

## Justice Social Work Action Plan

Aberdeen City Council was advised in November 2019 that an inspection of its justice social work (JSW) service with a particular focus on Community Payback Orders (CPOs) was to be undertaken by the Care Inspectorate.

The inspection was to be conducted in line with the [Inspection of Justice Social Work services in Scotland](#) guidance and evaluate the service against quality indicators drawn from the [Guide to Self-Evaluation for Community Justice in Scotland](#).

On Tuesday 23<sup>rd</sup> February 2021, the Care Inspectorate published its report of the inspection of the Justice Social Work service; the evaluation against selected quality indicators was:

1.1	Improving the life chances and outcomes for people subject to a community payback order:	<b>Good</b>
2.1	Impact on people who have committed offences:	<b>Excellent</b>
5.2	Assessing and responding to risk and need:	<b>Good</b>
5.3	Planning and providing effective intervention:	<b>Very Good</b>
9.4	Leadership of improvement and change:	<b>Very Good</b>

Given its findings, the Care Inspectorate have identified the following areas of improvement for the service to progress and complete:

- To enable robust oversight and increased ability to demonstrate outcomes and impact, senior officers should ensure that the justice service delivery plan and performance management framework are agreed and implemented and associated reporting cycles established.
- To ensure the effective delivery of key processes, senior managers should further strengthen quality assurance mechanisms to support the consistent, confident and timely application of risk assessment and case planning processes, particularly those relating to risk of serious harm.

The action plan below shows how the service will meet these improvement requirements.

Objectives	Required Improvements	Key Improvement Measures	Lead Responsibility	Timescales
<ul style="list-style-type: none"> <li>To contribute to the creation of safer and fairer communities</li> <li>To fairly, effectively and proportionately implement court orders and release licences</li> <li>To reduce offending by promoting desistance</li> <li>To promote the social inclusion of people with convictions</li> </ul>	1) Justice service delivery plan is to be agreed and implemented.	1) Consultation on draft delivery plan to be undertaken during period 01/04/2021–30/04/2021.	Service Manager/Planning and Development Manager	April 2021.
		2) Revised delivery plan to be submitted to IJB for discussion and approval.	Service Manager/ Planning and Development Manager	25 <sup>th</sup> May 2021.
		3) Approved delivery plan to be presented to Community Justice group.	Service Manager/Planning and Development Manager	tbc
		4) Implementation of delivery plan to be overseen by Performance Management Board (PMB) with annual updates to Risk, Audit and Performance (RAP) Committee.	Service Manager/Planning and Development Manager	i) As of PMB meeting 23/06/2021 and monthly thereafter. ii) April/May 2022/23/24 RAP meetings
	2) Performance framework is to be agreed and implemented.	1) Draft JSW performance framework to be submitted to PMB, Senior Leadership Team, Executive Programme Board (EPB) and Risk, Audit and Performance Committee for approval	Service Manager/Planning and Development Manager	i) PMB meeting 29/03/2021 ii) SLT meeting April 2021 iii) EPB meeting April 2021 iv) RAP meeting 22/06/2021
		2) Framework KPI reporting to be standing item on PMB agendas.	Service Manager/Planning and Development Manager	As of 21/04/2021 and every monthly meeting thereafter.

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		3) Annual performance framework report to be provided to the Risk, Audit and Performance (RAP) Committee.	Service Manager/Planning and Development Manager	August/September RAP meeting of each year for preceding financial year.
	3) Associated reporting cycles to be established	1) JSW specific governance framework to be put in place.	Service Manager/Planning and Development Manager	April 2021.
	4) Strengthen quality assurance to support consistent, confident and timely risk assessment and case planning processes	1) Existing QA framework to be revised to include specific reference to risk assessment and case planning processes and also Significant Incident Reviews (SIRs).	Service Manager/Planning and Development Manager	April – June 2021
		2) Governance reporting cycles to include QA feedback to PMB and Clinical and Care Governance Group	Service Manager/Planning and Development Manager	April 2021