



Risk Audit and Performance Committee

Date of Meeting	19-09-2023
Report Title	Justice Social Work Delivery Plan Update 2022-23
Report Number	HSCP.23.064
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Consultation Checklist Completed	No
Directions Required	No
Exempt	No
Appendices	Appendix A - Delivery Plan Update August 2023
Terms of Reference	N/A

1. Purpose of the Report

The purpose of this report is to present the Risk, Audit and Performance Committee with the updated Justice Social Work Delivery Plan August 2023.

2. Recommendations

2.1. It is recommended that the Risk, Audit and Performance Committee:

- a) Note the update provided in respect of the Delivery Plan 2022-23

3. Strategic Plan Context



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- 3.1. The Justice Delivery Plan 2021-2024 aligns with the ambitions set out in the HSCP Strategic plan, contributes to the Local Outcome Improvement Plan (LOIP) and incorporates the indicators for the national Community Justice Outcome Improvement Plan (CJOIP). Work will soon commence on a refreshed Justice Delivery Plan based on the new Strategic Plan, the LOIP refresh and the Community Justice Framework coming into effect in April 2024 that will replace the CJOIP.

4. Summary of Key information

- 4.1. Following the conclusion of the Inspection of Community Payback Orders by the Care Inspectorate in 2020 the recommendations were taken forward by the service, incorporating the RAPC approved Revised Performance Management Framework, continued progression of the approved Delivery Plan with regular updates provided to the RAPC by the Chief Officer as instructed.

This Delivery Plan updates on the progress and effectiveness of the Justice Service in 2022-23 and operational activity around covid recovery and resuming normal service.

In addition to the above, there has been the implementation of legislation for Bail Supervision and Electronic Monitoring on Bail resulting in the need for increased resources and action around the implementation of this.

- 4.2. In 2021 the IJB approved the revised Delivery Plan with an instruction that an annual update was presented to the Risk Audit and Performance Committee on the progress being made with the implementation of this delivery plan.
- 4.3. Whilst recovering from the pandemic there have been various issues affecting the service such as the withdrawal of the LS/CMI risk/needs assessment tool due to glitches in the system. This was a national issue affecting all areas of JSW and service users in communities as well as in custody. Remediation of this took over 18 months during which time paper based assessments were utilised which impacted on the time taken to complete these as well as issues transferring to other local authorities and prison settings. However, the LS/CMI system was reinstated in its entirety in August 2023 and JSW are now working through inputting the backlog of assessments into the system whilst returning to full use of the system for new assessments.



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The transition from the social work recording system, Carefirst to the newly created D365 system had some impact of the system in terms of workers confidence with a new system but a lot of work has been undertaken with in house training and support from the Analytic and Insights team. The ability to obtain specific accurate statistics continues to present issues due to specific fields not being completed or in place to be able to pull the data. It is hoped that any issues will be overcome in the coming months. Justice social work have a D365 working group with Social Workers, Support Workers and Admin Workers who will be meet on a regular basis to ensure shared knowledge, skills and identify best practice for the use of the system. Service Managers, justice social work D365 Product Owner and the Analytics and Insight Team meet weekly at present to ensure appropriate information is being captured and identifying any irregularities.

The transition of systems has been fully supported by Aberdeen City Council's Data Protection Officer and a very robust impact assessment was undertaken in relation to this.

- 4.4. National changes made as a result of covid have continued beyond the pandemic and will impact on justice social work such as the Court's stated intention to increase the use of virtual courts for individuals in custody due to prisoner transport issues. As the Pre-Disposal Team are based in the Court building and are able to meet with those who have Community Disposals imposed immediately after sentence, the outcome of this is likely to affect aspects of our Delivery Plan and Performance Reporting as this will affect the timescale for contact with service users.
- 4.5 We have seen a welcomed increase in Diversions from Prosecution, Structured Deferred Sentence and Bail Supervision over the past year with Bail Supervisions being recorded as 26 in 2021-22 compared to 107 in 2022-23. Structured Deferred sentences increased from 30 in 2021-22 to 40 in 2022-23 and Diversions continue to increase also and have exceeded 30 referrals per month in 2022-23.

This continues to reduce the number of statutory orders that are imposed and meets our ambition for early intervention and prevention. This places an emphasis on providing support to individuals at a time when this is most needed and an opportunity for them to address issues affecting them without the requirement of statutory supervision.



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The Court continue to address the high level of backlog as a result of the pandemic. Remand figures remain significantly high and Justice Social Work are working with partners to address this issue at a national and local level by increasing Bail Supervisions. The impact of this is JSW are providing appropriate support in the community to those on Bail Supervision whilst minimising the impact on the Scottish Prison Service by reducing numbers of those held on Remand.

- 4.6 We are aware that improvement is required in terms of collating feedback from our service users. Much of this information is collated by the use of Exit Questionnaires and whilst there has been some indication of an increase in the return of these in the past year we consider the feedback from these essential and intend to progress this further. This is discussed in our practice issues meetings and we are looking at ways to improve this, we are currently considering IT options, the current paper based options and any other method which might result in increasing the feedback received. Feedback provides us with useful information regarding what we are doing well and where we need to improve to support service users not only in completing their Community Payback Orders but also in making meaningful positive changes in their lives and their lifestyle.

5. Implications for IJB

There are no direct legal implications arising from the recommendations set out in the report.

5.1. Equalities, Fairer Scotland and Health Inequality

There are no Equalities, Fairer Scotland Duty or Health Inequality issues arising from this report.

5.2. Financial

There are no direct financial implications arising from the recommendations of this report.

5.3. Workforce



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There are no direct workforce implications arising from the recommendations of this report.

5.4. Legal

There are no direct legal implications arising from the recommendations of this report.

5.5. Unpaid Carers

N/A

5.6. Information Governance

There are no direct information governance implications arising from the recommendations in this report.

5.7. Environmental Impacts

There are no direct environmental implications arising from the recommendations of this report.

5.8. Sustainability

N/A

6. Management of Risk

6.1. Identified risks(s)

Failing to continue implementation and delivery of the Justice Delivery Plan following the inspection of justice services would have a detrimental impact on the overall ambition and improvement work for justice in Aberdeen. There is a risk that the implementation of D365 until fully developed will impact on the significant data required for national reporting.

6.2. Link to risks on strategic or operational risk register:

There is a risk that the IJB and the services that it directs and has operational oversight of, fail to meet both performance standards/outcomes as set by regulatory bodies and those locally determined performance



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standards as set by the Board itself. This may result in harm or risk of harm to people.

There is a risk of reputational damage to the IJB and its partner organisations resulting from complexity of function, delegation and delivery of services across Health and Social Care.