



# THE EDINBURGH PARTNERSHIP

## Community Justice Annual Activity Return 2020/21

### 1. Executive Summary

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- 1.1 Edinburgh's Community Safety and Justice Partnership (CSJP) is responsible for developing and implementing Edinburgh's Community Justice Outcomes Improvement Plan (CJOIP) on behalf of the Edinburgh Partnership (community planning). The completed Community Justice Local Area Annual Return Template attached at Appendix 1 contains examples of partner's individual and collective community justice activity during 2019/20.

### 2. Recommendations

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- 2.1 The Board is recommended to:
- i. Consider and approve Edinburgh's Community Justice Local Area Annual Return for 2020/21 attached at Appendix 1.

### 3. Main Report

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- 3.1 Community Justice Scotland (CJS), the national agency responsible for promoting high standards of community justice across Scotland, requires that community planning partnerships report annually on community justice activity carried out in their area. CJS provides a template for this purpose, and guidance on completing the annual activity return, which is underpinned by the national [Community Justice Outcomes, Performance and Improvement Framework](#) (OPI Framework). CJS considers each local authority's community justice activity and progress made locally against the national outcomes and indicators set out in the OPI Framework and provides feedback, including any recommendations for future activity returns.
- 3.2 Activity detailed in the completed Local Area Annual Return Template supports the Scottish Government's vision for community justice set out in the [National Strategy for Community Justice](#) which states that:

Scotland is a safer, fairer and more inclusive nation where we:

- Prevent and reduce further offending by addressing its underlying causes; and
- Safely and effectively manage and support those who have committed

offences to help them reintegrate into the community and realise their potential for the benefit of all citizens.

- 3.3 The CSJP agreed the Community Justice Local Area Annual Return for 2020/21 on 6 September 2021. It will be submitted to CJS once approved by the Edinburgh Partnership.

#### 4. Contact

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Appendices:

Appendix 1; Community Justice Local Area Annual Return 2020/21



**Community Justice Scotland**  
Ceartas Coimhearsnachd Alba

**Community Justice Outcome Activity Across Scotland**  
**Edinburgh Community Safety and Justice Partnership**  
**Annual Return Template**  
**2020-21**

May 2021

## 1. Background

The introduction of the [Community Justice \(Scotland\) Act 2016](#) (the Act) triggered the formal implementation of the new model of Community Justice in Scotland. A number of key documents are associated with the Act including the [National Strategy](#), [Guidance for local partners in the new model for community justice](#), [Justice in Scotland: Vision & Priorities](#) and the [Framework for Outcomes, Performance and Improvement](#).

The Act places a duty on community justice statutory partners to produce a Community Justice Outcome Improvement Plan (CJOIP) which outlines key local needs and priorities and the plans and actions to address these against a backdrop of the documents noted above. Beyond this, the partners are also tasked with reporting, on an annual basis, the community justice outcomes and improvements in their area, again with reference to the associated strategy, guidance and framework documents and, when complete, submit those annual reports to Community Justice Scotland (CJS)<sup>1</sup>.

CJS is committed to working in partnership with community justice partners and have designed the template and guidance to support local areas in reporting on their annual outcomes and improvements in a meaningful way that captures necessary data in an effective and efficient manner. It also supports areas in fulfilling their statutory obligations on annual reporting under section 23 and fulfils our requirement to consult on the preparation of an annual report on performance in relation to community justice outcomes under section 27(3).

CJS recognises that there are a set of circumstances at time of writing that make this process different from the three previous Annual Outcome Activity Returns; namely:

1. The Covid-19 pandemic which was present for the entirety of the 2020-21 reporting period and will continue to have implications for the work of community justice partners.
2. The review of the Outcomes Performance and Improvement Framework (OPIF) which is running concurrently with the Outcome Activity Returns process. Until the review of the OPIF has concluded CJS recognises a transitional template (such as this one) is likely to be required.

To allow for both of these, CJS surveyed community justice partnerships in April 2021 seeking views on the completion of the annual report template covering the

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<sup>1</sup> Guidance for statutory partners on this annual reporting process – to which community justice partners must have regard - is available at paragraphs 6.38-6.42 of the “Guidance for local partners in the new model for community justice” (linked to above).



period 2020-21. The 2020-21 template takes into account the feedback from 17 completed surveys with the following changes:

1. The most substantial change is the focus on outcomes taking account of the indicators rather than asking partnerships to report on progress against each individual indicator.
2. We have created space for community justice partners to reflect on the collective achievement they are most proud of during the reporting period.
3. There is an opportunity to reflect the impact of the pandemic on community justice activity under each of the outcomes. There is a dedicated section to give partners the opportunity to reflect on the impact of the Covid-19 pandemic on the partnership.

This template includes a new section to allow community justice partners to reflect on how they have, or intend to, implement activity in response to recommendations in the 2019-20 Annual Outcome Activity Return.

CJS would like to extend thanks to those community justice partners that took the time to complete the template survey, spoke to us as part of the OPIF review process and to those that sense-checked the guidance points in the draft template.

## **2. Statement of Assurance and Data Usage**

The information submitted to Community Justice Scotland using this template is for the primary purpose of fulfilling the requirement under s27 of the Community Justice (Scotland) Act 2016 for Community Justice Scotland to produce a report on performance in relation to community justice outcomes across Scotland.

In line with provisions in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR), CJS will use appropriate data to ensure that there is continuous reporting, development and progress towards the national outcomes. By providing data to CJS you are consenting to its use by CJS as indicated. Community Justice Partnerships should be aware that any information held by Community Justice Scotland is subject to statutory Freedom of Information obligations.



### 3. General principles of the template

The template is designed to capture a range of important data in a way that allows local partners to highlight key aspects of community justice activities, outcomes and improvements over the specified period without it being onerous or time and resource demanding. CJS has made some changes to the template this year (as outlined on pages 2-3) to account for the ongoing OPIF review process and the Covid-19 pandemic.

Most of the template is self-explanatory and, where this is the case, there is little guidance required. In the sections that require more direction for completion, the text (in blue) will outline what is expected in terms of reporting.

#### Template sections:

[Section 1 Community Justice Partnership / Group Details](#)

[Section 2 Template Sign-Off](#)

[Section 3 Governance Arrangements](#)

[Section 4 Progress from 2019-20 Recommendations](#) (new section for 2020-21)

[Section 5 Covid-19 Pandemic Impact](#) (new section for 2020-21)

[Section 6 Performance Reporting – National Outcomes](#)

[Section 7 Partnership Achievements](#)

[Section 8 Challenges](#) (unrelated to Covid-19 pandemic)

[Section 9 Additional Information](#)

It would be helpful if responses in each of the “evidence and data” boxes within section 6 of the template (“performance reporting”) is kept to a minimum by capturing the main points only. This allows for an efficient analysis by Community Justice Scotland on return. The use of bullet points in your answers is acceptable.

Where the template asks for evidence, a written response will suffice and there is no expectation that you send additional supporting documentation – if there are any aspects Community Justice Scotland is unclear on it will be our responsibility to request clarification where necessary.

If any response or evidence requires details about people with lived experience (e.g. evidence in respect of someone’s life story) please **DO NOT** include any personal or sensitive information (as outlined in Schedules 2 & 3 of the Data Protection Act 1998) as Community Justice Scotland does not require such information. If this is unavoidable then please ensure that the data is fully anonymised.



This is the fourth iteration of the template and guidance. If you have any queries about completing the template then please email [CJSImprovement@communityjustice.scot](mailto:CJSImprovement@communityjustice.scot).



#### 4. Template Completion

1. Community Justice Partnership / Group Details	
Community Justice Partnership / Group	Community Safety and Justice Partnership (CSJP)
Community Justice Partnership Group Chair	Councillor Amy McNeese-Mechan
Community Justice Partnership / Group Coordinator	Suzan Ross
Publication date of Community Justice Outcome Improvement Plan (CJOIP)	September 2019

2. Template Sign-off	
<p>The content of this annual report on community justice outcomes and improvements in our area has been agreed as accurate by the Community Justice Partnership / Group and has been shared with our Community Planning Partnership through our local accountability arrangements.</p>	
Signature of Community Justice Partnership / Group Chair:	Date:
<p>.....</p> <p>.....</p>	

3. Governance Arrangements
<p>Please outline below your current governance structure for the community justice arrangements in your area. This section is the same as previous templates so if there have been no changes in this respect, copying and pasting from previous template submissions is acceptable.</p>





Edinburgh's Community Safety and Justice Partnership (CSJP), is a strategic group responsible for co-ordinating a multi-agency response to community safety and community justice, and to reducing reoffending and tackling antisocial behaviour. The CSJP is a sub-group of the Edinburgh Partnership; Edinburgh's community planning partnership and is responsible for developing and implementing both the Community Justice Outcomes Improvement Plan (CJOIP) and the Community Safety Strategy (CSS). The CSJP oversees community justice activity through progress reports submitted to its quarterly meetings and in turn it provides an update on community justice work to the Edinburgh Partnership annually.

The Edinburgh Partnership's [Community Plan 2018-28](#) (Local Outcome Improvement Plan) sets out community planning partners' collective vision which is *'that Edinburgh is a thriving, connected, inspired and fair city, where all forms of poverty and inequality are reduced'*.

The [CJOIP 2019-22](#) local priorities directly support the Community Plan's aspiration through focusing on the provision of timely positive interventions for people in the justice system, many of whom are amongst the most marginalised and vulnerable in society. Local community justice activity is working to support those in the justice system who are the most disadvantaged, and to create a fairer, safer and more inclusive society, where individuals realise their full potential.

The CJOIP is also closely linked to Edinburgh's [Community Safety Strategy 2020-23](#), which is committed to the development of safer communities and reducing the harm caused by antisocial behaviour, including reducing the likelihood of children and young people engaging in harmful or offending behaviour, and safeguarding people from online harm.

#### 4. Progress From 2019-20 Recommendations

To reduce the burden of reporting on progress from 2019-20 recommendations through an additional process please detail any work the partners have undertaken, or intend to undertake, in response to the following 2019-20 recommendations:

Recommendation for CJs	Progress / Activity during 2020-21
That community justice partners establish mechanisms to identify and engage collectively with local third sector and victims organisations.	<p>A range of community justice services are delivered by Third Sector organisations through commissioning arrangements. Regular review meetings between commissioners and Third Sector service providers cement the development of partnership working locally. Additionally, justice partners continue to work to develop closer links with the wider Third Sector and the following (non-statutory) organisations are members of the CSJP;</p> <ul style="list-style-type: none"> <li>• Victim Support Scotland (VSS)</li> <li>• Sacro</li> <li>• Edinburgh Voluntary Organisations' Council (EVOC).</li> </ul> <p>The CSJP has also invited the Criminal Justice Voluntary Sector Forum (CJVSF) to attend its partnership meetings to further develop collective Third Sector engagement and</p>



	<p>participation. This is particularly useful for areas of activity where partners are looking to strengthen mutually beneficial relationships for example, Police Scotland and relevant Third Sector partners working collectively to deliver outreach services for young people and reduce their involvement in antisocial behaviour.</p>
<p>That community justice partners meet statutory requirements for strategic planning. This includes being able to evidence:</p> <ul style="list-style-type: none"> <li>a) a range of strategic needs and strengths assessment (SNSA) activity</li> <li>b) a published and up-to-date Community Justice Outcome Improvement Plan (CJOIP) which includes a participation statement</li> <li>c) a published annual report assessing progress towards outcomes</li> </ul>	<p>In December 2020, the CSJP considered Community Justice Scotland's (CJS) recommendations for justice partnerships alongside priority areas for developing a Strategic Needs and Strengths Assessment (SNSA). The CSJP agreed to focus on the 3 priorities put forward by CJS; Arrest Referral, Bail Supervision, and Diversion from Prosecution, and work is ongoing to populate the CJS templates which will inform service developments in those areas.</p> <p>The CSJP's three-year <a href="#">CJOIP</a> published in 2019 expires in 2022 and a new CJOIP will be developed in early 2022. The CSJP will consult with CJS on the timeframes for CJOIP publication in 2022 to ensure that there is scope for incorporating any changes to the national outcomes, national strategy and the Outcomes Performance and Improvement (OPI) Framework, on conclusion of the Scottish Government's reviews in those areas.</p> <p>The CSJP reviews community justice progress through quarterly update reports and publishes its community justice local area annual return to fulfil its requirement to publish progress towards outcomes.</p>
<p>Ensure community justice SNSA activity forms a crucial component of understanding the needs of the whole area population.</p>	<p>As mentioned above, in conducting its SNSA, the CSJP is currently focussing on the 3 CJS recommended areas of Arrest Referral, Bail Supervision, and Diversion from Prosecution. This exercise will help to ascertain the needs of the population accessing those services and inform any service developments to support improved outcomes for people entering the justice system.</p> <p>There may be some limitations/challenges relating to the availability and obtaining of comprehensive local data to support the SNSA. For example, the CSJP will look to extract data relating to the general profile of people in the justice system from LS/CMI (an assessment and management tool used nationally by Justice Social Work), and this software was not primarily designed to support this type of interrogation. Where possible however, data will also be collated from additional sources cited in the CJS Needs Data Manual (February 2020).</p> <p>To complement the SNSA, partners are able to provide information such as:</p> <ul style="list-style-type: none"> <li>• feedback from people accessing and using services</li> <li>• feedback from staff delivering services</li> <li>• feedback from other agencies/organisations involved in supporting people in the justice system</li> </ul>



	<ul style="list-style-type: none"><li>• intelligence and understanding about the reasons for people disengaging and refusing support from services</li></ul>
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## 5. Covid-19 Pandemic Impact

This is a new section for 2020-21. It should be used to reflect some of the a) challenges/negative implications and b) opportunities/positive implications from the Covid-19 pandemic on the community justice partnership / group. There is an opportunity to reflect impact on community justice activity in Section 6 under each of the national outcomes so this section is to capture any impact on the partnership over and above this.

Area impacted	Challenges / Negatives	Positives / Opportunities
<p style="text-align: center;"><b>Our community justice partnership</b></p>	<p>Partners were invited to consider the challenges the COVID-19 pandemic had presented to the operation of the CSJP:</p> <ul style="list-style-type: none"> <li>• Partners agreed that the absence of networking which would ordinarily occur before and after physical meetings could be considered a negative impact, as some opportunities to share information or advance partnership working may have been missed</li> <li>• In some instances, connectivity issues experienced by partners such as slow or intermittent access to systems/software has interfered with meetings conducted online</li> <li>• Individual partners may have had difficulties around accessing private and quiet spaces at home which could have impacted on the collective CSJP meeting if for example, they were unable to attend due to confidentiality concerns</li> </ul>	<p>Partners agreed that there had been no significant challenge or negative impact on the function of the CSJP as the scheduled quarterly meetings continued virtually throughout 2020/21. Many partners felt that holding virtual meetings had been a positive experience and that the CSJP benefitted through:</p> <ul style="list-style-type: none"> <li>• Successfully adopting MS Teams to overcome the challenges of COVID-19 social distancing restrictions</li> <li>• More efficient use of partners' time due to not being required to travel to the meetings</li> <li>• Significant reduction in travel costs for many partners due to extensive home working</li> <li>• Reduced carbon footprint due to removal of the travel requirement</li> <li>• Less waste, as meeting papers were not printed for all attendees</li> <li>• Less expensive for the meeting hosts in relation to venue and refreshment costs</li> </ul>

## 6. Performance Reporting – National Outcomes

This section is designed to capture the evidence and data that has been used by your Partnership over the reporting period to assess progress against the national outcomes.

This year we are asking you to report on each outcome rather than against every indicator (as in previous years) but we ask that you report against the outcome **taking account** of the indicators. Please detail any specific impacts (positive and negative) the Covid-19 pandemic had on activity or progress under each of the outcomes.

We encourage you to **share life stories and practice examples** as part of your evidence and data – this enriches the final report and creates deeper understanding of community justice activity.

Please indicate where any particular factors have been a **hindrance in making progress** against a particular outcome.

### NATIONAL OUTCOME ONE

Communities improve their understanding and participation in community justice

**Where applicable have regard to the following indicators:**

- Activities carried out to engage with ‘communities’ as well as other relevant constituencies
- Consultation with communities as part of community justice planning and service provision
- Participation in community justice, such as co-production and joint delivery
- Level of community awareness of / satisfaction with work undertaken as part of a CPO
- Evidence from questions to be used in local surveys / citizens’ panels and so on
- Perceptions of the local crime data

	Please describe the activity	Then describe the impact
<b>Evidence and Data</b>	<u>Community consultation events</u>  Although community justice consultation events did not go ahead in 2020/21 due to COVID-19 restrictions, the Practice Evaluation process which uses self-evaluation	<u>Key learning from Practice Evaluations (collated 2020/21)</u>  Positive aspects included: <ul style="list-style-type: none"> <li>• Evidence of effective partnership working across service areas/agencies</li> </ul>

	<p>exercises as a key tool for service improvement and continuing professional development of community justice staff was reviewed, and from April 2020, there was a commitment to carry out 24 exercises annually. Staff continued to conduct the Evaluation sessions in 2020/21 throughout the COVID-19 pandemic and work is ongoing to further develop the model so that feedback can be sought from people whose cases are the focus of the sessions. This will ensure positive engagement with those using justice services and provide a further dimension to service improvement and staff development. Results from Practice Evaluations carried out across justice service areas in the latter part of 2019/20 were collated in 2020/21.</p> <p>Examples of evaluator comments:  <i>“Excellent practice, much work, referrals to appropriate resources and encouragement to engage throughout. Whilst the challenge was to support the person to become meaningfully engaged with external supports and this had presented a barrier, this was related to the person’s engagement, not the quality of the supervision. Person reduced levels of drug use and remained offence free, which is a positive outcome and reflects the relationship with his workers at the Drug Treatment and Testing Order service”</i>  <i>“This was noted to be an excellent piece of work, and representative of the cases that <a href="#">Willow</a>* are working with on a daily basis. There are structures in place to ensure there is effective supervision and support available to staff, which in turn will promote and support staff health and wellbeing when working with complex people. Very well done”</i>  *Willow is a service supporting women in the justice system</p>	<ul style="list-style-type: none"> <li>• Demonstration of person-centred practice and understanding of needs, vulnerabilities and risks</li> <li>• Effective supervision, management, and support for staff</li> <li>• Demonstration of social work values</li> <li>• Confident and competent approaches to cases and demonstration of impact of complex trauma</li> <li>• Detailed case notes, and reports completed timeously</li> </ul> <p>Areas for development comprised of suggestions/ recommendations from practice evaluators, individual practitioners, and community justice teams and included:</p> <ul style="list-style-type: none"> <li>• Broader need to offer trauma /mental health training for staff across community justice social work, not just groupwork services</li> <li>• Managing the limited availability of psychiatric /psychological input without formal diagnosis</li> <li>• Extending services such as <a href="#">Caledonian</a>, to people on post-release licenses who have Intimate Partners Violence (IPV) convictions</li> </ul>
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	<p><u>Community Payback Order (CPO) consultation</u></p> <p>Due to the COVID-19 restrictions, there were no unpaid work consultation events held in 2020/21 however, a wider online/postal public consultation on CPOs was carried out. The public was asked about their awareness levels of a CPO, their understanding of unpaid work, and whether they believed that community payback helped to reduce offending.</p> <p><u>CPO exit questionnaires</u></p> <p>139 exit questionnaires were completed by people on supervision, subject to a CPO. 91% of respondents reported that supervision had helped them in some way, with 5% stating it had not helped them. 4% did not record a response.</p> <p>*As the CPO annual report for 2020/21 is not published until February 2022, feedback in relation to CPO activity is taken from 2019/20 findings.</p>	<p><u>CPO public consultation feedback</u></p> <p>Awareness levels were high with 91% of respondents stating they knew what a CPO was and 100% saying they knew what was meant by unpaid work. 91% of respondents also wholly or partly agreed that community payback provided people with an opportunity to repay communities for their crimes and noting unpaid work as being more appropriate than prison for less serious offences and believing it benefitted local communities. 100% of respondents wholly or partly agreed that unpaid work helped to reduce reoffending, supported reintegration, and that undertaking work within their local community was an opportunity to learn new skills. One respondent commented:  <i>“Often more suitable than prison and an acknowledgement of wrongdoing. In addition, contributing to improving the community for themselves and others”</i></p> <p><u>Exit questionnaire comments</u></p> <p>Comments from exit questionnaires included:  <i>“a chance to reflect on lifestyle, make changes and learning”</i>  <i>“helped me not to reoffend; no longer hot headed”</i>  <i>“asking me how I am doing, showing interest in me, and helped me a great deal – coming here and talking”</i>  <i>“it opened new channels of support”</i></p>
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	<p><u>Co-production - peer mentoring</u></p> <p>The Peer Mentoring service established in conjunction with Sacro continued to work with people who were involved in the community justice system throughout 2020/21. The service has now become embedded into mainstream services, ensuring that those in the justice system have access to mentoring support when making decisions about their lives and seeking to access the services they need.</p> <p><u>Perceptions of crime</u></p> <p>The latest <a href="#">Scottish Crime and Justice Survey</a> results were published in March 2021; this large-scale social survey asks people about their experiences and perceptions of crime; results can be broken down and viewed by police division. The latest survey which covers the period 2018/20 is based on a sample of around 5500 interviews conducted with adults across Scotland living in private residential households.</p> <p><u>Recorded crime (national)</u></p> <p>The latest statistics on recorded crime in Scotland 2019/20 show that:</p> <ul style="list-style-type: none"> <li>Recorded national crime showed a marginal increase from 246,480 in 2018/19 to 246,516 in 2019/20</li> <li>Non-sexual crimes of violence rose by 16%, from 8008 in 2018/19 to 9,316 in 2019/20</li> <li>Sexual crimes fell slightly from 13,547 in 2018/19 to 13,364 in 2019/20</li> <li>Crimes of dishonesty fell 2.7%, from 114,506 in 2018/19 to 111,409 in 2019/20</li> </ul>	<p><u>Peer mentoring - impact</u></p> <p>In addition to the numbers supported through peer mentoring (see National Outcome 3), the service enlisted one of those supported to assist in producing a video testimonial outlining the positive impact the service had made for them. The video was shown and shortlisted at Sacro's Annual Staff Conference in 2020.</p> <p><u>Scottish Crime and Justice Survey – Edinburgh City E Division</u></p> <p>Results showed that:</p> <ul style="list-style-type: none"> <li>81% of respondents feel safe walking alone in their local area after dark (above the national average of 77%), and similar to the 2016/18 result of 82%</li> <li>95% felt safe when alone in their home at night (same as the national average)</li> <li>77% felt that the crime level in their local area over the last two years was either the same or less (compared with the national average of 73%)</li> <li>32% of respondents reported that it was common to see people in their local area behaving in an antisocial manner in public (same as the national average)</li> <li>53% of respondents agreed that people in their local area pull together to prevent crime; slightly below the national average of 56% but up from the 2016/18 results of 49%</li> <li>57% of respondents felt confident that the police in their local area are able to prevent crime (unchanged from 2016/18 but more than the national average of 49%)</li> </ul>
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- Fire-raising, vandalism etc. decreased slightly from 47,997 in 2018/19 to 47,731 in 2019/20
- Nationally, 107 crimes were recorded in relation to coronavirus restrictions

Recorded crime (local)

[Local crimes recorded](#) (latest available) are shown at table 1 below:

*Table 1 – local crime data*

<u>Crimes</u>	<u>2018/19</u>	<u>2019/20</u>
Non-sexual crimes of violence	875	1,057
Sexual crimes	1,270	1,206
Crimes of dishonesty	18,738	17,313
Fire raising, malicious mischief etc	5,279	5,303
Other crimes	4,784	5,534
<b>Total</b>	<b>30,946</b>	<b>30,413</b>

Additional resources: [Police Scotland performance](#)

- 67% felt that police in their local area are able to solve crimes (slightly higher than the national average of 62%) and up from the 2016/18 result of 65%

The latest recorded crime figures for Edinburgh at table 1 opposite show an overall fall, with sexual crimes and crimes of dishonesty reducing while non-sexual crimes of violence, fire raising and malicious mischief, and 'other crimes' increased.

**Other information relevant to National Outcome One**

Support for victims of crime

Victims and witnesses of crime can access support from the Victim Support (VS) service provided by [Victim Support Scotland](#). At the onset of the pandemic in 2020, VS staff moved to home working and support channels were adapted to ensure people could continue to access help remotely through telephone, email, texts, web chat, and virtual appointments. Many young people being supported expressed a preference for contact via various social media apps and the service has adapted accordingly. VS also continued to provide support to victims and witnesses required to attend court during 2020/21. Since December 2020, safety measures have been implemented in the Edinburgh's VS offices so that safe, face to face support can be provided where this is preferred.

At the beginning of the 2020/21 period which coincided with the onset of the COVID-19 pandemic, referrals fell, particularly from Police Scotland, and the low referral rate continued throughout 2020. Prior to the pandemic, many referrals from Police Scotland related to people being the victim of an assault or other crime during a night out in the City therefore, the shutting down of the night-time economy in 2020 had a direct impact on the number of complaints made that would go on to become VS referrals/cases. To reverse this trend, VS has set up



partnership meetings with Police Scotland locally, to increase awareness of the continued operation of the service and referral routes. Police Scotland has embraced this and is establishing a pool of police officers as dedicated VS champions; as a result, referral numbers have recovered in the period January 21 to March 21 inclusive.

Table 2 – Victim Support referrals

Victim Support referrals	2019/20	2020/21
All sources	3426	2048

The VS [Victims Fund](#) provides means tested grants to victims of crime who meet the criteria for support. The fund is accessed via an application submitted by partner agencies where the victim is unable to meet the cost of goods or services which would support them and improve the situation caused by the crime committed against them. Grants have included support with groceries and clothes for victims of domestic abuse who have fled their homes, locksmiths and security measures to improve safety in the home, phones and laptops after damage or theft, and utility support where trauma after crime has resulted in job loss. In 2020/21, the fund awarded over £40,000 to support victims in the Edinburgh area with essentials and to meet their urgent security needs to help prevent revictimization.

Nationally, the [Victim Support Scotland Strategy 2021-2026](#) has been developed with a commitment to ensuring that people affected by crime are treated with dignity and respect and receive high quality support and care; aiming to empower victims, witnesses and their families to move forward with their lives.

## NATIONAL OUTCOME TWO

Partners plan and deliver services in a more strategic and collaborative way

### Where applicable have regard to the following indicators:

- Services are planned for and delivered in a strategic and collaborative way
- Partners have leveraged resources for community justice
- Development of community justice workforce to work effectively across organisational/professional /geographical boundaries
- Partners illustrate effective engagement and collaborative partnership working with the authorities responsible for the delivery of MAPPA

Please describe the activity

Then describe the impact



<p><b>Evidence and Data</b></p>	<p><u>Collaborative working towards sustainable housing</u></p> <p>Partners have continued to embed the Sustainable Housing on Release for Everyone (SHORE) standards to deliver better outcomes for people in custody and those leaving prison. The City of Edinburgh Council (the Council) continues to work closely with the Scottish Prison Service (SPS) to ensure that people in prison can access advice and assistance about their housing situation.</p> <p>In 2020, a new post of Prison Based Housing Options Officer was created within the Access to Housing and Support Services Team. Although recruitment was delayed by the COVID-19 pandemic disruption, the successful candidate commenced in post on 4 January 2021. The role entails providing a person-centred response to the mainstream and remand prison populations, identifying potential housing issues at the earliest possible opportunity in order that people are supported to pursue the most suitable course of action for their circumstance. Work includes for example, early intervention to prevent the loss of accommodation where possible, terminating accommodation if there is no alternative solution, and working with those who may need to access homelessness services on release.</p> <p>During the COVID-19 pandemic in 2020/21, the service was delivered by telephone, email and where restrictions permitted, face to face appointments following appropriate health and safety risk assessments. The service is currently developing performance indicators in relation to tenancy sustainment outcomes and housing upon release from prison.</p>	<p>In relation to the prison-based housing service operating in HMP Edinburgh, COVID-19 restrictions impacted on staff's ability to access people in prison during 2020/21, however full assessments have resumed from April 2021. Tables 3 and 4 below list the referral sources and activity for March 2021.</p> <p><i>Table 3 - referrals to prison-based housing support</i></p> <table border="1" data-bbox="1261 459 1666 1058"> <thead> <tr> <th>Referral source</th> <th>Number of referrals</th> </tr> </thead> <tbody> <tr> <td>Self-referral</td> <td>12</td> </tr> <tr> <td>Council housing officers</td> <td>2</td> </tr> <tr> <td>Registered Social Landlord (RSL) (Manor Estates housing officer)</td> <td>1</td> </tr> <tr> <td>Agency/organisation (from CGL)</td> <td>1</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td><b>Total</b></td> <td><b>16</b></td> </tr> </tbody> </table> <p><i>Table 4 – prison-based housing support activity</i></p> <table border="1" data-bbox="1697 459 2063 1058"> <thead> <tr> <th>Activity</th> <th>Number of actions</th> </tr> </thead> <tbody> <tr> <td>Telephone interview</td> <td>1</td> </tr> <tr> <td>Letters with advice on situation</td> <td>9</td> </tr> <tr> <td>Meeting in prison</td> <td>3</td> </tr> <tr> <td>Temporary accommodation bed space reserved</td> <td>2</td> </tr> <tr> <td>Released before seen</td> <td>1</td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td><b>16</b></td> </tr> </tbody> </table> <p>It is worth noting that during the COVID-19 pandemic, Scottish Government emergency legislation has prevented many tenants from being evicted due to rent arrears as RSLs and local authorities have been required to give tenants a longer notice period if it is their intention to pursue an eviction and repossess a property. As a result, some people who were in prison and who had accrued high levels of rent arrears, have avoided formal proceedings and been able to</p>	Referral source	Number of referrals	Self-referral	12	Council housing officers	2	Registered Social Landlord (RSL) (Manor Estates housing officer)	1	Agency/organisation (from CGL)	1			<b>Total</b>	<b>16</b>	Activity	Number of actions	Telephone interview	1	Letters with advice on situation	9	Meeting in prison	3	Temporary accommodation bed space reserved	2	Released before seen	1				<b>16</b>
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	<b>16</b>																															



	<p>Due to their involvement in the development of the current SHORE standards, Edinburgh’s housing partners have been invited to participate in the ongoing SHORE standards review being led by the SPS. Areas for review include updates in relation to policy and legislation and strengthening the approach regarding women in custody and young people on remand. The relationship between the SHORE standards and home detention curfews and how they can be applied to people arrested and at court is also being considered.</p> <p><u>Partnership working</u></p> <p>The Edinburgh and Midlothian Offender Recovery Service (EMORS); support and recovery service delivered by Change, Grow, Live (CGL), was commissioned jointly by the City of Edinburgh Council justice services, Midlothian Council justice services, and NHS Lothian. EMORS supported individuals at all stages of the justice system to address their unmet needs, particularly those that may have channelled them towards offending, including addictions, poor mental health, homelessness and financial difficulties. The EMORS model provided complete continuity of care throughout an individual’s justice journey, from point of arrest (arrest referral), into prison (providing NHS treatment for substance misuse and psychosocial supports), and back into the community (voluntary throughcare), including prison gate pickups. The service also has close links with community-based recovery hubs where the presence of peer volunteers ensures that recovery is visible within the service.</p>	<p>return to their tenancy on release. Although there is an expectation that arrangements will be put in place to address any rent arrears in due course, this has given some people flexibility that would not have otherwise applied.</p> <p><u>EMORS Arrest referral</u></p> <p>Due to the COVID-19 pandemic restrictions, the arrest referral service was suspended during the reporting period; it resumed at St Leonards Police Station in June 2021 following appropriate risk assessment. From the 162 referrals received and followed up, 80 assessments were progressed over the telephone, with an average of 89 people supported at any one time during 2020/21.</p> <p><u>Prison treatment</u></p> <p>EMORS provided a triage service for those entering HMP Edinburgh to ensure that people who need additional support for addictions were fast tracked into NHS treatment services within the prison (funded by NHS Lothian). To complement the NHS treatment, EMORS provided psychosocial supports to those with additions. This element of the service was available to everyone serving their sentence in HMP Edinburgh or on remand regardless of their home address, as many people from out with Edinburgh and Midlothian serve their sentences in HMP Edinburgh. The prison treatment</p>
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Following the introduction of lockdown measures in March 2020, the service switched from providing face to face support to assisting people over the telephone. Where possible however and in line with Government restrictions, EMORS offered 'walk and talk' appointments and resumed face to face sessions indoors where it was possible to do so safely.

A [community reintegration protocol](#) has been developed for Edinburgh which sets out the CSJP's approach to community reintegration for people who have been released from custody (sentenced or remand) in the last 12 months and who are eligible for voluntary throughcare. The protocol lists the issues people may face when leaving custody such as housing or financial difficulties and summarises the range of supports they can access to assist with their rehabilitation and desistance.

#### Remand pilot in HMP Edinburgh

NHS Lothian carried out a Health Needs Assessment in HMP Edinburgh which included a recommendation that a specific provision dedicated to the remand population be implemented to ensure that the most vulnerable are supported. This includes a focus on achieving stability and continuity of medication/prescriptions in prison and the community for those who enter custody for short periods and who may leave unexpectedly, as well as provision of assistance to access longer term supports in the community. A proposal for a remand pilot project funded by the Edinburgh Alcohol and Drug Partnership via NHS Lothian has been developed and is being implemented in 2021/22.

service conducted 162 assessments, supporting an average of 127 people at any one time throughout 2020/21.

#### Voluntary throughcare

The EMORS for voluntary throughcare continued to offer liberation support to people in prison and in the community either through pre-arranged agent's visits in prison or over the telephone. The service received 135 referrals in 2020/21 (compared with 262 for the same period in 2019/20), with an average of 110 people receiving support at any one time throughout the reporting year.

EMORS used the Recovery Outcome Web tool to measure both progress and deterioration in the lives of people accessing voluntary throughcare support. Data for 40 of those who received assistance is below:

*Table 5 – Voluntary throughcare 2020/21*

Issue	Outcome	Number supported	% of those supported
Drug/Alcohol Use	Improved	21	53
	Same	18	45
	Worse	1	2
Offending Behaviour	Improved	13	33
	Same	26	65
	Worse	1	2
Physical/mental health	Improved	16	40
	Same	22	55
	Worse	2	5
Family/relationships	Improved	13	33
	Same	25	62
	Worse	2	5
Housing	Improved	12	30



	<p><u>Multi-agency Public Protection Arrangements (MAPPA)</u></p> <p>The MAPPA <a href="#">annual report</a> for Edinburgh, the Lothians and Scottish Borders 2020/21 is not published until later in the year therefore feedback relating to MAPPA activity is based on the 2019/20 report.</p> <p>During the reporting year MAPPA partners held a number of multi-agency training events:</p> <p>In May 2019, Midlothian Council hosted a multi-agency MAPPA presentation for local councillors. The aim of the event was to promote understanding of the assessment of risk and arrangements for registered sex offenders and those who have committed violent offences assessed as presenting a serious risk of harm who are living in local communities.</p> <p>In November 2019, the MAPPA co-ordinator facilitated a workshop attended by the Sex Offender Liaison Officers (SOLOs) in justice social work and the Detective Sergeants based with the Offender Management Unit. The workshop reviewed practice and shared learning across Edinburgh, the Lothians and Scottish Borders areas including insight from Significant Case Reviews.</p> <p>In March 2020, Edinburgh, the Lothians and Scottish Borders Strategic Oversight Group hosted a multi-agency half day conference for staff and managers relating to the assessment and management of young people who present a serious risk of harm as they transition into Adult Services and management under MAPPA.</p>		<table border="1"> <tr> <td>Same</td> <td>28</td> <td>70</td> </tr> <tr> <td>Worse</td> <td>0</td> <td>0</td> </tr> </table>	Same	28	70	Worse	0	0		<p><u>MAPPA data</u></p> <p>During the reporting year, 916 registered sex offenders were managed under MAPPA with 824 at Level 1, 90 at Level 2, and 2 at Level 3. This was facilitated by MAPPA meetings which were convened across Edinburgh, the Lothians and Scottish Borders. 63 Level 2 meetings which considered a number of individuals, and 14 Level 3 meetings which considered one individual only, took place.</p> <p><u>Sexual Offences Prevention Orders (SOPO)</u></p> <p>The SOPO is an order granted by the Court placing conditions on a person's behaviour and can include positive obligations as well as prohibitions. The SOPO provides police with an enhanced role in managing those who are subject to them and carries a power of arrest if breached. For some people who have been convicted of sexual offences, the existence of a SOPO is enough to provide structure to their daily life through which they may avoid further offending. On March 2020, there were 83 SOPOs in place in the Edinburgh/Lothians/Scottish Borders area. 13 people were convicted of breaching their SOPO conditions during the period.</p>
Same	28	70									
Worse	0	0									



	<p><u>The Community Intervention Services for Sex Offenders (CISSO)</u></p> <p>CISSO continued to support the risk management of partner agencies through the delivery of community-based group treatment programmes and individual interventions, addressing the behaviour and attitudes associated with sexual offending. Additionally, staff provided assessments and offered advice and consultation to justice social workers in Edinburgh, the Lothians, and Scottish Borders.</p> <p>The COVID-19 lockdown measures introduced in March 2020 resulted in the temporary suspension of all group work delivery however, CISSO staff continued to support individuals, focussing on assessing levels of distress and monitoring for any signs that people may be having problems coping or evidencing increased risk and providing advice and support on those issues as required. A significant number of men (particularly those already established in the programme) were keen to continue completing assignments and process their work with staff, which facilitated programmed intervention on a reduced basis. As part of COVID-19 recovery measures, small group work delivery has resumed which will take place where safe to do so.</p> <p><u>Staff training</u></p> <p>Edinburgh's training group was set up on 2019 to co-ordinate and support national training in justice services. The group was involved in co-ordinating/ delivering training including the following:</p>	<p><u>CISSO data</u></p> <p>CISSO delivered the group work programme for sexual offending Moving Forwards: Making Changes (MF:MC) up until lockdown measures were put in place in March 2020. The CISSO team provided a range of groups that ran weekly including daytime and evening groups, as well as an adapted version of the programme for men with lower cognitive functioning. The service also continued to deliver a specific bi-annual Internet Offending Behaviour Programme providing places for 16 men per annum. During the reporting period, 51 men were involved in the groupwork programme with a further 19 individuals seen for individual interventions.</p>
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	<ul style="list-style-type: none"> <li>• Community Intervention Team delivering Domestic Abuse level 2 training online</li> <li>• <a href="#">Willow</a> delivering <a href="#">NHS Education for Scotland</a> (NES) Trauma Training level 1 and 2 to the <a href="#">Cyrenians</a> and mental health practitioners</li> <li>• Adult Support and Protection training delivered virtually to Willow staff</li> <li>• 2 day <a href="#">Stable &amp; Acute 2007</a> course delivered virtually</li> <li>• CISSO and NES staff delivering level 2 trauma training to staff at the <a href="#">Access Point</a> and <a href="#">Edinburgh Access Practice</a></li> </ul>	
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**Other information relevant to National Outcome Two**

Development of trauma enhanced community justice services

Community justice services continued to develop trauma informed services throughout 2020/21 following the implementation of a Trauma Informed Care (TIC) model of service delivery across Groupwork Services\* (GWS). Justice social work practice is adopting a 'trauma enhanced practice' level of operation due to its remit to provide long term interventions with people known to be affected by trauma. The work has been led by a sector manager and clinical psychologist focussing on:

- Leadership coaching and development
- Staff training, development and wellbeing support
- Staff practice

In mid-March 2020, due to the COVID-19 pandemic, all staff in GWS moved to home working with most service delivery occurring via telephone contact. Feedback from staff in December 2020, indicated that in general, teams have felt that despite the pandemic, they still adopted the key principles, knowledge and skills that had been developed in relation to trauma informed training and practice development. Staff feedback included *"we have progressed developing trauma enhanced practice over the course of the last 6 to 9 months"*, *"we have continued to integrate trauma informed practice during this pandemic"*. Additionally, a "Hub and Home Working" approach was developed with a city centre social work centre re-opening on 7 September 2020, to resume face to face contact with people accessing services.

Throughout 2020/21, managers continued to identify learning needs, build on a leadership programme for development, and cement their commitment to the TIC model of practice which included:





- Coaching; where a sector manager and team leaders used existing 1:1 supervisions and management meetings with leaders to discuss barriers in progressing the trauma related work during lockdown
- Developing guidance for staff on staying psychologically well whilst working from home
- All managers in GWS working with individual staff to develop 'Staying Well' plans
- Providing all staff across community justice services with resources to support wellbeing
- Introducing mindfulness and yoga on virtual platforms available to staff
- An increased number and frequency of clinical psychology facilitated practice groups, later described by staff as *"helping to continually reflect on practice in a trauma informed way, feeling supportive, educational and a safe place to practice formulating, and to consider how the work impacts on us as individuals"*

Managers in GWS also continued to support staff to implement the new approaches into their work including:

- Virtual/online team development sessions to build confidence and embed existing trauma safety and stabilisation materials and toolkits into workers practice, including for use over the telephone
- Developing new guidance and materials to support mental health work for people in prison and by telephone in the community, including resources relating to 'Coping with Anxiety, Low Mood and Depression' during the pandemic
- Staff integrating trauma knowledge into their practice, as well as focussing on the wellbeing of people using justice services during the pandemic
- Staff resuming face to face contact with people are now routinely undertaking Trauma and Mental Health Screening (TAMHS) as part of their assessments, identifying common mental health problems associated with trauma such as Post Traumatic Stress Disorder (PTSD), Anxiety, Depression, etc.

Work continues to develop in those areas as despite a telephone version of TAMHS being quickly adapted for remote use, many staff did not feel confident to undertake this remotely in new assessment cases where they did not have a pre-existing relationship with the person. Initial feedback however, from staff in relation to the overall trauma project indicated that:

93% reported finding working in a TIC way helped them work more effectively with people accessing justice services

93% of staff believed having a clinical psychologist embedded in the service is valuable

83% reported using a trauma informed approach in their work with people accessing services

An evaluation report in relation to the trauma project entitled "[The Trauma Project: Developing, implementing and evaluating trauma informed services in Justice Social Work](#)" was published in March 2021; the report reflects the strong inter-disciplinary working between psychology and justice social work. It noted a number of key findings and recommended further roll out of the approach to organisational change. It also highlighted the change in practice achieved through the project and the need for trauma informed service provision to be adopted across a wide range of services. Edinburgh's CSJP has subsequently provided additional funding to support the roll out across justice social work services.



\*Groupwork Services includes the Crossroad service for men, Domestic Abuse Services for male perpetrators of domestic abuse and the women and children affected, Community Intervention Service for Sexual Offending, and Willow services for women.

### NATIONAL OUTCOME THREE

People have better access to the services that they require, including welfare, health and wellbeing, housing and employability

**Where applicable have regard to the following indicators:**

- Partners have identified and are overcoming structural barriers for people accessing services
- Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs
- Initiatives to facilitate access to services
- Speed of access to mental health services
- % of people released from a custodial sentence:
  - a) registered with a GP
  - b) have suitable accommodation
  - c) have had a benefits eligibility check
- Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending

	<b>Please describe the activity</b>	<b>Then describe the impact</b>
<b>Evidence and Data</b>	<p><u>EMORS</u></p> <p>The EMORS service mentioned above, supported people in the justice system to access a range of services based on individual preference and need such as housing, welfare, health and addictions support. For example, EMORS provided an arrest referral service at St Leonard's police station and at Edinburgh Sheriff Court, offering support to people in custody. Although the face to face service was suspended during the reporting period due to</p>	<p>EMORS continued to support the NHS in HMP Edinburgh by offering and providing <a href="#">Naloxone</a> training to people in prison prior to their release. The pandemic impacted on the service's ability to reach a wider audience as the restrictions imposed necessitated that harm reduction advice and Naloxone training be delivered individually as opposed to within a wider group setting. Nevertheless, 332 offers of Naloxone training were made in 2020/21 with 151 people accepting the offer and going on to receive this specialist input.</p>



	<p>the COVID-19 pandemic restrictions, where possible, people were supported remotely. EMORS continued to provide support to people in prison however, some group activities in HMP Edinburgh were suspended therefore individuals were supported in one to one sessions either remotely or in person where this could be conducted safely. During the reporting period, 4802 phone call appointments were conducted, 1059 one to one sessions, and 57 group work sessions. During the lockdown, EMORS also adapted its support service provision where there was an identified need for example assisting NHS Lothian staff to deliver prescriptions to individuals who were shielding.</p> <p>EMORS continued to work collaboratively with partners including SPS, social work, Police Scotland, housing staff, Willow, and Shine mentoring service, including attending regular meetings relating to addictions strategy, arrest referral provision in the East of Scotland, and women’s throughcare. Through developing partnerships with other organisations, EMORS staff were able to access Shelter’s Time for Change Programme focussing on people’s rights in relation to homelessness and housing.</p> <p><u>Employability support</u></p> <p>Skills Development Scotland (SDS) offers a range of supports for people looking to enter employment or training to develop their skills, knowledge and confidence to realise a positive career journey. A full careers service is available, including support to develop employability skills, help to explore learning opportunities and funding sources, information and access to apprenticeship programmes, and help with matching interests and hobbies to suitable professions. Although specific data in</p>	<p>Throughout the pandemic, EMORS were able to access a dedicated ‘Recovery Café’ space within HMP Edinburgh to run an 8-week Foundations of Recovery programme from October to December 2020. Feedback was positive:</p> <p><i>“I appreciate the help and look forward to becoming a better person”</i>  <i>“Really positive”</i>  <i>“It was really beneficial”</i>  <i>“Very useful information, thank you”</i></p> <p>EMORS collated 163 feedback forms from people who accessed the service, with 140 of those awarding a score of 8 out of 10 or more. Questions related to professionalism of staff, support for needs, and suggestions for service improvement. Comments included:</p> <p><i>“my caseworker has supported me in every way possible, allowing me opportunities to grow in other areas”</i>  <i>“Very consistent through COVID-19. Always dependable and helps with any problems I have”</i>  <i>“Meeting my worker out and about helped me a lot. A lot has been happening for me during lockdown and I would have really struggled without the support”</i></p>
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relation to people in the justice system who were supported in 2020/21 was unavailable, [key data](#) and activity for the wider Edinburgh population is published annually.

Peer mentoring

The Peer Mentoring service was delivered by Sacro, throughout 2020/21, supporting males and females in the justice system over 16 years of age who were primarily subject to statutory justice social work supervision. The peer mentors are volunteers with an offending history and/or relevant lived experience; who acted as positive role models providing one to one non-judgemental support and encouragement to mentees to address their unmet needs and obstacles in their lives such as addictions or health issues. Interventions were tailored to suit each individual, setting realistic goals to achieve their aspirations, while building confidence and skills. The service focussed on safely integrating them into the community, building positive relationships, accessing community supports, and using their time productively to reduce the risk of reoffending.

The COVID-19 pandemic hindered the smooth operation of the service with the face to face approach being replaced by remote support through telephone and video calls. The national lockdown restricted the ability of mentees to actively engage and benefit from community connections; this had a negative impact on their mental health, education and work, relationships, and substance use as shown in table 6 opposite.

Adapting service delivery to remote support throughout the pandemic however, has facilitated the development of

Peer mentoring impact

Despite the difficulties presented by the lockdown, 2,600 hours of support were delivered during the reporting year with the service supporting an average of 35 people at any one time. Referrals to the service were followed up quickly, with all mentees meeting with their allocated peer mentor within 10 days. Feedback from those supported was positive:

*“it’s great to have some moral support, someone to bounce ideas off and help me make positive decisions. I found your support better than any other services that I have used in the past and more beneficial”*

*“I’ve gotten a great deal from your support. I don’t know what I would have done without you. Times I’ve been cracking up and you’ve supported me to get back on the right track. I was really at danger of me going down the wrong path without your support”*

Table 6 – Peer mentoring outcomes

	<b>Outcome</b>	<b>Target</b>	<b>% achieved 2019/20</b>	<b>% achieved 2020/21</b>
1	For those who have substance misuse issues, evidence of abstinence/stable use of illegal drugs/New Psychoactive Substances (NPS) /alcohol	80	81	87



<p>a blended model of support which will be utilised going forward so that people are supported in a way that suits them.</p>	2	For those on prescribed drugs, there is evidence of a reduction in using/prescription	80	88	87
	3	Evidence of a reduction in offending behaviour	90	89	100
	4	Evidence of a reduction in pro-offending attitudes	90	95	87
	5	Evidence of increase in ability to withstand pressure from peers who are still offending and/or involved in substance misuse	90	95	100
	6	For those who have physical health problems, evidence of improved physical health	90	93	100
	7	Evidence of a reduction in chaotic or risky behaviour	90	88	87
	8	For those who have mental/emotional health issues, evidence of improved mental health	90	88	75
	9	Evidence of improved motivation to change negative behaviour	90	93	75
	10	For those who are unemployed, not in education or employment, evidence of improvements in these areas	90	83	0
	11	Evidence of positive relationships with family members who are supportive of recovery	90	88	87
	12	Evidence of positive relationships with others who are supportive of recovery	90	90	0
	13	Evidence of a better understanding of impact of the individual's offending on others	95	96	87
	14	For those who have issues with accommodation, evidence of an improvement in their housing situation	95	100	100



15	For those who have issues with budgeting, evidence of improvements in their money management skills/abilities	95	95	100
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Access to psychological therapies

The NHS Scotland standard relating to access to psychological therapies states that people should begin treatment within 18 weeks of referral. It is a Scottish Government aspiration that the standard be met for at least 90% of patients. Psychological therapies refer to a range of interventions based on psychological concepts and theory designed to help people understand and make changes to their thinking, behaviour and relationships in order to relieve distress and improve functioning. The standard applies specifically to psychological therapies for treatment of a mental illness or disorder.

NHS Boards made changes to their service delivery in March 2020 in response to the COVID-19 pandemic which impacted on the numbers seen. Changes in working practices, including staff being re-deployed and the provision of online appointments which not all patients wished to take up, led to fewer people starting treatment during 2020/21 nationally however, this trend was not replicated in NHS Lothian where the number of people accessing treatment showed a 4.9% increase on 2020/21 when compared with the 2019/20 (see table 7 opposite). Referral numbers nationally were similar to pre-COVID-19 levels.

Edinburgh Integration Joint Board (EIJB)

Table 7 - numbers and % of adults who started psychological therapies treatment (source; [Public Health Scotland](#))

	April 19 to March 20	Number and % seen within 18 weeks	April 20 to March 21	Number and % seen within 18 weeks
<b>NHS Lothian</b>	13,331	10,553 = <b>79.2%</b>	13,979	11,081 = <b>79.3%</b>
<b>Nationally</b>	70,834	55,717 = <b>78.7%</b>	60,891	47,497 = <b>78%</b>



The EIJB for the [Edinburgh Health and Social Care Partnership](#) (EHSCP) is made up of representatives from the Council, NHS Lothian, Third Sector representatives, people who access health/social care services, and carers. It has responsibility for the planning, resourcing and the oversight of a range of health and social care services with a vision to '*deliver a 'caring, healthier and safer Edinburgh'*'. The EIJB's [Strategic Plan 2019-22](#) sets out the journey to improve outcomes for people through the integration of health and social care in the City.

Access to housing support

Edinburgh's [Domestic Abuse Housing Policy](#) was approved in May 2020. It empowered the Council and social landlords to formally request management transfers for victims of domestic abuse who have been assessed as being at high risk of harm. The aim of the approach is to support people to move quickly where there is an assessed risk without having to follow the established homeless route and as a result, several households were successfully moved.

Additionally, work has taken place between the Domestic Abuse Service and Housing Property Services whereby victims of domestic abuse can be fast-tracked for safety measures to be fitted in their accommodation if they are able to remain in their current home. Despite the challenges and level of demand presented during the pandemic, the service remained in a position to respond if someone was at high risk of harm and in need of emergency housing. Work is ongoing with partner agencies within the context of the [Rapid Rehousing Transition Plan](#), to establish a homelessness prison



pathway, including a route for young people who have offended to access suitable accommodation.

### Other information relevant to National Outcome Three

#### New Routes

New Routes in Edinburgh provides a dedicated mentoring support service to eligible men over 16 years of age serving short term (under 4 years) custodial sentences. The service is voluntary, and its key aim is to deliver tailored support to men who wish to engage so that they can enhance their life, relationships, and employability skills to support successful reintegration into their communities and reduce their likelihood of re-offending. The service employs both prison-based and community-based mentors and engages with people who are 6-month or less from their expected liberation date. Mentors use coaching, evaluating skills, facilitation, counselling and networking to encourage and support the men to make positive changes in their lives including;

- attitudes to offending
- increased motivation
- skills development
- improved health and wellbeing
- improved physical health
- reduction or stabilisation in substance use
- improved financial circumstances/ practical circumstances

Throughout the COVID-19 pandemic restrictions, most face to face engagement was suspended although essential support was provided for those in crisis such as those without food, or whose energy supply was at risk of being cut off or had been cut off. Similarly, socially distanced appointments were maintained with those for whom isolation was greatly impacting on their health. The gate liberation support normally provided to people being released from prison, to assist with appointments during their transition from custody to community, was replaced with liberation packs (Lib Packs); support packages containing useful information such as a supermarket voucher to purchase a mobile phone which enabled New Routes to stay in contact with the individuals receiving support. Identifying people eligible to receive the service proved challenging in the initial stages of the pandemic, as New Routes staff were unable to access the prison's PR2 system which is used to identify them. However, through close working with SPS, a single mentor was able to access to HMP Addiewell and identify those eligible across the prison estate who could be approached and offered support.

In relation to people released from prison under the Scottish Government's early release programme in 2020, 15 men from HMP Edinburgh were identified as being eligible to receive the service and all received Lib Packs with 4 going on to engage further with the service. Throughout 2020/21, 107 men in HMP Edinburgh engaged with New Routes. Of the 39 who were being supported and were released during the period, 28 (72%) went on to engage with a mentor in the community.





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<b>NATIONAL OUTCOME FOUR</b> Effective interventions are delivered to prevent and reduce the risk of further offending
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<b>Where applicable have regard to the following indicators:</b> <ul style="list-style-type: none"><li>➤ Use of 'other activities requirements' in CPOs</li><li>➤ Effective risk management for public protection</li><li>➤ Quality of CPOs and DTTOs</li><li>➤ Reduced use of custodial sentences and remand:<ul style="list-style-type: none"><li>a) Balance between community sentences relative to short custodial sentences under one year</li><li>b) Proportion of people appearing from custody who are remanded</li></ul></li><li>➤ The delivery of interventions targeted at problem drug and alcohol use [NHS Local Delivery Plan (LDP) Standard]</li><li>➤ Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs, DTTOs and RLOs)</li><li>➤ Number of short-term sentences under one year</li></ul>
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	<b>Please describe the activity</b>	<b>Then describe the impact</b>
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Evidence and Data	<u>CPOs</u>	<u>Impact of CPO work</u>
	<p>Justice services provides unpaid work opportunities which encourage individuals to learn new skills often in an employment like environment, while paying back to their communities.</p> <p><u>'Other activities' in CPOs (for individual personal development or education)</u></p> <p>Everyone undertaking unpaid work attends an induction at which they receive information about 'other activity' and the opportunity to participate in it is available throughout their order. Justice services worked with partners to deliver 'other activity' to suit all needs and abilities and provision included opportunities for learning or training, an employability programme delivering skills such as goal setting, anger and fear management, CV writing and interview preparation. Much of the 'other activity' work focusses on the causes of offending behaviour to support desistance and improve community safety. Throughout the reporting period, many 'other activities' were delivered remotely.</p> <p>During the COVID-19 pandemic, the Scottish Government provided a grant to support justice services to work with the Third Sector to reduce the backlog in unpaid work hours. In collaboration with the Council's unpaid work team, <a href="#">Apex</a> provided assessed online modules for people to complete to support their desistance and skills development. Participants were provided with tablet PCs, and online support to complete courses on healthy eating, paediatric first aid, and maintaining physical health. 1175 hours of unpaid work were completed over a 3-month period with 85 people subject to unpaid work taking part.</p>	<p>Unpaid work participants were involved in creating a 145-metre mural at The Colinton Railway Tunnel as part of a community-based project refurbishment. The old railway tunnel, which is part of the Water of Leith Walkway, had been last used in 1967, was poorly lit, and in a state of disrepair which discouraged people from using it particularly during winter and at night. Footfall was estimated at between 40 to 50 people per day. With the help of the CPO unpaid work team preparing and varnishing ply sheets needed for the artwork, Scotland's largest historical mural was created with contributions from over 400 school children who drew and painted historic depictions of local history. This work has had a positive impact on the local community with the tunnel and surrounding area now attracting over 1000 visitors each day.</p> <p>Feedback* from people who were asked whether they had learnt any skills from unpaid work or 'other activity':</p> <p><i>"yes; stonemasonry skills, history of graveyard and enjoyed working with the unpaid work manager"</i></p> <p><i>"yes; joinery work, machine operation, working as a team and learning to co-operate"</i></p> <p><i>"yes; learned gardening skills, decking"</i></p> <p><i>"yes; working as a team again and being on an equal footing with people"</i></p> <p>*As the CPO annual report for 2020/21 is not published until February 2022, feedback in relation to CPO activity is taken from 2019/20 findings.</p> <p>Over the Christmas period during the COVID-19 pandemic, unpaid work teams decorated Christmas trees in the grounds of residential units for the elderly, creating a festive view from the residents' windows. The unpaid work participants spoke</p>



Risk management and public protection

CISSO mentioned under Outcome 2, was involved in the pilot of a programme of trauma informed service development and staff training across group work services. CISSO staff have now been trained to complete routine trauma and mental health screening assessments for all individuals referred for intervention. Staff also received additional training in delivering safety and stabilisation interventions for people experiencing psychological distress. This has proved particularly helpful with engaging individuals who are ambivalent about participating in interventions that are targeted more directly at their offending behaviour.

Drug Treatment and Testing Orders (DTTOs)

Throughout the COVID-19 pandemic, the service continued to be provided face to face and staff ensured that all those subject to a DTTO continued to receive their prescribed medication. DTTO staff also worked in partnership with staff from the unpaid work team transporting medications to those who were socially isolating. The well-established DTTO team also provides a Blood Borne Virus (BBV) service for those who would like to engage with this as well as offering testing for hepatitis and HIV, vaccinations for hepatitis A and B, and information on reducing transmission and lowering risk. A hepatitis C nurse is also available to see those who have a positive diagnosis and to link them into services within the Royal Infirmary Edinburgh, and Western General Hospital.

positively about this project as they felt they were “*making a difference*”.

Keeping children safe

The [Community Disclosure Scheme](#) provides that parents, carers and guardians of children under 18 can ask for information about a named person who may have contact with their child if they are concerned that he or she might have convictions for sexual offences against children (e.g. if a parent wants to find out more about a new partner). Police officers discuss the applicant’s concerns in a face to face meeting and offer advice and support. In the reporting year, police in Edinburgh, the Lothians and Scottish Borders received 44 applications under the scheme.

DTTO outcomes

DTTO outcomes over the past 3 years are shown at table 8 below:

*Table 8 - DTTOs*

<b>DTTO outcomes</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
Number of cases returned to community prescribers (GPs)	35	29	23
Number of cases using recovery hubs	10	22	24
Number of cases returned to custody on prescriptions	37	24	14
Number no longer on a prescription/ detoxed	49	17	12



	<p>In addition to the health interventions mentioned above the following are also offered:</p> <ul style="list-style-type: none"> <li>• naloxone packs and training for overdose</li> <li>• harm reduction advice</li> <li>• benzodiazepine and relapse prevention groups</li> <li>• alcohol brief interventions</li> <li>• cognitive behavioural therapy and anxiety management for mental health</li> <li>• support and advice on body weight, Body Mass Index, and diet</li> <li>• signposting to Chalmers Street Clinic for Sexually Transmitted Infection testing for those in the men’s service</li> <li>• Free condoms</li> </ul> <p>Four substance misuse recovery hubs are located across Edinburgh. Those one-stop shops run by a team of staff from the voluntary sector, NHS Lothian and social work, offer a full range of drug and alcohol treatments and support services for addictions. People can access support by attending one of the regular drop-in sessions at their local hub.</p> <p><u>Prison data for Edinburgh including remand and short-term sentences</u></p> <p>Snapshots of prison figures; remand and liberations for males over the past 4 years are shown in table 9 below. Remand numbers for males with an Edinburgh postcode who are in prison across the estate (including HMP Edinburgh) are in blue.</p> <p><i>Table 9 – prison data snapshots including remand (males)</i></p>	<p><u>The Alcohol Problem Solving Court (APSC)</u></p> <p>The APSC provides a targeted intervention for men who frequently appear in court for alcohol related offences. A fast track assessment with an alcohol focus, alongside the immediate offer of engagement with substance misuse services is provided; referrals are made by Sheriffs. EMORS mentioned above, continued to work in partnership with the APSC; there was 1 referral made to the service during the reporting period and 2 people being actively supported to complete their CPO with an alcohol treatment requirement.</p> <p><u>Snapshot prison data - notes</u></p> <ul style="list-style-type: none"> <li>• Remand numbers for people with an Edinburgh postcode who are in prison across the estate (including HMP Edinburgh) are in blue.</li> <li>• Prison numbers can be broken down by status (remand, short term, long term) across the estate for those with an Edinburgh postcode. However, a further breakdown showing this information by individual prison is currently unavailable</li> </ul>
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<u>Males</u>	April 2018	April 2019	April 2020	April 2021
Number of males in HMP Edinburgh	730	806	761	815
Total number of males with an Edinburgh postcode in prison across the prison estate, including HMP Edinburgh	472	501	560	551
Number of males with an Edinburgh postcode in HMP Edinburgh	254	290	300	322
Number of males with an Edinburgh postcode in other prisons across the estate	218	211	260	229
Number of males with an Edinburgh postcode on remand across the prison estate	78	107	88	140
Number of males liberated who have an Edinburgh postcode (from across the prison estate)	41	42	69	44

Snapshots of prison figures; a breakdown of short-term sentences for males is shown at table 10 below. Prior to 2021, data for short term sentences under 1 year was unavailable.

*Table 10 – prison data snapshots; short term sentences (males)*

<u>Males</u>	April 2018	April 2019	April 2020	April 2021
Number of males with an Edinburgh postcode serving sentences of less than 3 months across the prison estate	1	1	1	1
Number of males with an Edinburgh postcode serving sentences of between 3 months and less than 6 months across the prison estate	10	9	5	7

Table 9 shows that notwithstanding fluctuations, the number of males with an Edinburgh postcode in prison across the estate has reduced slightly when compared with the same period in 2020 but is higher than the numbers recorded in both 2018 and 2019. The number of males with an Edinburgh postcode on remand across the estate is also higher than the previous three years. This increase in the remand number in 2021 may be due to the suspension and delays in court business as a result of the COVID-19 pandemic.

Table 10 opposite shows that of the 20 sentences of under one year being served, the highest proportion (60%) was for those between 6 months and one year.

Note – the number of people with an Edinburgh postcode who are serving sentences of under 1 year across the estate is in red



Number of males with an Edinburgh postcode serving sentences of between 6 months and less than 1 year across the prison estate	n/a	n/a	n/a	12
<b>Total number of males with an Edinburgh postcode serving short term sentences of under 1 year across the prison estate</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>20</b>

Snapshots of prison figures, remand and liberations for females over the past 4 years are shown in table 11 below

*Table 11 – prison data snapshots including remand (females)*

<u>Females</u>	April 2018	April 2019	April 2020	April 2021
Number of females in HMP Edinburgh	104	111	80	74
<b>Total number of females with an Edinburgh postcode in prison across the prison estate, including HMP Edinburgh</b>	20	23	27	25
Number of females with an Edinburgh postcode in HMP Edinburgh	16	15	13	13
Number of females with an Edinburgh postcode in other prisons across the estate	4	8	14	12
<b>Number of females with an Edinburgh postcode on remand across the prison estate</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>7</b>
Number of females liberated who have an Edinburgh postcode (from across the prison estate)	3	8	1	5

Snapshots of prison figures; a breakdown of short-term sentences for females is shown at table 12 below. Prior to

Table 11 opposite shows that notwithstanding fluctuations, the number of females with an Edinburgh postcode in prison across the estate has reduced slightly when compared with the same period in 2020 but is higher than the numbers recorded in both 2018 and 2019. The number of females with an Edinburgh postcode on remand across the estate has remained relatively stable over the past two years.



2021, data for short term sentences under 1 year was unavailable.

*Table 12 - prison data snapshots; short term sentences (females)*

<u>Females</u>	<b>April 2018</b>	<b>April 2019</b>	<b>April 2020</b>	<b>April 2021</b>
Number of females with an Edinburgh postcode serving sentences of less than 3 months across the prison estate	1	1	0	0
Number of females with an Edinburgh postcode serving sentences of between 3 months and less than 6 months across the prison estate	1	1	2	0
Number of females with an Edinburgh postcode serving sentences of between 6 months and less than 1 year across the prison estate	n/a	n/a	n/a	0
<b>Total number of females with an Edinburgh postcode serving short term sentences of under 1 year across the prison estate</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>0</b>

Community sentences

Table 13 below shows community sentence outcomes for which justice social work reports were completed in 2020/21; 2019/20 figures are included for comparison.

*Table 13 – community sentences (source; justice social work)*

<u>Outcome</u>	<b>2019/20</b>			<b>2020/21</b>		
	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
Restriction of Liberty Order	66	8	74	40	5	45

Table 12 opposite shows that in April 2021, no women with an Edinburgh postcode were serving sentences of less than 6 months, down from the 2 recorded in 2020.

Presumption against short sentences

The Scottish Government has begun to monitor the impact of extending the presumption against short custodial sentences (PASS) from 3 months or less, to 12 months or less which took effect from 4 July 2019. The PASS is intended to encourage greater use of community sentences and help break cycles of offending behaviour. [National monitoring information](#) has been published which covers all charges disposed of in Scotland’s courts from 1 July 2019 to 31 December 2020 however, the impact of COVID-19 on court business has made it difficult to separate the effects of the pandemic from the effects of the PASS and it will not be possible to assess longer term trends until the court cases backlog is cleared.

Disposals

Table 13 opposite shows that with the exception of the DTTO figures which remained relatively stable, the COVID-19 pandemic significantly reduced the numbers of the other community disposals handed down in 2020/21 when compared with the previous year.

Table 14 below provides a breakdown of disposals for Edinburgh in the past two calendar years in number and %. The disruption to court business caused by the COVID-19 pandemic led to a



Deferment for DTTO assessment	5	5	10	6	2	8
CPO with unpaid work or other activity requirement and no offender supervision requirement	153	9	162	55	4	59
CPO with offender supervision requirement* and no unpaid work or other activity requirement	139	43	182	96	34	130
CPO with unpaid work or other activity requirement and offender supervision requirement*	115	12	127	49	4	53
Monetary penalty	47	8	55	23	2	25
<b>Total</b>	<b>525</b>	<b>85</b>	<b>610</b>	<b>269</b>	<b>51</b>	<b>320</b>

\*also includes those where, in addition to supervision, the main outcomes also included at least one of the other 7 requirements (conduct, compensation, alcohol treatment, mental health treatment, programme and residence)

Supervised bail

Justice social work court-based staff receive notifications relating to people appearing from custody stating the

lower number of disposals in 2020. The proportion of custodial sentences has also fallen slightly against a backdrop of more serious cases being prioritised during the pandemic.

Table 14 - disposals

	Custody number/%	Community number/%	Monetary number/%	Other number/%	Total
<b>Jan-Dec 2019</b>	559/11.8	820/17.3	2117/44.6	1252/26.4	<b>4748</b>
<b>Jan-Dec 2020</b>	325/11.3	440/15.3	1235/42.9	880/30.6	<b>2880</b>

Bail and diversion

Table 15 below details the numbers of people receiving diversion and supervised bail services.





Crown Office and Procurator Fiscal Service (COPFS) bail position which ensures that a bail supervision assessment is conducted in every case where bail is opposed. The assessment report is made available to the Sheriff at the individual's first appearance, which reduces the number of cases of people being bailed following appeal.

The supervised bail service continued to operate throughout the COVID-19 pandemic and arrangements were made with the custody staff at Edinburgh Sheriff Court to allow court-based social work staff to speak with people accessing the service over the telephone. Social work staff therefore continued to provide supervised bail assessments to the Court which included a telephone action plan.

Diversion

Diversion interventions continued to be offered throughout the COVID-19 pandemic period in 2020/21 and until recently, contact was by telephone. Personalised action plans to address the factors that caused individuals to come into contact with the justice system were developed with those who consented to diversion. Cases increased by 21% in 2020/21 when compared with 2019/20.

Structured deferred sentences

Edinburgh began offering Structured Deferred Sentences with effect from 2 August 2021.

*Table 15 – justice social work outcomes (source: justice social work)*

Outcome	2017/18	2018/19	2019/20	2020/21
Deferred (3 months or more)	0	0	0	0
Diversion from prosecution	289	247	285	344
Bail supervision	31	42	33	12
<b>Total</b>	<b>945</b>	<b>1084</b>	<b>928</b>	<b>356</b>

It is acknowledged despite the best efforts of social work staff, the bail supervision service is not used to its full potential and in 2021, a Napier University MSc student is undertaking a piece of research to understand the factors behind this. Negotiations are also underway with the COPFS so that further information regarding the reasons for bail being opposed are shared routinely with court-based social work staff.

**Other information relevant to National Outcome Four**

Crossroads men's service



Crossroads delivers a men's day service, providing a range of individual and group interventions for men in the justice system. While the service was unable to deliver groups for most of the period of the COVID-19 pandemic during 2020/21, work to provide support and supervision continued by telephone. Staff having previously been trained in trauma informed practice, were able to quickly move to deliver Psychological First Aid as well as trauma interventions such as 'safety and stabilisation' work (for people affected by prolonged and repeated trauma), and interventions that supported mental health, depression and anxiety in particular. The Crossroads team has recently recommenced delivering small socially distanced groups, in line with the current health and safety guidance and protocols.

Key responsibilities included the completion of justice social work reports, supervision of CPOs, licence supervision for men over the age of 18 years and engaging with men in relation to Structured Deferred Sentences and voluntary throughcare.

The team explicitly adopt a trauma informed approach to their work and provide a wide range of individual and group interventions including:

- Trauma and Mental Health Screening - screening for common reactions to trauma including particular mental health difficulties
- Safety and stabilisation skills – to support the men in staying safe and establishing some stability in dealing with the impact of traumatic experiences. This can include psycho-education work for individuals assessed as suitable and awaiting the Survive and Thrive course (trauma therapy).
- Coping with anxiety and low mood – specific interventions that support men identified who have been assessed as experiencing specific difficulties with anxiety and/or low mood
- Stepping-stones - an 18-session intervention designed to address the difficulties currently experienced by individuals in their lives, often associated with complex trauma. It provides an opportunity for participants to develop:
  - Understanding about themselves
  - Awareness of their patterns of relating with others
  - New ways of coping.
- Health and wellbeing – this course is co-facilitated with a range of specialised professionals to raise awareness of men's health issues and to promote positive self-care. It includes sleep management, substance use, diet and nutrition, dental care, and men's health and wellbeing.
- Discovery – this activity-based group aims to provide opportunities for men to rediscover previous interests, develop skills, and expand social networks. The group uses a broad range of cultural, creative and leisure activities, alongside peers, to expand social and community connections.
- Road traffic offences - an 8-session group for men convicted of road traffic offences

## NATIONAL OUTCOME FIVE



Life chances are improved through needs, including health, financial inclusion, housing and safety, being addressed

**Have regard to the following indicator:**

- Individuals have made progress against the outcome

	Please describe the activity	Then describe the impact
<p><b>Evidence and Data</b></p>	<p><u>Willow</u></p> <p>The <u>Willow</u> service provides a wide range of interventions, supports and opportunities to women in the justice system, aged 18 and over, in the community and in prison. These take account of the prevalence and impact of complex trauma in this population and include a strong mental health emphasis to aid women’s recovery, improve self-efficacy, and support a move away from offending. Women can attend as part of a CPO, licence or on a voluntary basis.</p> <p>Like other services, Willow moved to working from home in March 2020 and have been undertaking statutory supervision work and Adult Support and Protection work by telephone and virtual means. An increase in concerns about domestic abuse, poor mental and physical health, and the impact of past trauma on a woman’s ability to keep herself safe during COVID-19, led to an increase in the level of Adult Support and Protection work conducted. Willow continued to provide support and supervision to women mostly by telephone, seeing a small number of women most at risk and presenting most risk, face to face. The service had to withdraw from delivering its face to face in-reach service to women in Ratho Hall in HMP Edinburgh due to COVID-19 related restrictions and instead offered telephone contact until the summer of</p>	<p><u>Willow evaluation</u></p> <p>The model applied at Willow has been so successful that it will be retained going forward.</p> <p>Willow also participated in a test for change as part of a wider agenda to improve how it involves people who use community justice services in quality assurance. As part of this, Willow specifically asked about an individual’s experience of the service since the advent of COVID-19. Although a very small cohort, the evaluation showed that the amended processes for continued service delivery were received positively by the women, though not being able to visit the centre and have face to face contact was something that was missed. Below are some of the women’s responses:</p> <p><i>“I have just been so isolated and if I am honest, I have relapsed a couple of times ... I have had so much support from my workers, Willow especially, even when I relapsed, they were so supportive, I never usually answer the phone when I feel like that, but I answered, and I spoke”</i></p> <p><i>"she knows how I was, even if I was hiding it, and made me able to voice how I felt, like physically there supporting me. I could be me always, and there's just no judgement</i></p>



	<p>2021, when it was given access to see women in the Links Centre. It is the intention to recommence the in-reach service to Ratho Hall as soon as restrictions allow.</p> <p>COVID-19 presented challenges in how Willow could continue to offer support to women returning to Edinburgh from prison, particularly those serving short term sentences or a period of remand, who were likely to be more vulnerable in this context. There were significant limitations in how Willow could engage with women pre-release due to restrictions imposed by the lock down and social distancing. Willow, EMORS, Shine, and the Council's housing staff offered services individually to women in prison pre-COVID-19, but early on it was recognised there was a need to adopt a different approach to ensure all women returning to Edinburgh from all prison establishments, were identified and a co-ordinated plan was in place for pre-release and post-release support.</p> <p>Willow therefore, began to offer a composite throughcare service, comprising of housing support (the Council), practical support (Shine), drug and alcohol support (EMORS), and mental health support and statutory and non-statutory social work support (Willow). A key principle is the presumption that each woman will benefit from the collective range of assistance offered therefore, the woman does not need to be referred to or assessed by each service separately and intervention can be co-ordinated and titrated. This has led to Willow being able to collectively offer a more comprehensive package to meet the diverse needs of women leaving custody and it has been able to break down some of the barriers that prevent women accessing help.</p> <p>Addiction services</p>	<p><i>ever. Having those times with my worker I finally understand why I feel the way I do"</i></p> <p><i>"when I have been feeling down, I have had a person to bring me back up, even throughout all this, and every time we have contact, my worker just always says she is proud of me and that's just kept me going".</i></p>
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There are four substance misuse recovery hubs located across Edinburgh. Those one-stop shops run by a team of staff from the voluntary sector, NHS Lothian, and social work, offer a full range of drug and alcohol treatments and support services for addictions. The local hubs host regular drop-in sessions where individuals can attend without appointments to access advice and information to support recovery. The hubs, in line with the development of the [Medication Assisted Treatment \(MAT\) standards](#), are available for those who need to access immediate drug/alcohol medical interventions such as Opioid Replacement Therapy (ORT) or alcohol detoxification treatment.

The [Edinburgh Alcohol and Drugs Partnership](#) (EADP) oversees the development and implementation of an alcohol and drug strategy for the City and is a partnership between the Council, NHS Lothian, Police Scotland, the Third Sector, and those with lived experience of addiction and recovery. It is the forum where these organisations work together to make Edinburgh a city which has a healthy attitude towards drinking and where recovery from problem alcohol or drug use is a reality.

The [Arc App](#) has been developed for anyone in recovery from addiction to drugs or alcohol in Edinburgh after originally being developed with the recovery community and EADP. In 2021, a refreshed and updated App with support from EADP and the recovery community was released. The App brings together information and tools to support people to access recovery services, organise their lives, boost motivation, track progress, and create links with their local recovery network.



	<p><u>Financial inclusion</u></p> <p>Throughout 2020/21 Social Security Scotland (SSS) has worked to raise their profile in relation to the devolved benefits for which they are responsible, to ensure that people who qualify can access the financial support available to them. SSS is committed to providing flexible engagement routes for example, using community venues for appointments, holding telephone, online and virtual sessions, and attending appointments in prisons where appropriate.</p>	
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**Other information relevant to National Outcome Five**

Domestic Abuse Services

The Council's Domestic Abuse Services (DAS) provide a range of services to men perpetrating domestic abuse, and to their ex/partners and children affected. This includes evidence-based perpetrator interventions for men engaging on a statutory and voluntary basis. Interventions are also delivered in Polish to men and women whose first language is Polish. DAS deliver the [Caledonian System](#), providing individual and group intervention to men, and systemic support to women and children. The systemic approach to the work enables information about the men's behaviour to be shared and understood better by men's workers. This greater understanding of the impact of domestic abuse on women and children ensures workers are better able to hold men to account whilst contributing to the management of risk presented. Men are able to engage with the Caledonian programme and participate in interventions that challenge underlying issues that support domestic abuse and are able to be supported to change patterns of behaviour, in turn reducing the risk to women and children.

DAS moved to working from home in March 2020 with new phones purchased for staff to enable them to communicate with people accessing the service and to provide support, supervision, risk management work and safety advice remotely. Staff had undertaken trauma training prior to the COVID-19 pandemic which meant they were very well placed to provide evidence-based interventions including Psychological First Aid, Safety and Stabilisation interventions, and interventions to address depression and anxiety; supporting men and women's wellbeing.

The lack of face to face contact with women at risk of domestic abuse, caused ongoing cause for concern due to uncertainty about whether or not it was safe to speak by telephone. Multi-agency risk management forums however, moved to online meetings and continued to work well. Aware of the concerns related to the reported increase in domestic abuse in lockdown, managers established a fortnightly COVID-19 multi-agency forum with Police Scotland, Women's Aid, the Procurators Fiscal, and a lead housing manager from the Council. This allowed



regular sharing of information and updates such as changes to processes relating to bail supervision in domestic abuse cases, and the monitoring of weekly changes in domestic abuse related adult and child concerns. DAS worked with the Out of Hours Social Work service to initiate a fast track immediate priority access to Edinburgh Women's Aid accommodation in specific situations and shared general information enabling a swift response to risk related issues as they arose.

As COVID-19 restrictions were eased, a Red Amber Green (RAG) system was developed to enable prioritising cases where the risk was perceived to be greatest; seeing a small number of people while observing social distancing, at an office location. Multi agency partnership working continued with the use of virtual platforms, and managers of the service continued to participate in a range of multi-agency forums including the Multi Agency Tasking and Coordination (MATAC) meeting with Police Scotland to identify and manage the most harmful domestic abuse perpetrators. DAS also continued to contribute to Multi Agency Risk Assessment Conferences (MARACs) that focus on victims of domestic abuse who have been identified as being at high risk of harm from an identified perpetrator. The management team have played a key role in contributing to the [Disclosure Scheme](#) for Domestic Abuse Scotland, supporting Police Scotland in considering cases where information may be shared relating to a risk posed of domestic abuse to an individual.

The services listed below are also relevant to Outcome 5 and are explained and referenced throughout this report;

Domestic Abuse Housing Policy (Outcome 3)

SHORE (Outcome 2)

Voluntary throughcare and EMORS (Outcomes 2 and 3)

Shine (Outcome 7)



## NATIONAL OUTCOME SIX

People develop positive relationships and more opportunities to participate and contribute through education, employment and leisure activities

### Have regard to the following indicator:

- Individuals have made progress against the outcome

	Please describe the activity	Then describe the impact
<b>Evidence and Data</b>	<p>The <a href="#">Living Wild</a> programme delivered by <a href="#">Venture Trust</a> supports men and women aged 16 to 40, on community payback and other orders including DTTO, Restriction of Liberty Orders, Home Detention Curfews, and diversion from prosecution, who want to make positive and sustained changes in their lives and move away from offending.</p> <p>After an assessment period, the programme offers regular community-based outreach support wrapped around a 10-day 'Wilderness Journey' usually in the highlands of Scotland. Through intensive learning and personal development, individuals consolidate their new skills, boost confidence, motivation and aspirations, which in turn allows them to tackle complex circumstances and patterns of behaviour, address reoffending and receive support with their rehabilitation. The programme provides support for up to 9 months to help individuals make and sustain connections to services and employment, education, training or volunteering opportunities within their communities.</p> <p><a href="#">Employability support</a></p>	<p>Living Wild programme outcomes include:</p> <ul style="list-style-type: none"><li>• Reduced risk of reoffending</li><li>• Improved employability skills</li><li>• Improved resilience, confidence and mental wellbeing</li></ul> <p>Comments from those who have completed the programmed include:</p> <p><i>"It's great to have a life back. To not feel hopeless or like you are nothing or useless. Venture Trust has helped me to become somebody again. It's still a daily struggle at times but I now have the skills to deal with life"</i></p> <p><i>"My family all want something to do with me. I'm re-building relationships that were broken"</i></p>





The [EnCompass](#) project delivered by Access to Industry (AI) is an education, training and employability service for people moving on from past offending, people in recovery from substance misuse, and those affected by homelessness. It provides a direct employability service to people within HMP Edinburgh, those returning to Edinburgh from other prisons, and those serving community-based disposals.

The project is delivered through AI's in-house community college and Edinburgh College and its focus is on assisting those who are furthest removed from the labour market to build their skills, gain access to training opportunities and where appropriate, move into employment. A range of employability opportunities are offered, including supportive work placements and volunteering.

The programme of activity at Edinburgh College included an accredited course approved by the British Mindfulness Institute and delivered by a qualified member of the EnCompass team. A new acrylic screen-printing course has also been developed for launch in 2021/22 and will be delivered by the EnCompass art therapist in a COVID-19 safe environment.

Throughout 2020/21, EnCompass's weekly 'info-sessions' held in its Cowgate base were suspended however, the service developed new and creative ways of maintaining its reach through delivering presentations at online recovery meetings and producing a [video](#) which has been shared with referring agencies to raise awareness of the supports offered by the project.

Throughout the COVID-19 pandemic, EnCompass maintained its profile and continued to deliver the service under COVID-19 safe protocols both in HMP Edinburgh and in communities; supporting students through a blended approach of online and face to face learning. The service continued to run its in-house Construction Skills Certificate Scheme (CSCS) training course at a time when the construction industry was one of the few sectors recruiting at a healthy level.

Table 16 below shows that the impact of the pandemic reduced outputs in 2020/21 despite £20k being invested in equipment to ensure that people accessing the service could do so online.

*Table 16 – EnCompass outputs*

	<b>2019/20</b>	<b>2020/21</b>
<b>Vocational trainings</b>	122	105
<b>Qualifications obtained</b>	122	103
<b>Further education (sustain at least 13 weeks)</b>	49	30
<b>Employment (sustain at least 4 weeks)</b>	22	11
<b>People supported</b>	257	224
<b>In-house course sessions attended</b>	3172	1795

**Other information relevant to National Outcome Six**



## [The Scottish Fire and Rescue Service \(SFRS\)](#)

The SFRS [Strategic Plan 2019-22](#) sets out its operating context *“To work in partnership with communities and others in the public, private and Third Sectors, on prevention, protection and response, to improve the safety and well-being of people throughout Scotland”*, and the service delivers a range of interventions to support improved community justice outcomes including:

Fire safety projects - two separate projects which aim to reduce offending in relation to alcohol; one with the NHS and one with North East Action on Alcohol. In addition, SFRS works to reduce unintentional harm and carries out home safety visits jointly with justice social work to people who have recently been released from prison; providing safety advice to help minimise risk in the home.

### Interventions for young people

The SFRS runs programs for young people both for the wider school audience and targeted to those at risk of offending as follows:

FireSkills is a targeted programme in Edinburgh’s high schools managed by Education, SFRS and the Third Sector; engaging with young people who have difficulty in education and are identified as on the cusp of low-level offending. The programme delivers awareness raising on the impacts of antisocial behaviour and highlights the dangers of fire related antisocial behaviour while developing an individual’s ability to work in a team, building confidence and improving healthy eating. Due to the COVID-19 restrictions, the FireSkills courses were unable to run in 2020/21 however, liaison with youth workers across the City continued to ‘Direct Target’ individuals who were identified as having been involved in antisocial behaviour (wheelie bin fires in the Moredun/Burdiehouse area), so that they can attend the planned course in September 2021. Similarly, some young people in the Niddrie area were identified as having been involved in opening and vandalising hydrants and they are being approached to attend the planned November 2021 course. The targeted selection is specific to areas where antisocial behaviour has been directed at SFRS or equipment and therefore looks to identify the young people who will most benefit from this SFRS engagement.

To further enhance collaborative working during the COVID-19 restrictions, the SFRS introduced joint partner patrols in areas where antisocial behaviour was a concern, to foster engagement with communities; the success of this approach has been recognised across the local Community Improvement Partnerships (CIPs) with additional partners looking to adopt the practice to help tackle antisocial behaviour generally.

Fire Setters Intervention – this program of guidance and training was delivered to SFRS staff to ensure their effective engagement with young people identified by Police Scotland and the Young People’s Service (YPS) social work, as having an unhealthy interest in fire, or who have been involved in fire related antisocial behaviour. Although face to face sessions were not carried out due to the pandemic, the program’s sessions were delivered online with the help of Social Care staff, and Fire Setter training is being rolled out to additional SFRS staff in August 2021 to enable flexible engagement with an increased number of young people.



### Impact of COVID-19 pandemic

Due to the pandemic restrictions, the following activities which have been delivered in previous years, did not go ahead:

Young Drivers Event this week-long event is targeted at high school students approaching driving age to raise awareness of road safety and the consequences of dangerous driving.

The Ignite 10-day course works with partners to educate students on issues including sexual and mental health, online and digital safety, drugs and alcohol misuse, employability, and team building.

The Risk Factory was closed throughout the COVID-19 restrictions. For the wider audience, the SFRS works with partners to support the Primary 7 interactive student programme where the consequences of antisocial behaviour are discussed with pupils using a variety of scenarios and settings. The programme teaches young people how to keep safe and deal with emergency situations. The Risk Factory is scheduled to reopen in August 2021.



**NATIONAL OUTCOME SEVEN**

Individuals’ resilience and capacity for change and self-management are enhanced

**Have regard to the following indicator:**

- Individuals have made progress against the outcome

	Please describe the activity	Then describe the impact
<p><b>Evidence and Data</b></p>	<p><u>Shine</u></p> <p><a href="#">Shine</a>, the national mentoring service continued to offer support to women in Edinburgh serving a custodial sentence of less than four years or on remand or subject to a CPO. The mentors provided one-to-one support to women assisting them to achieve their goals and with issues they may face in the community, including mental health and wellbeing support and sustaining a crime free life.</p> <p>Delivering the service during the pandemic presented some challenges in that the person-centred approach could not be conducted face to face. Additionally, operational staff were no longer able to access HMP Edinburgh where historically 80% of referrals had originated nor use the PR2 prison information system to support their work. This meant that some eligible women were released before contact with them could be made. However, through working closely with SPS in the early stages of lockdown, Shine was able to contact potential mentees via the ‘email a prisoner’ platform or via scheduled phone calls to assess suitability and offer the service. Further work was progressed with SPS so that a Shine ‘champion’ could access PR2 from SPS headquarters to speed up the offer of support to eligible</p>	<p><u>Shine impact</u></p> <p>Shine uses the Justice Outcomes Star to assess need and monitor progress in the following areas:</p> <ul style="list-style-type: none"> <li>• Accommodation</li> <li>• Living skills</li> <li>• Self-care</li> <li>• Mental health and wellbeing</li> <li>• Friends and community</li> <li>• Relationships and family</li> <li>• Parenting and caring</li> <li>• Drugs and alcohol</li> <li>• Positive use of time</li> <li>• Managing strong feelings</li> <li>• Living a crime free life</li> </ul> <p>The data for women supported by Shine in Edinburgh was not available however nationally during the reporting year, 81% of Shine mentees (378 women) recorded an improvement in at least one area, and half of the women working with the service (234) reported improvements in at least five of the aforementioned areas.</p>



women. There was some lifting of access restrictions to prisons in August 2020, and since then, although access levels have not fully returned, mentors have been able to meet potential mentees face to face.

Shine offered a liberation pack to all mentees to mitigate risk on release. The pack included soap, shampoo, sanitary products, a phone with programmed numbers for Shine freephone, DWP, Shine mentor contact details, and a list of local services and resources.

#### Veterans Mentoring Service

The [Veterans Mentoring Service](#) delivered by Sacro provided support to military veterans who are currently in or are at risk of becoming involved in the justice system. The service worked closely with veterans to put an intensive support plan in place where strategies were developed to cope with their specific needs and to enable them to enjoy sustainable, independent living. The service assisted with:

- Addressing alcohol and drug addictions
- Addressing physical and mental health issues with the assistance of partnership agencies
- Accessing support services in the local area
- Keeping appointments with other agencies
- Enhancing life and social skills, e.g. financial budgeting, housekeeping, cooking
- Completing paperwork and making phone calls
- Reintegrating into the community
- Accessing education or training
- Finding employment opportunities

#### Veterans Mentoring Service outcomes

Veterans were linked with a mentor with 'lived military experience' who, through the development of a supportive relationship, worked together to promote desistance from offending and increase the veterans' self-esteem and confidence; achieving improved outcomes in relation to addictions, health, social and practical skills, education/employment and community reintegration.



	<u>VOW project</u>	<u>VOW project activity</u>
	<p>The VOW Project is a collaborative initiative involving police officers, working alongside inspirational peer mentors, who use their lived experience of the justice system, trauma, and adversity to make a positive difference to the lives of young people. The team use their unique skillset to engage and work with vulnerable young people between 16 and 24 years old, providing a level of support which assists them to break the cycle of criminality and reoffending, and reduce the level of risk-taking behaviour in their lives.</p> <p>The project discovers each young person's aspirations and the team members establish themselves as positive role models, providing a high level of support and encouragement. An action plan is agreed with the young person around offending, relationships building, mental health resilience, and identifying employment/training/volunteering opportunities within statutory and Third Sector partners.</p> <p>The project also works with the Council's <a href="#">Turn Your Life Around</a> (TYLA) initiative where the peer mentors share with school pupils, their stories of overcoming adversity and building a positive future. The programme did not run in 2020/21 due to the COVID-19 restrictions but is due to recommence in September 2021.</p>	<p>44 young people engaged with VOW in 2020/21 with over 71% of those engaged after 3 months demonstrating a reduction in offending behaviour.</p> <p>VOW worked in partnership with Lothian Buses to obtain discounted travel tickets for young people engaged with the project to enable them to more easily attend scheduled appointments such as job interviews, GP appointments and other support engagements. COVID-19 restrictions presented some challenges in relation to engaging with people in their homes however, meetings took place outdoors as socially distanced walks, phone appointments and virtual catch ups. The project sourced tablets for the young people being supported to enable them to continue receiving assistance and to access online training courses.</p> <p>Throughout the COVID-19 restrictions, staff also worked with the Cyrenians <a href="#">FareShare</a> food project to distribute food and essential items to those in need; providing a lifeline for those struggling with poverty and mental ill-health. People previously engaged with VOW also volunteered on the project which assisted them in developing employability skills.</p> <p>VOW continued to participate in Operation Threshold; a two-pronged initiative to reduce drug related harm and drug deaths by working in collaboration with the NHS Assertive Outreach Group and attending weekly <a href="#">Community Inclusion Health Huddle</a> (CIHH) meetings. CIHH was set up by NHS Lothian's Harm Reduction Team in partnership with Police Scotland and other Third Sector agencies to identify and follow up those who had been</p>



		<p>admitted to hospital following a non-fatal overdose through opiates or benzodiazepines. The initiative looks to identify individuals at increased risk of harm and at risk of slipping through the cracks of mainstream addiction services. Operation Threshold engaged with 300 people through this assertive approach.</p>
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**Other information relevant to National Outcome Seven**

Another way

The ‘Another Way’ service delivered by Sacro offers non-judgemental, one to one support to women at risk of or involved in prostitution, for as long or short a time as they require; the service is staffed by 2 part time Women’s Workers. Woman can access support for issues such as safety, addictions, domestic abuse, healthcare, housing, parenting, training, employment and exiting sex work if the woman wishes to do so. Women are also provided with information on relevant agencies and services and supported to attend those. The service also allows women to anonymously report offences committed against them through the [Ugly Mug Scheme](#). Effective partnerships between the Another Way workers and Police Scotland Prostitute Liaison Officers exist for sharing information and promoting women’s safety.

Another Way works in partnership with NHS Lothian to provide the WISHES clinic (Women’s Inclusive Sexual Health Extended Service) which provides access to a full range of sexual health testing and treatment, as well as the opportunity to meet with an Another Way worker for ongoing support and advice. This work links in with sauna outreach work where staff conduct fortnightly visits to share information about services, build relationships with the women including providing barrier contraception and sexual health advice, and provide direct referrals to WISHES and Another Way. There is also a weekly street outreach in the late evening in the Leith area incorporating a drop-in at the [Turning Point](#) hub as well as regular drop-in sessions both at the Salvation Army at Niddrie Street and [The Access Point](#).

Netreach is an element of Another Way to ensure that women who advertise online can access information and health support. It also aims to support women working online to have a greater understanding of their rights and options and to reduce the risk of coercion and harm in sexual relationships.

Impact of the COVID-19 pandemic

Throughout 2020/21, Another Way became aware of a change in the demographics around sex work and an increase in the number of women offering online sex work as more women turned to prostitution due to financial hardship, many of whom had never been involved before. This is



evidenced through the number of online profiles using advertising platforms locally during COVID-19 restrictions, when compared with the pre-COVID-19 environment.

Financial hardship - Another Way is part of the Encompass Network, a national network of services supporting women involved in commercial sexual exploitation and to support its work, it received some money from the Scottish Government Immediate Priorities Fund. This enabled women involved in selling sex across Edinburgh and Lothians who were experiencing hardship, to be supported by Another Way to apply for funds to assist with paying mobile phone bills, paying towards rent costs, buying essentials or food, and paying utility bills. Through this destitute fund, more than 41 women were supported. Another Way also supported women to access similar crisis funding available through the Victim Support Fund. Feedback from women who were supported through the fund included:

*“This has just let me have some breathing space, I don’t need to work or take unnecessary risks”.  
“I can’t tell you what this has meant for me. I was able to turn down bookings”.*

Mental health – during COVID-19 times, some women who were previously safety conscious began offering high risk sexual practices because of market saturation and the inability to make the same level of income. Many were new and naïve to the risks and were isolated due to working online and not disclosing this to friends or family. Worries about finances, health, isolation and threatening and abusive behaviour from men have seen women reporting poorer mental health and higher prevalence of depression, anxiety, and PTSD. Another Way provided one to one trauma informed support over the phone to women and also accessed virtual counselling sessions for them through the Immediate Priorities Fund mentioned above, for blocks of up to 10 weekly sessions for 9 women so far. One woman provided the following feedback:

*“The counselling has been a lifesaver for me, she really listens and reflects back to me. I am going through a hard time at the minute with exiting and thoughts of returning but this is a safe space to talk things through. I have awful boundaries with men, but she is helping me look at this”*

Exiting the industry – throughout the COVID-19 period, there was an increase in women specifically seeking to exit the industry. Some reported a lack of available business and that selling sex had had a negative impact on their mental health. Some women also reported that lockdown had provided a time of reflection for them and that they had been unable to make enough money to survive which was instrumental in them considering alternative ways to earn a living. Some women also stated that they felt they could not return to the trauma that had been inflicted upon them working in the sex industry as they no longer had the same coping strategies. Lack of financial support and viable sustainable employment options continued to be a barrier to successful exit however, and work is ongoing to encourage engagement with Another Way, link women with specialist services, and provide them with ongoing emotional support.

Another Way continued to operate throughout the pandemic and retained contact with women over the phone and email. Limited face to face support was robustly risk assessed and, where an exceptional need was identified, took place. Outreach to saunas was suspended whilst they





were closed but has resumed as they reopened. WISHES is offering an appointment only clinic at present rather than the previous drop-in model and continues to be busy, demonstrating demand. During the pandemic, street outreach continued to operate weekly and Netreach contacted every woman with an online profile to offer support and information.

Another Way 2020/21 data

The service received 35 referrals of which 34 were deemed suitable and the women were provided with support during the year. 79 women were supported through the WISHES clinic and 47 women were supported through the drop-in at Leith Links. Due to COVID-19 restrictions, WISHES and the Leith drop-in did not operate during the first quarter of 2020/21.



## 7. Partnership Achievement

### The Bonfire Community Improvement Partnership

The CSJP created a multi-agency Community Improvement Partnership (CIP) led by the Council to establish a co-ordinated, collaborative approach to public safety over the bonfire/fireworks period. The Bonfire CIP was created in 2018 in response to the substantial damage to property and high levels of bonfire/fireworks related antisocial behaviour experienced the previous year where members of the public were targeted with fireworks and a police officer sustained a serious injury as a result. Its membership includes Council representatives from public safety, community safety, street cleansing, communications, Police Scotland, Lothian Association of Youth Clubs (LAYC), and SFRS. The CSJP contributes a proportion of its budget to the Bonfire CIP's work.

Since its inception, the Bonfire CIP has reconvened annually and throughout the year meets to discuss recommendations from the previous year and to prepare a co-ordinated plan of preventative action for implementation in the lead up to and during Bonfire Night. The Bonfire CIP has established a successful model of partnership planning and engagement which in 2020/21 encompassed the following activity:

- dedicated joint Council, Police Scotland, and SFRS patrols providing safety advice to communities in relation to bonfires/fireworks, and public reassurance
- Council and Police Scotland engagement with young people who have previously engaged in bonfire/fireworks related antisocial behaviour and crime
- SFRS presentations to school pupils raising awareness of the dangers of bonfire/fireworks
- diversionary activities for young people to discourage them from engaging in antisocial behaviour and liaison with local youth clubs to extend opening hours during the period
- establishment of Police Scotland Dispersal Zones in hotspot areas
- each partner completing an agreed standard operating procedure template outlining planned activity to support the co-ordinated citywide action plan
- liaison with external partners such as Registered Social Landlords (RSLs) to enlist additional support

The Bonfire CIP's planning and preparation has had a positive impact on levels of antisocial behaviour, crime and disturbance during the bonfire period and to date has prevented a return to the significant disturbances and threats to public safety which occurred in 2017. For example:

- there was a 26% reduction in antisocial behaviour incidents recorded by Police Scotland between 31 October and 5 November 2018 when compared with the same period the previous year
- recorded crime decreased in 2019 between 1 November and 5 November when compared with the same period in 2018.
- in 2020, 46 dispersal zone warnings were issued which assisted the dispersal of groups of people engaged in low level antisocial behaviour; preventing any escalation of disorder

A key part of public engagement to promote safety around bonfires and fireworks is carried out by SFRS through school visits to raise awareness amongst pupils of the dangers of fireworks and how to keep safe. Due to the COVID-19 restrictions, those visits did not take place in

2020/21 however, the SFRS created themed videos and liaised with schools to enable delivery on their media platforms; this ensured that the safety message was delivered to young people.

## 8. Challenges

Challenges not relating to COVID-19:

### Resources

The Section 27 funding received by the Council in 2020/21 did not include additional monies to cover the pay award for public sector staff. To address the unfunded pay award a service review commenced but was suspended when COVID-19 restrictions were imposed. This will be resumed when appropriate, allowing full consultation with staff. This may also have an impact on our ability to manage workload demands when COVID-19 restrictions are reduced, such as the Scottish Courts and Tribunal Service, Unpaid Work and Parole Board Scotland backlog, leading to increased numbers of Criminal Justice Social Work Reports and community-based disposals. The financial constraints have also reduced the money available to purchase justice services from the Third Sector therefore the referral criteria for people accessing some services has had to be tightened.

### Securing premises for DTTO

The DTTO service is currently delivered from a convenient city centre location well served by public transport however, the premises are unsuitable in that they are inaccessible for some people and do not contain all of the modern facilities required to operate an efficient health provision in a welcoming environment. The Council has endeavoured to secure suitable alternative premises to house the DTTO facility however, this has proved challenging due to the nature of the service being provided which supports this vulnerable client group. For example, the medical equipment used, medications stored, and the controlled substances being dispensed contravene the terms of the leases for many premises.

## 9. Additional Information

### The Hoarding Community Improvement Partnership

A multi-agency Community Improvement Partnership (CIP) was established to agree a co-ordinated and consistent citywide approach to hoarding and neglect within the home. This led to partners developing a multi-agency protocol that employs a case management approach to supporting people who hoard, to keep both them and their community safe from harm. Each case is managed by a lead partner/agency depending on the individual's circumstances and any existing supports in place. The protocol is designed to support the lead partner/agency to determine:

- whether the adult is at risk of harm
- what actions should be taken (according to risk)
- whether the adult meets the threshold for a referral to adult social care

The protocol advocates collective responsibility and where required, adopting a long-term approach to managing an individual's needs while improving their support network which can include family, friends, home care services, SFRS in relation to home safety, and self-help groups to encourage positive behavioural change. To further support partners, training on



hoarding and self-neglect is being rolled out to relevant staff to complement existing public protection training.

