



Risk Audit and Performance Committee

Date of Meeting	28-11-2023
Report Title	Justice Social Work Annual Performance Report 2022-23
Report Number	HSCP.23.085
Lead Officer	Claire Wilson
Report Author Details	<i>Name:</i> Liz Cameron/Lesley Simpson <i>Job Title:</i> Service Manager <i>Email Address:</i> elcameron@aberdeencity.gov.uk lsimpson@aberdeencity.gov.uk
Consultation Checklist Completed	No
Directions Required	No
Exempt	No
Appendices	Appendix 1 - JSW Annual Performance Report 2022/23 Appendix 2 – JSW Community Payback Order Annual Report 2021/22
Terms of Reference	5. Receive and scrutinise performance reports and receive assurance that actions in respect of emerging trends are proportionate to the IJB's Risk Appetite Statement. 6. Instruct Performance Reviews and related processes.

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 Annual Performance Report 2022/23.

2. Recommendations

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



Risk Audit and Performance Committee

- a) Notes the JSW Annual Performance Report 2022-23 (Appendix 1).

3. Strategic Plan Context

- 3.1.** Justice Social Work is delegated by Aberdeen City Council to the Integration Joint Board (IJB) as set out in the Aberdeen City Integration created under the Public Bodies (Joint Working) (Scotland) Act 2014. 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. It is envisaged the new 3 year Justice Plan will be in place the later part of 2024.

4. Summary of Key information

- 4.1.** The Justice Delivery Plan Annual Update 2022-23 was provided to and noted by the RAPC on 19 September 2023. It had been intended for the Justice Social Work (JSW) Annual Performance Report 2022-23 to have been presented to the RAPC on the same date, however, this was not possible for reasons explained at that time and agreement was reached for this to be submitted to the RAPC meeting of 28 November 2023.

This Annual Performance Report reflects the 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 planning around the implementation of this. This has been the focus for the service to ensure the new legislation is embedded into service delivery.

- 4.2.** In 2021 the IJB approved the revised Delivery Plan with an instruction that an Annual Update and Annual Performance Report was presented to the Risk Audit and Performance Committee on the progress being made.
- 4.3.** Whilst recovering from the pandemic there have been various issues affecting the service such as the withdrawal of the Level of Service/Case



Risk Audit and Performance Committee

Management Inventory (LS/CM) 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.

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 statistics continues to present some challenges 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 to mitigate risks.

- 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 Structured Deferred Sentence and Bail Supervision over the past year. 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.



Risk Audit and Performance Committee

The Court continues 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 Supervision Orders. 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 and whilst numbers have not reduced significantly, the number of those remanded in custody has not increased.

- 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.

Within the Criminal Procedure (Scotland) Act 1995 which provides the legislative framework for Community Payback Orders, under S227ZM there is a requirement for each Local Authority that, as soon as practicable after the end of the reporting year, to prepare a report on the operation of community payback orders within their area during that reporting year.

As the annual Community Payback Order Report for 2022/23 has not yet been completed due to issues with D365, please see Appendix 2, Community Payback Order Annual Report 2021/22 which provides an overview of practice outcomes, work undertaken and its impact of both clients and recipients of the service during that period.

5. Implications for IJB

There are no direct legal implications arising from the recommendations set out in the report as it is a noting report.



Risk Audit and Performance Committee

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

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)



Risk Audit and Performance Committee

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 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.