION & REDUCE REOFFENDING

By **LISA MERONE** – Senior Research Officer, Glasgow City health & Social Care Partnership

IN MOST CASES YOUNG PEOPLE WHO ARE BEING PLACED IN SECURE CARE OR PRISON CUSTODY HAVE COMPLEX BACKGROUNDS and needs. Research indicates that young people often do not have the capacity to cope when returned from incarceration to their communities. They are likely to have limited family and financial support, and limited access to housing and employment¹.

This means many young people are vulnerable to ending up in crisis and being reconvicted within the first few months of being released.

A service set up to support the resettlement and welfare needs of this highly vulnerable group of young people; Glasgow City Councils, Support for Reintegration and Transitions Service (STARS) is demonstrating real success with young males aged 16 to 21 years being released from HMPI Polmont on short term sentences.

During 2017/18 the service supported 29 Glasgow young people in the community and is proving particularly successful at engaging under 18s, with 53% of eligible Glasgow under 18's in Polmont taking up the support on release.

The service is unique in so much that it is able to offer young people an intensive level of support for up to 13 weeks in the community, linking young people in with a wide range of partnership supports that address their needs. The service provides not only practical support which includes picking the young person up at the gate and helping them find somewhere to live, support with benefits and access to basic amenities but also emotional support that empowers young people to see that with the right skills they are capable of moving on with their lives.

The STARS team have a close working relationship with Scottish Prison Service (SPS) staff and SPS Through-care staff which works well ensuring that young people have integrated care-plans in place and know what is happening prior to their release. The STARS team are based in Polmont two days week and also conduct all young people within 72 hours of incarceration, in line with Scottish Government policy ensuring the welfare needs of all under 18 years olds are being met.

Andy Forrester, Manager for the STARS Service commented *“integral to our service is a multi-agency assessment prior to young people being released from Polmont and where appropriate an intensive short-term (3-month) multi-agency reintegration care plan package provided on release. By working together with a range of partners across the city in this way (including Police, Health Addictions, Education, Social Work and 3rd sector agencies etc.) We are starting to see real results for young people.*

This year of 24 service users that started with the service in 2017/18 only 4 (16%) were secured within the first 3 months following release.

Supporting young people with those issues underpinning their offending and other factors leading to custody (such as drug and alcohol use and homelessness) reduces the likelihood of relapsing back to crime and stops the revolving door process making for better outcomes for young people in the longer term.

Similar to the ISMS service STARS young people are also monitored through the One Glasgow Co-ordination Hub, led by Police Scotland. Quarterly meeting are held to look at patterns of behaviour, offending behaviour and share intelligence surrounding the STARS group - again this makes for safer communities in the longer term”.



One such success story from the service includes a young person released from Polmont following a fairly lengthy sentence who was officially homeless on release due to his family having moved away from the UK whilst he was incarcerated.

No longer having contact with his family and in the absence of any other support networks, STARS workers met with him on his release; helping him secure access to supported accommodation and supports to meet his immediate needs (food, clothing, GP appointment etc.) so that he could function and stay safe.

Prior to release the team had constructed a care-plan and met with the young person on a weekly basis to provide support. With help the young person successfully sustained his accommodation placement for a significant period of time, which gave him the foundation to gain a place on a training course.

Within 8 months the young person felt confident enough to move on to his own tenancy and has secured work experience in the leisure industry; a chosen field that he wishes to have a future career in.

His current employer reports that he is doing very well with the prospect of employment at the end of the training period. The young person has not re-offended since his release and talks positively about making something of his life.

¹ Secure Outcomes 2008/2009. Glasgow City Council report
Shepherd, A., Whiting, E. (2006) Cited in Young adult male prisoners: A short thematic report
October 2006: HM Inspectorate of Prisons

Volunteering is proven to make us healthier, happier and more employable.

Discover 100s of opportunities at volunteerglasgow.org or pop in and see us at our drop in at 10 Bothwell Street, G2 6LU.

We're open Tues & Wed 9.30am – 4.30pm and Thurs 9.30am – 6pm. No appointment needed.





At Loretto Care we work with people to help them design their own support plan focused on their outcomes.

We care for a range of people including older people, people experiencing homelessness, young people who have been looked after or accommodated and people with learning disabilities, addictions, mental health issues or alcohol-related brain damage.

www.lorettocare.co.uk



MAKING AN IMPACT – REDUCING VIOLENT AND ALCOHOL RELATED RE-OFFENDING

By KIM MCGINLEY – Team Manager, Includem

Includem IMPACT currently targets and engages young people in the Greater Glasgow area, who are causing significant harm in their communities, to reduce prolific, violent and often alcohol-related offending.

Referrals come directly from colleagues in Police Scotland who have identified young people aged between 14 and 24, primarily males, who are committing multiple offences, especially those with known violent offending.

Over 2017-18, 9 individuals were referred to the service, 7 of whom engaged and have either exited with a positive outcome or are still working with the Service and are moving toward a positive outcome.

Key to the programme is the close working relationships between Police Scotland, Social Work and Includem, which allows the service to be targeted at those young people causing most harm in their communities and who are not engaging with any other support services.

The overall aim is to reduce offending and reoffending. We do this by changing young people’s attitudes and behaviours, diverting them away from becoming more entrenched in antisocial, violent and offending behaviours and preventing them being drawn into a cycle of custodial sentences.

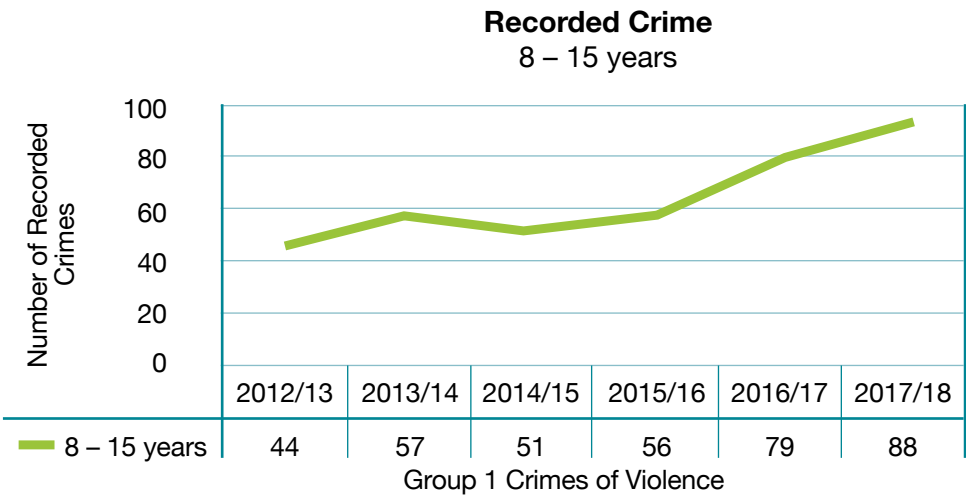
The Service engages with young people through specialist intensive, 24/7 crisis support which is structured around an individual personalised support package for each young person with a one-to-one relationship at its core.

helpline and support Jamie to manage his anger, avoid further escalation and Police involvement. We then provided ongoing mediation sessions and support to improve their relationship.

We supported Jamie to engage with a referral made to Child and Adolescent Mental Health Services (CAMHS), helping him articulate what he felt he needed from the service. We spoke with his mental health team regularly to share information on how we could both best support him. Includem worked with him to develop his own plan to better manage his emotions and feel in control of his responses to difficult situations without resorting to violence. This complimented the clinical interventions provided by CAMHS.

We supported Jamie to reflect on the choices he was making in his life. He responded well to discussion about his future and clearly had aspirations to build a career in a trade. We used his interest to discuss how offending behaviour might be a barrier to employment. Toward the end of his support he independently sought employment with a local tradesperson and was working part time on a trial basis.

As Jamie’s lifestyle changed he naturally began to disengage with Includem, asking to miss contacts for positive reasons like another shift at work or to visit his dad. We started to reduce our planned contact time with him, but popping round to say hello to make sure he knew we were still available for support and to reinforce that our helpline was there if he needed it.



As Jamie formally moved on from Includem he did not receive any further charges. He has distanced himself from gangs and now spends time with a small number of close friends. He has moved into full time work and is enjoying the routine this provides. His relationship with his mum has improved, she feels more involved in his life and valued Includem support when her own mum died. Jamie now sees his dad regularly, arguments have stopped and he enjoys going to his house for dinner.

Working in partnership with One Glasgow has also allowed us to identify the need to support younger people who are under the age of 14 but who also meet the criteria for Impact.

Within this partnership, Police Scotland recognised a trend of increased recorded

crime in this younger age group – an increase of 72.5% between 2014/15 and 2017/18. Through discussion it was therefore agreed to support two young people under the age of fourteen as a trial. Regular assessment of these cases will be undertaken with Police Scotland and social work services to review progress.

This gives us an opportunity to engage with young people at an earlier stage and steering them away from becoming involved in more serious offending behaviour.

The quality of our relationships with statutory agencies such as Police Scotland and Social Work ensures that young people remain at the centre of our service and all decision making processes.

Jamie’s Story

Jamie was part of a gang known to Police Scotland. He was involved in numerous incidents of gang fighting and had received three charges for violence in the six months before referral. Jamie’s mum felt unable to cope with him living at home and felt like he was completely ‘out of control’. If things were escalating at home with his mum, his relationship with his dad was too difficult for him to stay there. Their relationship was so poor that arguments could often result in physical violence.

We worked with Jamie to identify a support plan, he told us that he wanted Includem to focus on helping to improve relationships with his family and manage his anger. To do this we supported him to reflect on current relationships and what triggered his violent outbursts. We provided mediation sessions with Jamie and his mum resolve previous issues and agree boundaries for moving forward.

During the period of support, an argument between Jamie and his dad escalated to the point where he contacted the Police. An Includem worker was able to provide a response when alerted through our 24/7

Street & Arrow part of Braveheart industries - a Partnership led by Police Scotland’s Violence Reduction Unit with a focus on desistance from violence through employability.

We are an abstinence based social enterprise with wrap around support employing only those with convictions and with a vision of breaking the cycle of chaos, addiction, violence & hopelessness.

Contact on 01786 896785 or visit www.actiononviolence.org.uk/projects/braveheart-industries

GCA’s Alcohol and Justice service continues to provide dedicated programmes for people who have committed an offence, the programme is a combination of group work and 1-2-1 support, addressing the wider needs of the individuals, including access to information on health and wellbeing, employability, benefits and housing.

You can contact GCA on 0141 353 1800 or visit www.glasgowcouncilonlcohol.org

MAKING CHOICE WORK - SAVING MONEY AND BENEFITTING A WHOLE COMMUNITY

By **FIONA MCTAGGART** – *Chief Executive, Govan Housing Association*

GOVAN HOUSING ASSOCIATION has been working with Community Safety Glasgow's and One Glasgow Partner, Choice Works Programme and a number of local partner agencies to deliver a programme targeted at local young people who are currently disengaged, involved in the criminal justice system and who are marginalised from society due to varying factors.

The holistic, employability focussed programme of activity, nicknamed 'Operation Modulus', due to its original routes with Police Scotland and Scottish Fire & Rescue Service, was initially targeted at 16-30 year olds, but this year included a focus on a younger age group also with young people aged 11-15 also engaging in the Mini-Modulus programme which ran concurrently.

The programme focussed on providing skills and aspirations to better life prospects away from the criminal activity that those who took part were all too familiar with.

Following a previous successful pilot in 2015-16 the project has now seen some 12 young people employed through our Govan HOME Team, a fully owned subsidiary of Govan Housing Association.

The young people have now built their own resilience, confidence and skills to retain employment. The community which they once disrespected, they now take pride in keeping it clean, tidy and vibrant through estate management and landscaping services.

Importantly, for all those involved, **NOT ONE HAS RECEIVED ANY CRIMINAL CONVICTIONS SINCE ENGAGING WITH THE PROGRAMME** and many have made vital steps in their personal and family lives.

The main focus of the delivery model is to target those most in need of support. The programme begins with a 9 week voluntary placement funded through Choice Works.

Derek Brown, Service Manager – Community Justice at Community Safety Glasgow commented:

'The Choiceworks programme works with individuals aged over 16 years who are not in education, employment or training and have an offending history. The programme, through its structured sessions, addresses life issues and offending behaviour. It also looks to assist participants into a positive destination of employment, education or further training, breaking the links between unemployment and offending.'

A key component of the modulus project is a 4 days per week role within Govan Housing Association's Govan HOME Team.

Throughout the process continued support is provided to ensure that their complex needs are addressed and the barriers to achieving their personal journey removed.

Critical to this process is their link to an identified mentor and supervisor who will aim to support and encourage them throughout the duration of their placement."

To date we have seen 12 young people benefit and witnessed great success. All have gone on to full time employment within our Govan HOME Team and to date 9 remain in this employment with many now setting an invaluable example and mentoring the next line of candidates.

A real community benefit – There is so much value in this approach, not just for the young people who take part but for the communities which they once disrespected, caused damage, and committed crime in.

"I enjoy working in Govan Housing Association as it's a new experience for me. I like all the jobs I have been doing here. I would love a job here to put a bit back into my community and keep the streets of Govan tidy" – participant.

With no additional costs, since the programme began, the community of Greater Govan has benefitted from:

- a bin shelter programme;
- backcourt maintenance improvements;
- additional landscaping and estate management; and
- one of the highest reductions in crime across the City – Shaw Street corner.

Natalya Macholla, Deputy Chief Executive of Govan Housing Association commented:

"The latest programme, utilising Choice Works to provide 7 local young people, who were previously causing harm to our community, with a 9 week paid placement with the Govan HOME Team, resulted in actual cost savings of £12,325.

The young people worked 28 hours per week (1,764 hours of labour in total) and each received a training allowance of £85 per week – making a grand total of £4,165. This much labour, at Glasgow Living Wage of £7.85 per hour would have cost the association £13,855.

Other positive outcomes have included, reduced vandalism, reduced voids, improved perception and sense of pride for residents. It's a win win situation for all"



A recent case study by [What Works Scotland 'The Operation Modulus Approach: further lessons for public service reform'](#) cited the programme as 'an exemplar of public service reform'. The report (page 38) concludes that:

"OM [Operation Modulus] provides a clear, successful, usable and practical approach to designing services for, and with, the community.

The approach and its underlying philosophy is an exemplar of public service reform in practice, focused on improving outcomes across the community.

Its impact is wide and includes all those who come in contact with the programme from statutory organisations to individuals and communities.

Key to its success is the process of coproduction and an underlying commitment to working with the assets of a particular group in the community to produce personalised outcomes."

Govan Housing Association will continue to work with Choice Works and other partners to build on this good work and continually improve outcomes for the Greater Govan Area.

“*I enjoy working in Govan Housing Association as it's a new experience for me. I like all the jobs I have been doing here. I would love a job here to put a bit back into my community and keep the streets of Govan tidy*”

UNIQUE EARLY INTERVENTION APPROACH TO TACKLE SERIOUS & ORGANISED CRIME IN THE CITY

By STEVEN GECHIE – Action for Children, Service Co-ordinator, Side Step Intervention Service

ACTION FOR CHILDREN'S UNIQUE SIDESTEP SERVICE is the only project of its kind in the UK which successfully diverts young people from involvement in serious organised crime.

As part of a new financial commitment Sidestep will target its support to a total of 24 young people from the Govan and Possilpark areas of the city with an additional 40 friends and associates and a further 16 family members.

This wider focus of the young person social network is believed to offer a higher chance of sustained outcomes. The service will also aim to embed itself within each area, growing partnerships and delivering workshops to community centres, schools etc. sharing experience and practice to empower these communities to support lasting change beyond the period of service commission.

A recently produced cost benefit analysis carried out by Glasgow City Council into the success of the service found 71% of young people who have used the service were kept out of secure care for at least six months during involvement with the programme. This included a number deemed “high risk” of entering secure care by the Children’s Panel. Two-thirds of young people involved in the project have made demonstrable improvements in their offending behaviour.

That same analysis also showed that by diverting ‘high risk’ young people from secure care, the project represented a saving of over half a million pounds for Glasgow City Council.

A young man who had previously grown up in the world of serious organised crime before being referred to the service told his story to the Herald, Evening Times and Radio Clyde. You can read [Tommy’s story in the Evening Times \(http://www.heraldsotland.com/news/16230545.Scottish success story as charity saves teenagers from a life as gang enforcers/\)](http://www.heraldsotland.com/news/16230545.Scottish%20success%20story%20as%20charity%20saves%20teenagers%20from%20a%20life%20as%20gang%20enforcers/)

Sidestep has been commissioned for a further 3 years. The funding, worth around £1m, has been provided by the Big Lottery Fund and Glasgow City Council. This commitment until March 2021 is a very important step in the continued efforts in Scotland to tackle serious organised crime.

Through this partnership approach, Glasgow is leading the way in terms of proactive action to help tackle this harmful social problem, which has a significant cost implication.

The impact of serious organised crime cannot be underestimated– families torn apart by drug and alcohol addiction, poverty and vulnerability preyed upon by loan sharks and entire communities controlled by career criminals. This is either mainly hidden from mainstream



society or glamorised and misrepresented but the reality is it continues to have a disproportionately high impact on the most disadvantaged, marginalised communities in our City. Former Justice Secretary Michael Matheson stated:

“This is a valuable project that is making a real difference to the lives of young people by diverting them from involvement in a range of criminal activity that could have a seriously detrimental effect on the rest of their lives. I am very pleased that the partners have been able to continue funding the project which also allows it to expand its services to support families.

Serious organised crime is an issue for the whole of Scotland and disproportionately impacts those who are more vulnerable within communities and has a greater presence in areas that are socially and economically disadvantaged.

Those intent on bringing misery to our communities have zero regard for the impact or consequences that their actions have. We are determined to ensure our law enforcement and other agencies continue to have the necessary powers and resources to disrupt and dismantle these activities.

A wide range of partners in the public, private and third sectors are working together through the Serious Organised Crime Taskforce to make it more difficult for criminals to continue inflicting significant harm across our communities.”

Neil Ritch, Deputy Director, Big Lottery Fund Scotland, said:

“We are proud to be supporting this initiative, thanks to the money raised by National Lottery players. The first of its kind in Scotland, it will intervene early in a young person’s life to help tackle problems before they escalate and, in doing so, will draw on the strengths that these young people bring to their communities.”

David Williams, Joint Chief Officer of Glasgow Health and Social Care Partnership, added:

“This is a great opportunity to further strengthen the on-going work around diversion and prevention in Glasgow. The partnership between ourselves, Action for Children and Big Lottery is typical of the work undertaken in Glasgow and we remain determined to make a positive difference in the lives of young people in the city. This initiative complements the HSCP’s range of investment in outreach to families and young people, which is helping to promote and maximise their life chances.”

SYSTEM CHANGE – FOR MORE EFFECTIVE USE OF RESOURCES

By LIZ SIMPSON – Service Manager, Glasgow City Council, Intensive Services

YOUTH JUSTICE FORUMS - Since August 2017, the city of Glasgow has been operating without its Youth Justice Forum Meetings, which had previously met every 4 weeks, across the three sectors, and chaired by Scottish Children’s Reporter Administration (SCRA).

Following a recent review by One Glasgow Reducing Offending and Social Work, it has been agreed that a more streamlined process is implemented, removing potential duplication.

The review found that many of the young people were already being discussed at other meetings, for example, Secure Screening Group, Intensive Support and Monitoring (ISMS), Vulnerable Young Persons (VYP) or Child Protection (CP) Meetings. The care plan/child’s plan were being reviewed in other forums/meetings and any appropriate interventions and support were part of this decision making process.

Through analysis of offending data and further checks by One Glasgow, the new Youth Justice Forum process will not only identify young people who are quickly escalating in their offending or committing more serious offences (in particular the 8-16 age group), at the earliest opportunity to Youth Justice Team Service Managers, but will reduce the staff time required, to attend and prepare for Youth Justice meetings.

Social Work Services will be enabled to review these cases quicker and take appropriate action to support a young person, also ensuring conversations between Children and Families and Youth Justice Teams are timelier, if required.

Sergeant Caroline Harden – Client Intelligence Hub Manager, One Glasgow said,

“This is an excellent way of enabling Social Work Service to access the most up to date information about young people escalating in offending behaviour–this will ensure Youth Justice Teams will target those young people who are most in need of their services within Glasgow. We will continue to review the effectiveness of this new process going forward”.



BREAKING DOWN BARRIERS TO ACCESSING HEALTH CARE

By **LOUISE GALLAGHER** – Health Improvement Lead Community Justice
NHS Greater Glasgow & Clyde (NHSGG&C)

WHEN DID YOU LAST GET SCREENED?... During 2017

NHSGG&C conducted a needs assessment and published the findings in a report by Dr Lucy Michie, Specialist in Sexual Health, on the Sexual Health needs of women in the Criminal Justice System within Greater Glasgow & Clyde.

Women who were, at the time, incarcerated in HMP Greenock or attending Tomorrow's Women Glasgow (Women's Justice Service) were invited to participate in a survey about their experiences of risk factors for poor sexual health, of their experience of services and their current sexual health needs. Women were also invited to attend a focus group to discuss and describe in more detail some of those issues and how they affect sexual health or use of sexual health services.

The findings revealed some alarming statistics about trauma and adverse experiences of women in the Justice system which would put them at higher risk of having poor sexual health. 83% of the women who participated in the study reporting physical violence directed at them in the past, with more than 30% reporting experience of 3 or more types of violence. More than 50% of the women reported a previous or current alcohol problem, and more than 50% had attended a mental health service in the last 3 years. 79%

reported previous or current drug use, and nearly 60% had previously injected drugs.

Relating to their current sexual health, the study found that a third of the women who participated had previously been paid for sex. A third of the women were overdue for a cervical smear and that women in community services were less likely to have attended recently for a cervical smear.

The women's use of sexual health services showed a similar pattern, a third reporting that they had never attended a sexual health service with the most common reason for not attending being that they didn't perceive a reason to. Women also told us in groups that sexual healthcare wasn't of great importance when compared with other issues that they were dealing with, especially when they first enter prison.

However, women said that they would be more likely to discuss their sexual health if they are asked directly and if they are asked by healthcare staff; if other staff were to discuss it with them, a level of trust would need to exist before they would be likely to talk about sexual health.

These findings have been shared with a variety of organisations and services working with women in the justice system and action plans are being developed to improve support women to improve their sexual health both within custody and in community services.

LET'S GET ENGAGING

By **MARGARET SMITH** – Policy, Planning & Development, Community Justice Glasgow

ONE OF THE KEY AIMS OF ONE GLASGOW is to achieve deeper collaboration between Community Planning partners, the 3rd Sector and communities, to make better use of resources and avoid duplication.

2015/16 marked the first in a series of planned engagement events 'Let's Get', aimed at increasing Public and 3rd Sector understanding of each other and increasing engagement to leverage existing resources in the city to meet the needs of young people involved in offending in Glasgow.

These engagement events were planned and facilitated by the One Glasgow Team – 'Let's Get Talking - 2016', was followed by "Let's Get Working Together" in 2017.

Post event surveys have indicated that between them, these events brought together 180 individuals from across 136 organisations, making in excess of 150 new or strengthened connections and plans to work together.

Why is this Important? - Sergeant Caroline Harden – Client Intelligence Hub Manager, One Glasgow commented that,

"In a nutshell, at One Glasgow we are all about partnership, we recognise that in an increasingly complex and financially constraining environment, organisations and initiatives cannot work in isolation. We live in a world where appropriate engagement across providers, however formal or informal, is key to successful, needs based, targeting of resources and reducing duplication.

This means that multiple initiatives or projects can use their particular expertise to contribute to joint planning and delivery of services to address any underlying issues that are driving an individual's offending, whether this be a Health & Wellbeing, Employability, or any other input to issues that are contributing.

With a constantly changing landscape of providers, it can be difficult for us, our partners and other organisations/agencies, to keep track. By bringing these organisations together under the Let's Get umbrella to learn about each other, we provide the catalyst for joint working and delivery.

This approach gives our young people the best chance of being supported appropriately to be a positive part of their communities. The benefits of this approach are not just better services and outcomes for residents, but also a better use of financial and other resources."

“In a nutshell, at One Glasgow we are all about partnership, we recognise that in an increasingly complex and financially constraining environment, organisations and initiatives cannot work in isolation.”

Sergeant Caroline Harden



Glasgow Association for Mental Health is an independent charity registered in Scotland.

We promote the mental health and wellbeing of people and their communities; providing more than 2000 hours of community based support every week to people in Glasgow. We do this by working with partner agencies across Scotland and beyond which supports us to provide innovative and effective service options and opportunities for people with lived experience of mental health and their carers:

Contact GAMH on 0141 552 5592 or visit the website www.gamh.org.uk



At Routes Out we support women who sell sex or who are thinking about it.

Contact Routes Out on 0141 276 0737 or visit the website at: www.routesout.org

We understand the risks, the stigma and how difficult it can be access help. We offer advice, information & support to increase safety, explore options and alternatives to selling sex as well as supporting women to deal with a range of personal and social issues such as health, finances and accommodation.

COMMUNITY JUSTICE GLASGOW'S MENU FOR PREVENTING & REDUCING THE RISK OF REOFFENDING

UNIQUE INGREDIENTS FOR BETTER RESULTS

By MARGARET SMITH – Policy, Planning & Development, Community Justice Glasgow



EVIDENCE from ‘What Works to Reduce Reoffending’¹ and a local evidence base set out in [Glasgow’s Community Justice Outcomes Improvement Plan \(2018-2023\) Appendix 1](#)² guides where Community Justice Glasgow partners focus resources to have the most effective impact.

“Glasgow is also well rehearsed in its practice of rising to unique challenges, testing and trying different ingredients and responding constructively and collaboratively for better outcomes for individuals.”

Glasgow’s public partners are resilient and have a track record in providing efficient and effective services. Alongside public partners, the 3rd sector has been a key ingredient, rallying their significant resources and expertise into changing the lives of people involved in offending.

This recipe of collaborative working, ensuring that people have better access to what they require (a key performance outcome for Community Justice Partners) to change their own outcomes, and having the resilience to make a more positive contribution as a citizen of our City, is showing signs of good results.

“For every individual the mixture of ingredients will be unique, we need to make sure that we have the right quantity and quality to choose from to tailor interventions for success.”

¹ <http://www.gov.scot/resource/0047/00476574.pdf>
² <https://www.glasgowcpp.org.uk/CHttpHandler.ashx?id=41787&p=0>

SUPPORTING a fairer and more equal society where individual’s opportunities are improved and public resources are used effectively and efficiently are key ingredients in Community Justice Glasgow’s approach to cooking up a recipe for reducing reoffending.

It is well documented that the impact of wider social and economic factors, legislative and policy changes are significant drivers of offending and reoffending rates. Head of Community Justice Tom Jackson commented that *“Glasgow faces unique challenges in Scotland, with higher than average levels of offending.”*

The estimated direct cost of reoffending in the city is £580 million per year.

PEOPLE FROM GLASGOW FEATURE DISPROPORTIONATELY IN THE JUSTICE SYSTEM –

- Glasgow Sheriff Court is the busiest in Europe.
- Glasgow City Council Criminal Justice Social Work prepared over 4,000 reports in 2016/17 to support background sentencing and supervised over 2,000 Community Orders made by the court in 2017/18.
- In Glasgow, 17.5% of those returning a household survey reported being the victim of crime in the past year (a decrease over recent years).

- Just over 1 in 10 people in Scotland live in Glasgow, but more than 1 in 5 people in Scotland’s prisons are from the city.
- An estimated 12,000 children are affected by parental imprisonment in Glasgow each year.
- Evidence confirms that mental ill health is more prevalent within the prison population than within the general population, for many, prison has a detrimental impact on their mental health. There is linked evidence highlighting higher levels of individuals dealing with trauma within prison and the justice system.
- Remand prisoners and those serving less than 6 months account for over 70% of all prisoners – 44% of people released from prison to Glasgow are reconvicted within 1 year – the figure for those serving short sentences is even higher.

“..It is crucial that the city’s resources pull together to provide the right interventions and support at the right time across the spectrum of points in the system, from those at risk of becoming involved in offending (Early & Effective Intervention), to those whose lives are chaotic and offending behaviour is embedded.”



theatre nemo

promoting good mental health and wellbeing through the performing arts

Theatre Nemo is a Registered Charity giving a voice to social issues, especially mental health.

Theatre Nemo plays a valuable part in the lives of those it has touched. We actively encourage people with mental health problems and carers to take part.

Our aim is to break down stigma and to give people a voice - working in Hospitals, Prisons and in the Community. We aim to encourage the development of self-confidence, communication skills and aid in the process of recovery.

You can contact Theatre Nemo on 07817 592484 or visit www.theatrenemo.org



GSEN is a membership-led organisation of social enterprises.

Glasgow Social Enterprise Network

By supporting, promoting and developing social enterprise GSEN aims to create an environment in Glasgow in which social enterprise is able to flourish.

If you are interested in joining or want to find out more, please visit **www.gsen.org.uk**

TAKING A CLOSER LOOK - WHATS IN THE MIX?

JOIN THE DOTS – COMMUNITY FOCUSSED THROUGH CARE

By ISABEL McCUE BME – Founder, Theatre Nemo

FOR MANY INDIVIDUALS with complex needs there is a real sense of community exclusion. This can be particularly apparent for individuals who have been away from the community and are returning such as people leaving prison. The very services which might assist with barriers to inclusion can often seem inaccessible to those with greatest need. For individuals with mental health issues, addictions, previous convictions and/or who are homeless, there are high incidences of unaddressed trauma including adverse childhood experiences (ACEs).

Throughcare for prison leavers involves coordinated support towards the end of their sentence, and during their transition back to the community and initial settling in period.

In 2016, community partners came together with a fresh vision for supporting people in their community. A fresh approach to throughcare emerged, gaining the title of Join the Dots.

Mission Statement

Join the Dots will create a supportive environment within which people who face multiple barriers to community inclusion can easily access support. We will focus on people with complex needs, in particular individuals leaving prison, those with past convictions and their families, promoting inclusion and reintegration within a trauma informed framework.

The work of Join the Dots will be trauma informed and at its heart will focus holistically on the individual and her or his past.

First, it aims to address an emotional hurdle by counteracting isolation and negative emotions by creating a welcoming and supportive environment that people can take refuge in. The goal is to give people facing multiple barriers to inclusion the confidence and positive outlook they need to make a new start.

Secondly, it aims to address a physical hurdle by bringing together all the different services already available, removing the stress often associated with accessing these services; remembering and travelling to

appointments, re-telling their story multiple times to strangers.

Creative and artistic activities form a central focus point for the project, providing positive reasons for people to become involved with the project, creating a sense of community and allowing friendships to form. It is anticipated that this would offer a way to create a positive, supportive atmosphere. The idea is that once people feel comfortable within this environment, they are more likely to feel comfortable seeking other help that is offered from the various other services available within the project; accommodation, health, addiction support, employment support and financial services.

Creating a locus where all agencies and organisations can work in harmony, achieving results for individuals and communities will also provide job satisfaction for individuals committed to this area of work and opportunities for organisations to cross the “silo” trap and foster better ways of joint working.

“
Unless someone like you
cares a whole awful lot.
Nothing is going to get
better. It's not.

The Lorax

ENGAGING JUSTICE – GIVING SERVICE USERS AND PROVIDERS A VOICE

By LYNSEY WISEMAN – Operations Manager, Community Safety Glasgow

UNPAID WORK is often a significant part of a Community Payback Order. As well as the opportunity for someone convicted of a crime to pay back to the communities in which they have caused harm, a CPO Unpaid Work Order is also an opportunity for services to engage with people and provide interventions that contribute to a lower risk of re-offending. Glasgow has three very different services providing unpaid work in Glasgow:

- Community Safety Glasgow (CSG);
- Greater Easterhouse Supporting Hands (GESH);
- Safeguarding Communities - Reducing Offending (SACRO); as well as
- a range of personal placements.

Phil Stevenson, Service Manager at SACRO commented:

“Hearing from people involved in these services provides the best opportunity to assess what does and does not work and to improve the services that are delivered to ensure maximum opportunities to improve outcomes for those caught up in the justice system and to reduce risk of reoffending.”

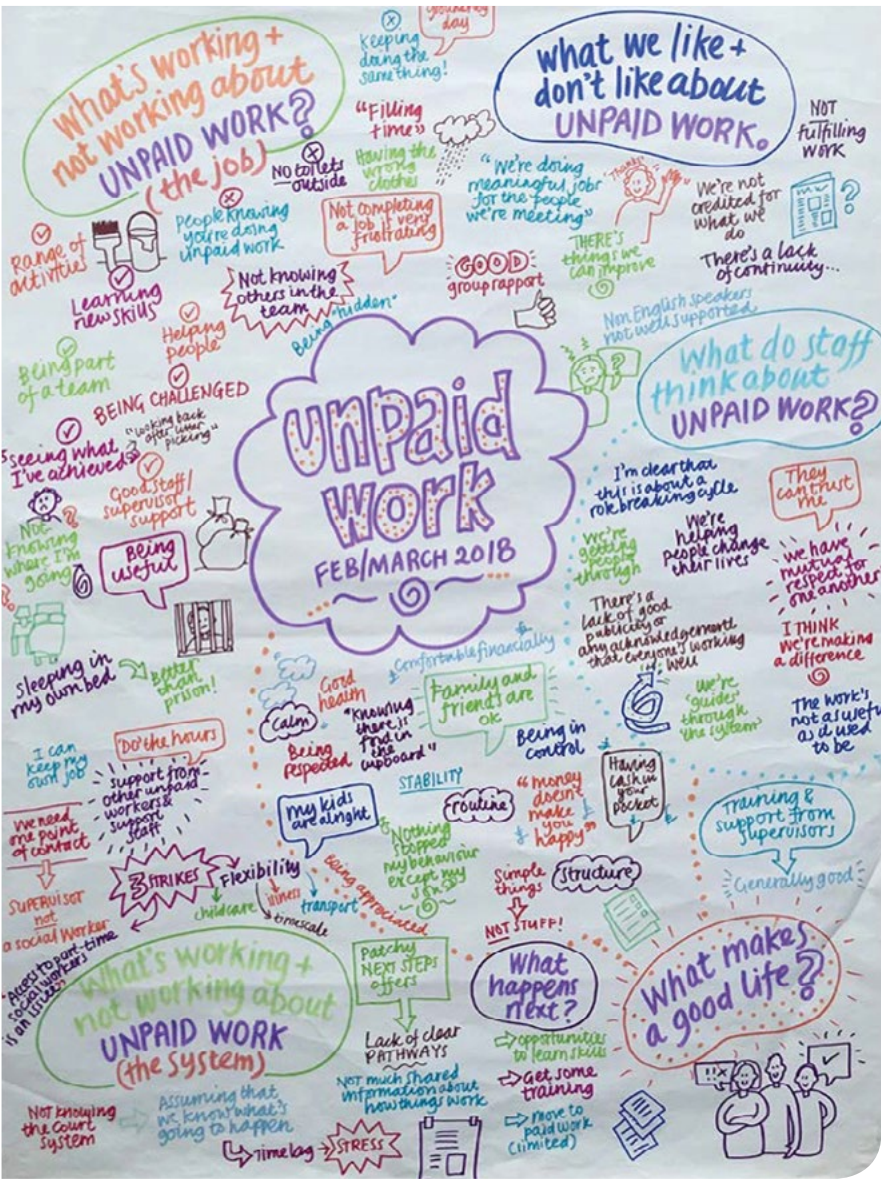
Community Justice Glasgow commissioned work through Outside the Box to hear what people doing unpaid work, staff and managers thought about the services and to explore participation and service user involvement in services.

Margaret Smith from Community Justice Glasgow explained that the purpose of the work was to support and encourage:

- People to lead good lives with positive outcomes.
- Ways to increase participation and opportunities for individuals.
- A better relationship and environment for staff and people using services.

A number of focus groups took place early 2018. The learning from this has been summarised – ‘What People Told Us about Doing Unpaid Work’ (see poster) and will be used to inform service design, participation and improvement in CPO UPW services going forward.

Toolkits will also be produced to support and encourage participation for both staff and people across other community justice services in Glasgow.



DON'T LET YOUR PAST SHAPE YOUR FUTURE

By **FIONA McCLORRY** – Service Manager Recreate



COMMUNITY SAFETY

GLASGOW (CSG) links its priorities closely with those set out in the Glasgow Community Plan, more specifically 'Safer Stronger Communities and Reducing Offending' in relation to the overarching priority of vulnerable people.

Recreate also contributes to other priorities such as economic recovery and growth, employment and health inequalities and physical activity. During the reporting year 2017/18, 79% of volunteers who engaged with Recreate did not re-offend during their 6 month voluntary period.

Recreate is a unique volunteering programme, it provides individuals with a range of support and opportunities which helps them to break the cycle of reoffending and assists them to gain new skills and experiences that could lead to a new beginning. The complexity and diversity of the problems faced by offenders mean that there is no 'one-size fits all' solution, Recreate Volunteers come to the programme with a range of issues and needs and the Recreate Team respond flexibly to provide support when it is needed most.

Key strengths of Recreate include:

- Strong ethos and the belief in the capacity of people to change.
- Accepting referrals from a variety of sources, including self-referrals.
- The programme is person centred, flexible and focused on building supportive relationships.
- The value of volunteers is central to delivery.

Volunteers are provided with an opportunity to access a range of meaningful opportunities, quality training and valuable individual support and encouragement. Recreate Volunteers commit to two days per week of volunteering in a range of placements and are provided with travel expenses and lunches. Due to the success of the project to date, Recreate continues to

develop, and clients are now also accessing the service directly from custody, through referrals from Criminal Justice Social Work, other agencies working with people with offending backgrounds and individuals referring themselves.

The quality of the CSG Recreate Programme is recognised by internal staff, external stakeholders, service users and placement supervisors. Customer Satisfaction surveys show positive feedback about the opportunities, training and support that the volunteers receive.

"The placement has kept me out of trouble and helps me to keep pace with the working world"

"Getting back out into the community, doing something positive has helped my moods etc. and waiting to get back into full time employment instead of being sick"

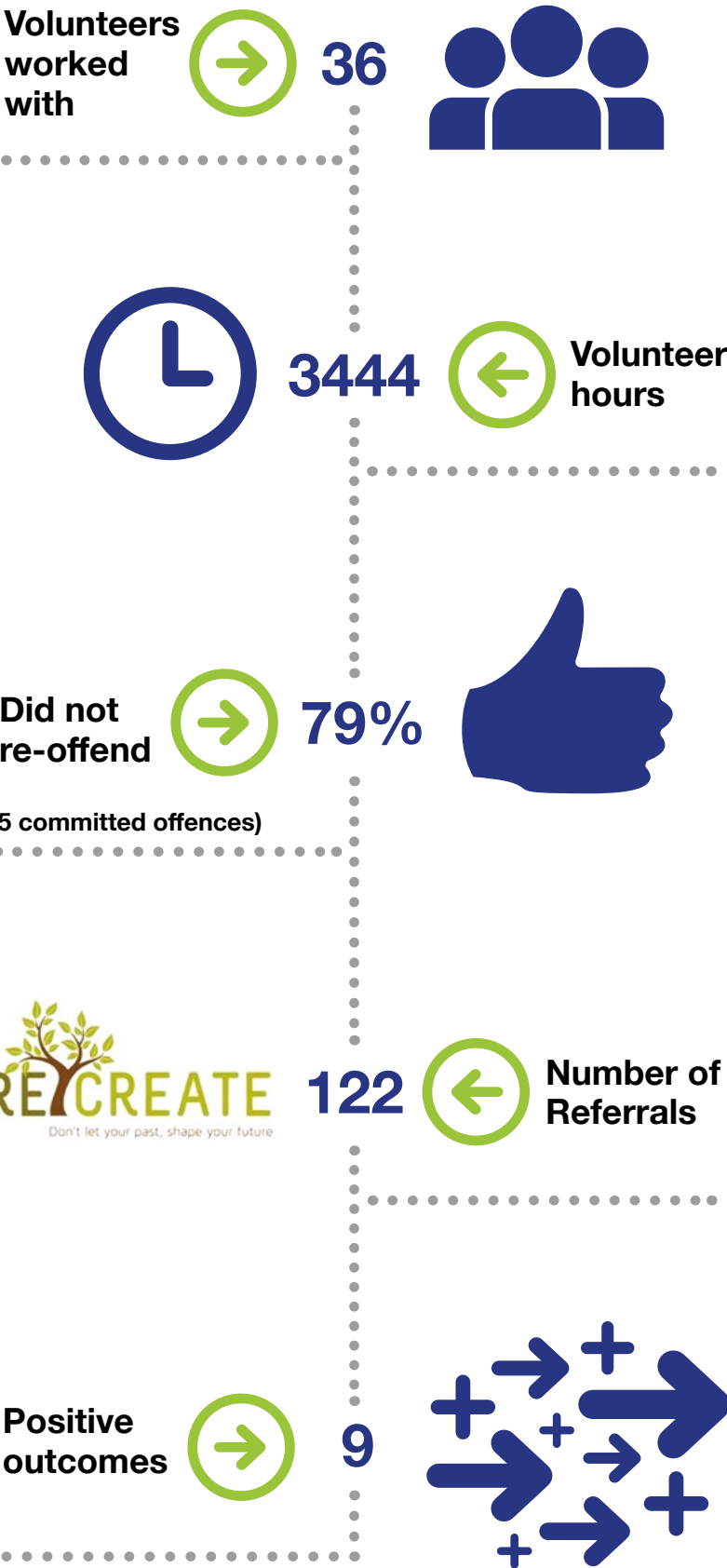
"I've had amazing support and have a job now"

The impact of the Recreate service is evidenced on several levels. Recreate reduces the reoffending rate of many of the clients that they work with. The volunteers benefit from better/improved life chances and increased resilience as the Recreate team help to make positive improvements to their lives and the community benefits from reduced reoffending and ex-offenders engaging in a positive way in their local area.

Margaret Smith, Community Justice Glasgow's Policy, Planning & Development Officer commented that, a social return on investment analysis of Recreate carried out in 2014, **found a return on investment rate of between £6.14 and £9.54, per £1 invested.**

The study considered the length of time changes last to assess future value. Because this user group is often associated with a chaotic lifestyle, the study shows a range in value to reflect a conservative estimate and an estimate reflecting the sustained changes possible.

Outcomes - Recreate measures a range of outcomes which are directly or indirectly associated with reductions in re-offending rates.



'ROOTING OUT' ALCOHOL RELATED RE-OFFENDING

By **HELEN PROVAN** – Alcohol and Justice Service
Coordinator, Glasgow Council on Alcohol (GCA)

Glasgow Council on Alcohol (GCA) are a key partner of Community Justice Glasgow and provide a needs-led service supporting individuals presenting with multiple risk taking behaviours, with a focus on alcohol related offending. In fact 93% of their clients report that alcohol has been a problem for them for over 2 years.

Scottish statistics show that 41% of people in custody report being drunk at the time of their offence and 41% of referrals to the GCA service relate to crimes of violence. GCA reports that the majority of clients are working through Community Based Disposals which feature a variety of components and requirements.

The images here represent the factors relating to the majority of their client group.

So, how do GCA help people make changes? - GCA achieve their aim by providing 1-to-1 support, alcohol



89% programme completion rate



Better Emotional Health



Fast Track into Elevate Employability



Improved Relationships



Male



Binge Drinker



Violent Crime



Anxiety Depression

counselling sessions and tailored group work programmes and currently provide a service to around 230 individuals a year. Their trauma informed interventions are evidenced based and the focus is on achieving 'personal outcomes' as well as supporting the fulfilment of community justice sentences and orders.

While mandatory attendance requirements may apply in relation to a Community Payback Order or other court order, GCA encourage people to feel they can engage with a wide range of different GCA services to encourage a sense of ownership and personal investment in future sustainable behaviour.

Gary Meek, Chief Executive Officer commented that:

"The large majority do not offend when they are not under the influence of alcohol and the service find that many people already have a good basis for protective factors such as employability and engaging with positive peer experiences."

The Partnerships - Crucial to the success of our service is partnership working, drawing on existing and new links to professionals and resources within communities to maximise positive impacts for service users and the service as a whole.

We facilitate access to appropriate treatment to address 'root causes' of behaviours to ensure a sustainable positive impact.

In our experience individuals are often connected with a range of services, both statutory and voluntary, the 1-to-1 support in addition to group work encourages and empowers the navigation of this journey."

IMPROVING UNDERSTANDING & PARTICIPATION IN COMMUNITY JUSTICE

By **MARGARET SMITH** – Policy, Planning & Development, Community Justice Glasgow

COMMUNITY JUSTICE PARTNERS

understand the value in engaging with communities within the sphere of Community Justice to improve services for better outcomes, increase resilience and contribute to social change in Glasgow's Communities.

On 12th Dec 2017, Partners endorsed the Community Justice Glasgow Strategy for Purposeful Community Engagement¹.

The strategy, which sets the direction for engagement activity, is aligned with the National Standards for Community Engagement² and will use Scottish Government's Visioning Outcomes in Community Engagement (VOiCE) resource to plan and measure the impact of engagement activity.

An Implementation / Action Plan will be developed and delivered over the coming year to deliver on the strategy and the national performance outcome of improving communities' understanding and participation in Community Justice.

¹ CJG Strategy for Purposeful Community Engagement, available at <https://www.glasgowcjp.org.uk/CHttpHandler.ashx?id=40541&p=0>

² National Standards for Community Engagement, available at <http://www.scdc.org.uk/what/national-standards/>



COMMUNITY JUSTICE AND SOCIAL ENTERPRISE

What's the story?

WHY DO SOCIAL ENTERPRISES MATTER TO COMMUNITY JUSTICE?

By TOM JACKSON – Head of Community Justice Glasgow

SOCIAL ENTERPRISES can be very small local community enterprises like food banks addressing food poverty, all the way up to very large businesses or international charities, all trading in the marketplace for the common good.

The difference from other businesses is that they trade with the primary objective of social or environmental benefit, tackling social problems, strengthening communities and working to improve outcomes and people's life chances. No matter the size, these enterprises are underpinned by ethical, fair and inclusive business practices.

Profits are reinvested for the benefit of the people or environmental cause they are supporting and are increasingly becoming a more significant part of the business landscape in Scotland.

Many Social Enterprises will offer employment or volunteering opportunities within the business for who most need support or those who are vulnerable or at risk of being excluded and/or marginalised, for example, people with mental health issues, learning and disability, substance misuse issues or with a criminal conviction.

Glasgow Social Enterprise Network (GSEN) in its publication **Social Enterprise in Glasgow (2017)**¹ outlined some of the key facts:

GSEN has also published a pocket guide, listing members and detailing the products and services they offer, downloadable at <https://www.gsen.org.uk/content/gsen-pocket-guide/>

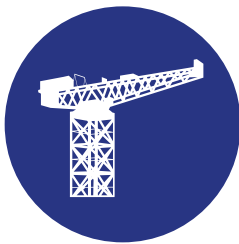
Scottish Government's Social Enterprise Strategy for Scotland (2016-26)² sets the national context for stimulating social enterprise activity, developing stronger organisations, and realising market opportunity. **The first Action Plan (2017-20)**³ commits to identifying opportunities for the sector to deliver better outcomes for people with convictions and in the care of Scottish Prison Service.

Community Justice Glasgow has committed to working collaboratively with the sector to realise these ambitions for people with convictions from Glasgow.



732[^]

Social enterprises currently operating in Glasgow



44%[^]

Of social enterprises are based in the 20% most deprived areas of Glasgow



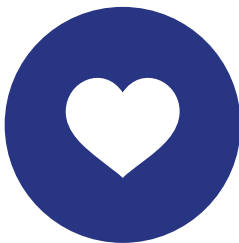
61%[^]

Of Glasgow social enterprises led by woman



84%[^]

Of social enterprises in Glasgow pays at least the Scottish living wage



61%[^]

Have a social objective of improving Health and Wellbeing



£1.6bn[^]

The net worth of Glasgow's social enterprises

¹ Social Enterprise in Glasgow (2017) - <https://www.gsen.org.uk/files/gsen-socent-in-glasgow-2017-web.pdf>
² Social Enterprise Strategy for Scotland (2016-2016) - <https://socialfirms.org.uk/wp-content/uploads/2016/12/Scotlands-Social-Enterprise-Strategy-2016-2026-Print-version.pdf>
³ Building a Sustainable Social Enterprise Sector in Scotland: Action Plan (2017-2020)

BACKING SECOND CHANCES THROUGH SOCIAL ENTERPRISE

By Acting PI IAIN MURRAY – Police Scotland Violence Reduction Unit

FROM ITS SITE IN GLASGOW'S LEAFY MANSFIELD PARK the sleek Street & Arrow Airstream truck dishes up tasty modern street food. However this social enterprise does more than just good grub, it's also serving up second chances for its employees.

STREET AND ARROW hires former offenders for twelve month blocks. During that time workers are paired with a mentor who can help them master everything from basic employment skills like turning up to work on time through to debt management and relationship issues.

"Street & Arrow is the place where opportunities are given to trade your old life for a new one, where hope and connections are the main ingredients. This is far more than a food truck, this is where lives change. It's also where the best street food in Glasgow can be found"

– Callum, navigator/mentor with the programme.

THE INITIATIVE was launched, in partnership between the Scottish Violence Reduction Unit, Community Justice Glasgow, Turning Point Scotland and Skills

Development Scotland in 2016 as part of Braveheart Industries (BHI) and operates as a social enterprise with support from the European Social Fund.

BRAVEHEART INDUSTRIES aims to create jobs and opportunities for those with a history of offending or at risk of committing crime. People with a record can often struggle to find employment, however, research shows that getting a job can be one of the biggest factors in preventing reoffending.

"Getting a foot on the employment ladder can very often be viewed as an impossible task amongst those who have previous criminal history,"

Says Acting Inspector Iain Murray who is the project lead for BHI.

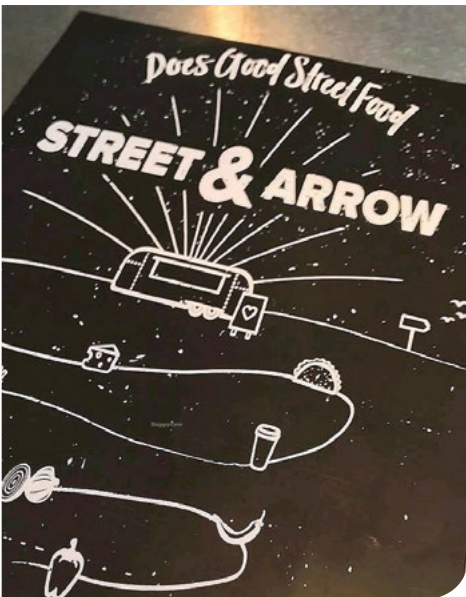
"Structure, training, support & guidance is key to transforming people, who may have been labelled as hopeless, into positive, contributing and valued members of our communities. At street & arrow we provide the platform for those ready to change, to step-up and make the difference, thus breaking the offending cycle and making our towns and cities safer, healthier and more prosperous for all."

Leeann started as a trainee chef with Street & Arrow and now helps with the running of the social enterprise:

"Without being given a chance from BHI my life would not have turned out the way it has today. BHI gave me a chance and I grabbed it with both hands. I am now in my second year of working with Street & Arrow and I have just successfully completed an SVQ level 3 in business administration. My confidence has grown in leaps and bounds and it's all down to BHI seeing my worth and helping me along the way. I will be forever grateful for what this amazing organisation has done for me. Street & Arrow has helped me become the person I was always meant to be."

PROMISING RESULTS – a recipe that works. The majority of people engaging with the project will have had a long history of convictions driven by alcohol and drug addiction as well as other issues. The programme is abstinence based with regular drug and alcohol testing.

“Over 2017-18, the initiative supported 16 people with great results.”



30,000 CHILDREN FACE PARENTAL IMPRISONMENT IN SCOTLAND EVERY YEAR

By **MARGARET SMITH** – Policy, Planning & Development, Community Justice Glasgow

ALTHOUGH NO OFFICIAL RECORD EXISTS, Scottish Government estimates 20 – 27,000 and **Barnardo's** estimates that around 30,000 children in Scotland face parental imprisonment every year. Their report 'On the Outside: Identifying & Supporting Children With a Parent in Prison'¹ notes that children are unlikely to make themselves known for fear of stigmatisation or bullying and as a result are hidden from the supports that may help them.

Why is this important? A report by the **Commission on Women Offenders (2012)** found that approximately 30% of children with imprisoned parents will develop physical and mental health problems, and are at higher risk of ending up in prison themselves. Barnardo's reported that children impacted by parental imprisonment are:

- Twice as likely than the general population to experience conduct and mental health problems and are 2.5 – 3 times more likely to experience serious mental ill-health than their peers.
- Less likely to do well at school.
- At greater risk of offending if they do not receive early and appropriate support - Farrington and Murray (2008) quoted in the report, found that Sixty five per cent of boys in their research with a convicted father, went go on to offend themselves.

“
These children are in the shadows, their needs are often forgotten with devastating impacts. Despite their situation, they are locked out of the support they need to give a better chance in life.”

¹ On the Outside: Identifying & Supporting Children With a Parent in Prison
<http://www.barnardos.org.uk/on-the-outside.pdf>



LIVING THROUGH A FAMILY SENTENCE

By **LOUISE GALLAGHER** – Health Improvement Lead Community Justice – NHS Greater Glasgow & Clyde (NHSGG&C)

IN 2017 RESEARCH COMMISSIONED BY NHS GREATER GLASGOW AND CLYDE

was conducted by the Universities of Salford and Huddersfield, supported by Families Outside. The researchers tried to reach 40 families with children aged 3-18 years to speak to them about the impact that having a parent in prison was having on them. 11 families came forward to tell their stories, describe some of their experiences and suggest ways that services could respond better to their needs.

Families described complex emotion and relationship changes when a parent is involved in the justice system, they spoke about the challenges of taking on new roles and supporting their family in a different way than before. Families also told of the disruption caused by arrest or incarceration, the stigma and discrimination they experienced as a result and the lack of support available to help them get through the hard times associated.

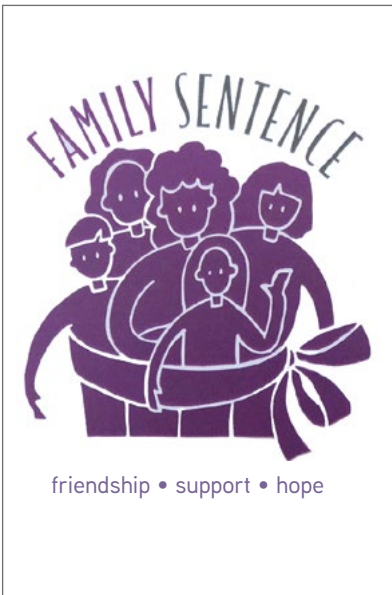
On a more positive note, families found peer support hugely helpful, found that when they told schools about their experiences they could be a source of great support for children and young people, and that if they discussed what was happening openly with each other they all felt more able to deal with the hard times together.

During the research, families told us that they wanted to improve peer support available for them and other families going through similar experiences. In response to this, at the beginning of 2018, supported by Outside the Box through funding from Glasgow City Alcohol and Drug Partnership, a group of families involved in the research have formed a peer support group that they have called 'Family Sentence'.

The group meets regularly to share their experiences, support each other and do family activities. They want to raise awareness of the issues facing families impacted by the justice system and make sure they are listened to. Pop by for a cup of tea and blether to see what they're all about.

Two events were also held with over 100 workers and senior management across Health, Social Care and justice services to identify how suggested improvements could be made. The outcomes of those discussions, the experiences and views of the families and how services can respond to improve the support for families will be available in a report due to be published in autumn 2018.

Community and specialist organisations that are aware of the complex impacts on families through a family member's involvement in the justice system can help mitigate some of those impacts and provide relevant, timely support.



We meet every two weeks on a Thursday between 11.30am and 2pm

You can drop in anytime!

Vist our Facebook page
www.facebook.com/Family-sentence-479844902512875/
for more information

or call Tracy on 07426 202051
or Julie on 07592 161082 for a chat

IT TAKES A VILLAGE: FAMILIES OUTSIDE SUPPORTS FAMILIES AND PROFESSIONALS TO IMPROVE OUTCOMES WHEN A FAMILY MEMBER GOES TO PRISON

By **NANCY LOUCKS** – Chief Executive, Families Outside

WHAT CAN ONE PERSON DO TO IMPROVE OUTCOMES FOR CHILDREN AND FAMILIES WHEN SOMEONE GOES TO PRISON?

Quite a lot, it seems.

Similar to colleagues scattered across Scotland, Glenda Meechan works as a Regional Family Support Coordinator for Families Outside. Single-handedly responsible for covering Glasgow, Glenda provides bespoke one-to-one support for families affected by imprisonment, helping them address the many issues that arise when someone goes to prison and working to improve their outcomes when they need it, for as long as they need it.

Families learn about the support Glenda provides through Families Outside's national Support & Information Helpline as well as from their local prison or prison visitor centre, New Routes mentors, and a range of other professionals. In 2017-18 alone, Glenda supported 28 families this way, reaching 28 adults and 21 children.

"I was given help from [Family Support Coordinator] who effectively lifted me from a very dark place, though her care, attention, advice and support. I do not know what I would have done without her. God bless her. PS. Give her a pay rise lol"

She cannot do this alone, however, which is why an important part of Families Outside's work is providing training to key professionals. This includes prison staff, Children's Panel members, health professionals, Early Years teams, and their most popular training: prison-based

"I was given help from [Family Support Coordinator] who effectively lifted me from a very dark place, though her care, attention, advice and support. I do not know what I would have done without her."

Continuing Professional Development for teachers, in which teachers go to prison to experience what it's like to visit, taking part in a workshop in the prison visits hall about the impact of imprisonment and their role in supporting children in their schools when this happens.

"Excellent! The system needs to change to make it compulsory schools are informed! Otherwise we can't help." (feedback from teacher CPD, February 2018)

And that's not all: in case she weren't busy enough, Glenda uses her front-line experience to feed in to local Health & Mental Health Improvement Teams,



Vulnerable Household and Homeless Provider Fora, the Glasgow Recovery Network, the TASK Childcare, Family & Learning Centre, the Violence Reduction Unit, the Thriving Places Network, and HMP Barlinnie's Child & Family Strategy Group, among others. Input to these local policy groups in turn feed into national policies, leading to longer-term change for families affected by imprisonment. Glenda in turn receives support from the Families Outside Helpline team, Training and Children & Young People managers, the National Prison Visitor Centre Coordinator, and its wider input to groups such as the Glasgow Working Group on

Women's Offending, Faith in Throughcare, and New Routes PSP; from the broad network of partner agencies such as schools, prisons, and specialist services for more complex issues such as mental health and substance misuse; and of course from the families themselves who share their experiences and feedback.

To learn more about the work of Families Outside, visit www.familiesoutside.org.uk, or contact the freephone Helpline on 0800 254 0088.



Families Outside is the only national charity in Scotland that works solely to support the families of people affected by imprisonment. We work to mitigate the effects of imprisonment on children and families – and consequently to reduce the likelihood of reoffending – through support and information for families and for the people who work with them.

Contact 0800 254 0088 or visit the website www.familiesoutside.org.uk

Lifelink has supported adults and young people to make positive changes in their lives, realise their own abilities to cope with the normal levels of stress and to become happier and healthier, wherever they live, work or learn.



You can contact Lifelink on 0141 552 4434 or visit www.lifelink.org.uk



YOUNG PEOPLE WITH EXPERIENCE OF A CLOSE FAMILY MEMBER IN PRISON ARE (CON)SCRIPTED

By GRAEME MCKERRACHER, *Manager*, and ROSIE REID, *KIN Coordinator, Vox Liminalis*

YOU HAVE BEEN SIGNED UP TO A GAME YOU NEVER WANTED TO PLAY. YOUR FAMILY MEMBER IS IN PRISON, ONLY YOU CAN PASS GO.

CON(SCRIPTED) is an interactive performance encompassing poetry, soundscape, installation and sensory overload.

As part of the 2018 Scottish Mental Health Arts Festival and Year of Young People, Vox Liminalis project KIN wrote, devised and performed CON(SCRIPTED), an hour-long immersive performance rooted in the experience of having a close family member imprisoned.

Over 130 people attended the sold out performance at St Luke's in Glasgow, experiencing a diverse range of sounds, words and performances, inspiring thoughts and actions that will make positive change for the tens of thousands of young people affected by family imprisonment each year in Scotland.

KIN is a close-knit arts collective of 14-25 year olds from across Scotland who have all lived through having a parent or sibling in prison. Turning stigma into solidarity, they have developed a distinct artistic voice. For more information about the project, visit <https://www.voxliminis.co.uk/projects/kin/media/?media=1451>



HELPING FAMILIES TO BUILD RESILIENCE WITH THE CROFT AT HMP BARLINNIE

By CATRIONA GIBSON – *Croft Co-ordinator – Visitors' Support and Advice Centre HMP Barlinnie*

STAFF AND VOLUNTEERS recently celebrated 6 years of the Croft at HMP Barlinnie. 2017/18 is the sixth year that the Croft has delivered a support and advice service for people visiting a loved one at the prison in North East Glasgow.

Support for families to maintain positive contact when someone is in prison has been identified as a factor in preventing reoffending. Families can be the reason for preventing individuals who are involved in the criminal justice system from reoffending.

Research by Dr Sapouna, M et al (2015)¹ found that families can help with the intervention process and have a positive impact on the reintegration of their family member who has been involved in crime.

The Croft is innovative in being the first Prison Visitors Service in Scotland to use

an assertive outreach approach – supporting visitors in the public areas of the prison rather than using a separate building in the prison grounds. In 2017/18, this model was adopted for several new Prison Visitors Services, including Early Years Scotland's service at HMP Low Moss and Getting Better Together at HMP Shotts.

Between April 2017 and March 2018, the Croft supported 5,415 adults and 2,277 children with a total of 12,583 different issues. 30% of the issues dealt with prison procedures and concerns, slightly less than this (28%) were around accessing support from other voluntary sector agencies; 23% were about maintaining contact with the person in prison, for example through the www.emailaprisoner.com scheme and 12% involved in-depth emotional support.

Visitors often say that they feel stigmatised coming to prison and that they are serving the sentence as much as the person in prison. When family members arrive at HMP Barlinnie, Croft staff are able to offer a friendly face, reassurance and clear information about what the person can expect at the prison. Some visitors also choose to get in touch before their visit. The Croft's recently re-launched website www.barlinnievisitorscentre.org includes the option to book a support chat with the Croft before their first visit, either in person at the prison or on the phone. The Croft is the only Prison Visitors Service in Scotland to provide regular email support for visitors.

“
Thank you, you really helped me so much and are so understanding of what I'm going through
”

Woman in her 60s
June 2017

¹ Dr Sapouna, M et al (2015) - Scottish Government, What Works to Reduce Reoffending – A Summary of the Evidence (2015) - <http://www.gov.scot/Resource/0047/00476574.pdf>



SAMH operates over 60 services in communities across Scotland. Services are person centered and based on an ethos of recovery.

These services together with our national programme work in See Me, respect me, suicide prevention, sport and physical activity; inform our policy and campaign work to influence positive social change.



For details of our local services get in touch on 0141 530 1000 available 9am to 5pm, Monday to Friday. Visit www.samh.org.uk



COMMUNITY JUSTICE GLASGOW ANNUAL REPORT 2017-18

PERFORMANCE SUMMARY

National outcomes

Outcome Number	Indicator	Baseline	Year Publication / Current Cohort	Trend Since (baseline)	Direction of Travel (for reporting period)		Notes
No1(a)	1 year reconviction rate for Glasgow	2011-12	2015-16 cohort		2014-15	2015-16	2 year lag in reporting
All Ages Overall		31.2%	27.6%	▼ Change -3.6%	▼ Male -2.4%	▼ Female -1.2%	
Under 18		38%	35%	▼ Change -3%	▼ Male -14.3%	▼ Female -5.2%	
Under 25		34.3%	29.5%	▼ Change -4.8%	▼ Male -3.3%	▼ Female -3%	
No1(b)	Crime victimisation rates	2008-09	2014-15		2014-15	2015-16	Data for 2016/17 not available at time of reporting. In the same reporting period recorded crime reduced by 30.4%
Glasgow		21.5%	15.9%	▼ Change -5.6%			
Scotland		20.4%	14.5%	▼ Change -5.9%			
No1 (c)	Number of women diverted from prosecution as % of all sentenced	2015-16 1%	2016-17 0.8%	New Measure	2015-16 ▼ -0.2%	2016-17	All data required for 2017/18 not yet available
	Number of young people diverted from prosecution as % of all sentenced	1%	0.7%		▼ -0.3%		
No1(d)	Average number of people on remand as % of sentenced (custody community)	2016-17	2017-18	New Measure			All data required for 2017/18 not yet available
Male		17%	Not Available				
Female		17%	Not Available				
No1(e)	Proportion of community sentences as % of all sentences	2015-16	2016-17	New Measure	▲ +2.6%		All data required for 2017/18 not yet available
Male		17.6%	20%		▲ +2.4%		
Female		14%	17.3%		▲ +3.3%		
No1(f) Overall	Recorded crime	2012-13 53,212	2017-18 46,861	Change -11.9% ▼	2016-17 ▲ +6.7%	2017-18	Provisional figures for 2017-18 – uses local management data
8-15 Yr Olds		3802	3720	Change -2.2% ▼	▲ +18.9%		
16-17 Yr Olds		3518	2300	Change -34.6% ▼	▼ -12.5%		
<18		7320	6020	▼ Change -17.7%	▲ +4.5%		
Under 25		23286	14641	▼ Change -31.7%	▼ -9.8%		
41+		17977	12392	▼ Change -31.1%	▼ -13.2%		

COMMUNITY JUSTICE GLASGOW ANNUAL REPORT 2017-18

PERFORMANCE SUMMARY

National outcomes

Outcome Number	Indicator	Baseline	Year Publication / Current Cohort	Trend Since (baseline)	Direction of Travel (for reporting period)	Notes
No1(g)	Average monthly prison population by age, gender and sentence length	2016-17	2017-18	New Measure	2016-17 2017-18	Due to the small numbers the female % can be skewed significantly by a small increase/decrease
Male Overall		1268.6	1219.8		▼ -3.8%	
Female Overall		56.8	62.6		▲ +10.2%	
Female <21		4.7	1.6	Change -65.9%	▼ -57.9%	
Male <21		2014-15 74.6	2017-18 58.2	▼ Change -22%	▼ -13.8%	
Male <6 Months		2016-17 60.8	2017-18 52.9	New Measure	▼ -13.9%	
Female <6 Months		3.3	2.7	New Measure -5.9%	▼ -18.2%	
No1 (h)	Young people referred to Children's Reporter on offence related grounds	2012-13	2017-18		2016-17 2017-18	Suggesting decrease in gravity of offending – generally only more serious offences reported to SCRA
Number of Young People		598	426	Change -28.7% ▼	-3.4% ▼	
Average Number of Offences		2.5	3.8	Change 52% (1.3 offences) ▲	+35.7% (1 offence) ▲	There was an increase of 4.5% in recorded crime by <18 recorded in the

▲ ▼ = Worsening or poor performance

▲ ▼ = Improved or good performance

We also have a suite of Structural and Person-Centric Outcomes, a number of these are in development or we are collecting data over 2017-18 as baselines for which to measure progress against in 2018-19. Our partnership agreed a full reporting framework. All of these documents are available to view on our website at can be viewed or downloaded at: <https://www.glasgowcpp.org.uk/communityjustice>



TELL US WHAT YOU THINK

Quick Survey

We would really appreciate it if you could take a moment to answer a few very quick questions on our online survey to help us see what the impact on awareness and understanding of this Annual Report is having.

It should take no more than a minute.

Please go to: <https://www.glasgowcpp.org.uk/index.aspx?articleid=23075>

You can also access an electronic copy by e-mailing us at:
communityjustice@glasgow.gov.uk

Or telephone us for a paper copy: 0141 287 0916

We always aim to help people in organisations and communities to understand what Community Justice is all about and why we focus on re-offending, advocating for Community Sentences where this is appropriate, and supporting individuals to address the issues that have and continue to lead to them to committing crimes in our communities.

Our Team here at Community Justice Glasgow and our partners work really hard to achieve this and it helps us to know if our work is having an impact on helping people to understand the context of our work.

