

Improvement Project Title: Quality of Community Payback Orders

Executive Sponsor (Chair of Outcome Improvement Group):

Angela Scott, Chair of Community Justice Group

Project Lead:

Val Vertigans, Community Justice Officer

Aim statement (What are we trying to accomplish? Over what time? Numerical target for improvement?)

To increase the % of individuals on a Community Payback Order completing an Exit Questionnaire:
 i) at the end of their Supervision to 46% (*Baseline 23% in 2016-17*); and
 ii) at the end of their Unpaid Work to 65% (*Baseline 51% in 2016-17*)
 by end March 2019

Link to Local Outcome Improvement Plan:

Primary Drivers (What)	Secondary Drivers (How)	Improvement Outcomes (Outputs)				Lead Partners	
		Improvement measures and aims	Baseline	17/18	20/21		26/27
We will effectively manage and support people involved in the adult Criminal Justice System in the community to reduce the likelihood of their reoffending and improve outcomes for these individuals, their families and communities 	Quality of Community Payback Orders is regularly evaluated to inform future practice <i>[National Outcome: Effective Interventions]</i>	Increase in % of individuals on a Community Payback Order Supervision Requirement indicating improved outcomes at the end of their Supervision: (from a sample of 20 exit questionnaire per quarter – Baseline Q2 2016)				HSCP Other partners as appropriate	
		- Housing	50%	+1%	+2%		+3%
		- Emp/Education/Training	22%				
		- Drugs	57%	"	"		"
		- Alcohol	81%				
		- Personal Relationships	58%				
		- Self Esteem	58%				
		- Mental Health	60%				
		- Physical Health	29%				
		- Money Issues	50%				
		- Coping Skills	69%				

Business case (Benefit to clients/ stakeholders/ residents? Are costs reduced now or in the future by addressing this issue?)

[From: [What works to reduce reoffending – A summary of the evidence](#) (Scottish Govt 2015)]

- In Scotland, reconviction rates are lower for those given community sentences compared to those released from short custodial sentences. A respectful, participatory and flexible relationship with a supervisor can trigger the motivation to change and promote desistance. Supervision should place adequate emphasis on helping offenders overcome practical obstacles to desistance such as unemployment and drug misuse.

- More research is required to understand what might be the most effective ways of involving service users in the design of interventions and how effective such approaches would be in reducing reoffending.

[From: [Evaluation of Community Payback Orders, Criminal Justice Social Work Reports and the Presumption Against Short Sentences](#) (Scottish Govt 2015)]

- Offenders were usually very positive about the relationship they have (or had) with their case manager, citing this relationship as being of key importance for engagement and compliance. (*Local evidence supports this: 80% of those on a CPO who completed an Exit Questionnaire in 2016-17 rated their relationship with their supervising Social Worker as 'Very Good'.*)

- Engagement and compliance was most likely when a CPO was tailored to an offender's needs and interests. Other factors that offenders responded positively to included the fact they were paying back to the community, and the sociable element of UPW.

Measures: (How will we know if a change is an improvement?)

Increase in % of individuals on CPOs (Supervision and Unpaid Work) completing exit questionnaires

Increase in % indicating improved outcomes at end of Supervision - against individual issues

(Baselines as in LOIP)

Increase in % of individuals on Unpaid Work confirming *(Baselines to be sought):*

- there was a personal achievement for them during UPW;
- they learned about working as part of a team;
- they developed new skills;
- they developed existing skills.

Increase in number of meetings held to review implications of exit questionnaires (collated on management info report) *(Baseline 0)*

Increase in % of returns from beneficiaries of unpaid work in the community (Baseline tbc)

Change ideas (What can we do that will result in improvement?)

Completion of Supervision exit questionnaires on tablets (Citizen Space)

Audio version of Exit Questionnaires and other accessible forms of seeking feedback – to be investigated

Procedure put in place for completion of Exit Questionnaires by Youth Team/Children’s Services

Quarterly management info report produced from collated feedback spreadsheet

Quarterly meetings to review feedback from exit questionnaires (management info report)

Potential Barriers

Technical issues in relation to use of questionnaire on tablets (Citizen Space)

Project Team:

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Neil Buchanan (Senior Social Worker)

Linda Brownlie (Senior Social Worker, Unpaid Work)

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Rep from Children’s Services

Rep from Youth Team

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