

Public Document Pack



THE EDINBURGH PARTNERSHIP

Meeting Tuesday, 29 September 2020
Time 1.00 pm
Venue Virtual Meeting - via Microsoft Teams

Edinburgh Partnership Board

Pages

1. Welcome and Meeting Protocols

1.1 Welcome and Meeting Protocols

2. Declarations of Interest

2.1 Declarations of Interest

3. Minutes

3.1 Minutes of the Edinburgh Partnership of 3 June 2020 3 - 8

4. Business

4.1 Edinburgh Poverty Commission - Adam McVey Verbal Report

4.2 Local Outcome Improvement Plan (LOIP) Annual Progress Report 9 - 28

4.3 Edinburgh Partnership Communications 29 - 32

4.4 Criminal Justice Outcome Improvement Plan 33 - 80

4.5 Community Safety Strategy Annual Report 81 - 114

5. For Discussion

5.1 Recovery Planning - Verbal Update by Partners

5.2 Homelessness – Presentation

Verbal
Report

5.3 Food Insecurity

115 –
120

5.4 Adaptation and Renewal Equalities Principles

121 -
124

6. Future Meetings

6.1 Date of Next Meeting
Tuesday 15 December 2020 at 2pm



THE EDINBURGH PARTNERSHIP BOARD

Wednesday 3 June 2020 – 3:00pm

Meeting held via Microsoft Teams

MINUTE

Board members present

Cllr Adam McVey	The City of Edinburgh Council
Cllr Cammy Day	The City of Edinburgh Council
Gavin Donoghue	The University of Edinburgh
Sean Scott	Police Scotland
Cllr Robert Aldridge	The City of Edinburgh Council
Paul Wilson	EARN
Elaine Morrison	Scottish Enterprise
Audrey Cumberford	Edinburgh College
Jim Crombie	NHS Lothian
John Tibbitt	Edinburgh Association of Community Councils
Cllr Susan Rae	The City of Edinburgh Council
Julie Coyle	Skills Development Scotland
Kenny Rodgers	Scottish Fire and Rescue
Angus McCann	Chair of the Edinburgh Integration Joint Board

Advisers present

Andrew Kerr	The City of Edinburgh Council
Ester Roberton	Interim Chair of NHS Lothian

In attendance

Michele Mulvaney	The City of Edinburgh Council
Paula McLeay	The City of Edinburgh Council
Agata Maslowska	Audit Scotland
Chris Adams	The City of Edinburgh Council
Jim McCormick	Edinburgh Poverty Commission

1 Minutes

Decision

To agree the minutes of 18 December 2019 and 17 March 2020 as a correct record.

2 Edinburgh Poverty Commission COVID-19 Findings

Jim McCormick, Chair of the Poverty Commission presented interim findings on poverty and Coronavirus in Edinburgh. The Edinburgh Poverty Commission had connected with citizens and organisations across the city to assess the impact of Coronavirus on people living in poverty. The Poverty Commission's final report had been postponed from April 2020 to Autumn 2020 due to the Coronavirus outbreak.

The Partnership highlighted the following matters in response to the interim findings presented:

- The need for system and culture change across statutory and third sector support.
- The notion of a single point of contact for service users to signpost them onto complementary service providers and that there was a wealth of examples in Edinburgh where service providers were already providing a comprehensive level of support and signposting.
- That there had been a doubling of the claimant count for unemployment benefit in April 2020 in Edinburgh, and a change in the profile of those now making claims.
- That consideration would need to be given to how services would target people from Black, Asian and minority ethnic (BAME) groups and those living in affluent areas but had experienced poverty.
- A plea that rough sleepers did not find themselves in a more adverse situation following Coronavirus and for the City of Edinburgh Council to feedback to the Edinburgh Partnership on this matter.
- That the Council's policy on debt would warrant reconsideration due to Coronavirus and to recognise that this would also necessitate change at a United Kingdom Government level.
- That Covid had destigmatised poverty, that there was a requirement to ensure that information helpful to those experiencing poverty was available in the community and to use the opportunity of Covid to drive changes where there was an appetite to deliver services to those experiencing poverty differently.
- That Coronavirus had highlighted issues of digital poverty and that the rollout of fibre infrastructure had been accelerated in less affluent areas of the city, as a means of responding to digital poverty and associated connectivity issues.
- That Rona Hunter of Capital City Partnership was seeking to allocate funds within the City Deal to create a new and targeted Edinburgh Guarantee deal,

a programme aimed at getting young people into work and the funding was to be used for reskilling.

- That there was a need to reconsider the Data Driven Innovation component to the City Region deal, in tandem with universities and colleges and to note that Angus McCann wanted to provide input to discussions on this topic.
- That the Local Outcomes Improvement Plan (LOIP) would produce a formal action plan in response to the Poverty Commission's findings.

Decision

1. To agree that Andrew Kerr would report to the Edinburgh Partnership on the City of Edinburgh Council's (CEC's) approach to homelessness following emergency COVID-19 measures.
2. To note the Edinburgh Poverty Commission COVID-19 findings and to note that the final Poverty Commission findings would be available in Autumn 2020.
3. To agree that the Partnership, via the LOIP as the delivery vehicle for the Partnership, produced a formal action plan in response to the Poverty Commission's findings.
4. To agree that the LOIP's proposed action plan would be presented to the Edinburgh Partnership Board for endorsement.
5. To include Angus McCann in discussions for reconsideration of DDI as part of City Deal.

3 COVID-19 Planning

Partners were invited to share their respective organisation's COVID-19 Planning.

Representatives from the NHS noted the seismic impact that Coronavirus had on the NHS, and the recognition that the recovery phase would take years. There had been some stability of admissions of Covid patients into acute units, with an overall reducing pattern. Accident and Emergency admissions which had dropped during the initial peak of the virus were now returning to normal levels. The NHS had a remobilisation plan to start to return to scheduled treatments and this was based on clinical risk assessments and the requirement to safeguard patients.

The City of Edinburgh Council shared their Adaptation and Renewal Plan, which was the Council's approach to support the city as it emerged from the COVID-19 crisis. Underpinning the plan were five new, interlinked programmes of work to help Council services and the city adapt to, and harness opportunities presented by, the longer-term impacts of the pandemic:

The five programmes of work were described and included a Public Health Advisory Board to ensure the effective communication and implementation of national public health advice.

The Service Operations programme involved looking at how to re-introduce essential services that needed to be adapted for social distancing and or digital delivery.

The Change People and Finance programme involved understanding the financial consequences for the Council, Budget forecasts and assessing the current strategies and deliverables that were in place.

The Sustainable Economic Recovery programme would involve engaging with businesses, stakeholders and sectors to inform the economic recovery plan.

The Life Changes programme was developing the Council's short and long-term responses in tackling poverty across Edinburgh, alongside pupils' return to school particularly for vulnerable students.

The Council's new budget would be developed from September 2020 with a new business plan being presented in March 2021. Recovery planning and responding to the ongoing crisis were key considerations for both the budget and business plan.

Skills Development Scotland (SDS) explained that a helpline had been launched as part of their Covid-19 response. Their face to face service in schools had been curtailed in response to the virus and activities had moved to take place via telephone or online. SDS had hoped to secure endorsement from Education Colleagues and had extended their suite of support for every school leaver in 2020.

EVOC, were collating what was happening across the third sector interface network, giving consideration to how services would work with a blended approach, with some in person support and some offered remotely and how best to could continue to deliver services.

Scottish Enterprise shared statistics in relation to the poor health of some businesses, some of whom were indicating a risk of closure and noted broader economic concerns due to loss of jobs in the economy. For businesses who had traditionally enjoyed good financial health, they usually were in a position to hold cash reserves for a six-month period, however now that the country had been responding to covid for three months, the next three months for businesses, even those that were in a stronger financial position, was critical.

Decision

To note the updates from Partners in response to COVID-19.

4 Maximising the potential of our recovery plans through collaboration.

The Edinburgh Partnership reflected upon where there were opportunities for joint working. The NHS, City of Edinburgh Council (CEC) and the University of Edinburgh (UoE) as large organisations facing analogous issues to each other, in their response to Covid-19 had shared a dialogue, and indicated that this dialogue would continue, particularly in respect of joint communications, regional working, active travel and working together on poverty issues. There was an interest to bring third sector interface partners into this dialogue for which Ella Simpson from EVOC's input

was considered important. There was a collective recognition that as partners worked through their recovery plans that there would be a need to work out with the meeting cycles of the Edinburgh Partnership to achieve this.

Decision

1. To note that NHS, CEC and UoE) had met and would be meeting to discuss collaborative working on matters of mutual interest relating to each organisation's COVID-19 recovery plans.
2. To agree to include EVOC in a meeting with UoE, NHS and CEC concerning COVID-19 recovery collaboration.
3. To note the urgency across the Partnership to respond to Coronavirus and recovery planning and to agree that the Partnership would work as Partners and in partnership out with the planned meeting cycle to achieve this.
4. To agree to include recovery plans as an agenda item on the next formally convened Edinburgh Partnership.

6 Date of Next Meeting

Tuesday 29 September 2020 at 2pm.

This page is intentionally left blank



THE EDINBURGH PARTNERSHIP

Local Outcome Improvement Plan Annual Progress Report

1. Executive Summary

- 1.1 The Edinburgh Partnership is required under the Community Empowerment (Scotland) Act 2015 to produce a Local Outcome Improvement Plan (LOIP).
- 1.2 The plan provides the framework for supporting the delivery of partnership working to improve outcomes for those residents in the city experiencing the greatest inequality.
- 1.3 The current plan was approved by the Board in October 2018 and this paper provides an annual report on progress.

2. Recommendations

- 2.1 The Board is recommended to approve the LOIP annual progress report as set out in Appendix 1.

3. Main Report

- 3.1 The Community Empowerment (Scotland) Act 2015 requires the Partnership to publish a Local Outcomes Improvement Plan (LOIP). This community plan sets out a shared vision for the city, identifying the priorities that community planning partners, by working together, will seek to deliver.
- 3.2 The Edinburgh Partnership community plan:
 - 3.1.1 sets out the strategic direction for community planning in Edinburgh;
 - 3.1.2 describes the shared priorities of the Edinburgh Partnership and the actions it will take towards achieving those priorities; and
 - 3.1.3 describes how progress and success will be measured. This includes the need for SMART target setting for the output measures as part of the development of actions.
- 3.3 The Board agreed that the new community plan should focus on tackling poverty and inequality, recognising that this is the single most critical challenge faced by community planning partners in the city. The drivers of, and solutions to, issues of poverty and inequality are entrenched and complex and require significant effort to resolve. To address this, it was agreed to identify a limited number of thorny issues that could only be tackled collaboratively by partners.
- 3.4 It was recognised that the community plan does not stand alone but is part of a wider multi-agency and partner policy and strategy framework designed to deliver improved outcomes for Edinburgh's citizens and communities. The plan is

designed to complement and align with these existing strategies and plans, not duplicate or reiterate what is already happening.

- 3.5 The Board has been clear about its ambition to change the way of working, to listen and deliver, and through leadership, collaboration and joint resourcing, make a difference to the intractable issues in the city. The plan identifies three priority workstreams, which over the period of the plan will deliver actions to ensure that citizens across all parts of Edinburgh have enough money to live on, access to work, learning and training opportunities and a good place to live.
- 3.6 Activity in the first year has focused on maximising the income available to lower income households; provision of work, learning and training opportunities targeted on families, people released from prison and individuals with care experience, and land availability/building houses to ensure residents can access an affordable, well designed, safe and inclusive place to live. Progress on the delivery of these areas is set out in the report at Appendix 1.
- 3.7 This programme is subject to ongoing development in response to the needs of communities, the recommendations and actions proposed by the Edinburgh Poverty Commission, and current covid-19 recovery planning by partners. Work is in hand through a series of sub groups to identify further actions that might form priorities for delivery within the plan and these will be reported to the Edinburgh Partnership Board in December 2020 for approval.

4. Contact

Richard Thomas, Chair LOIP Delivery Group
Richard.Thomas@scotland.pnn.police.uk

Michele Mulvaney, Strategy Manager (Communities)
Michele.mulvaney@edinburgh.gov.uk



THE EDINBURGH PARTNERSHIP

Local Outcome Improvement Plan Annual Progress Report

1. Executive Summary

- 1.1 The Edinburgh Partnership is required under the Community Empowerment (Scotland) Act 2015 to produce a Local Outcome Improvement Plan (LOIP).
- 1.2 The plan provides the framework for supporting the delivery of partnership working to improve outcomes for those residents in the city experiencing the greatest inequality.
- 1.3 The current plan was approved by the Board in October 2018 and this paper provides an annual report on progress.

2. Recommendations

- 2.1 The Board is recommended to approve the LOIP annual progress report as set out in Appendix 1.

3. Main Report

- 3.1 The Community Empowerment (Scotland) Act 2015 requires the Partnership to publish a Local Outcomes Improvement Plan (LOIP). This community plan sets out a shared vision for the city, identifying the priorities that community planning partners, by working together, will seek to deliver.
- 3.2 The Edinburgh Partnership community plan:
 - 3.1.1 sets out the strategic direction for community planning in Edinburgh;
 - 3.1.2 describes the shared priorities of the Edinburgh Partnership and the actions it will take towards achieving those priorities; and
 - 3.1.3 describes how progress and success will be measured. This includes the need for SMART target setting for the output measures as part of the development of actions.
- 3.3 The Board agreed that the new community plan should focus on tackling poverty and inequality, recognising that this is the single most critical challenge faced by community planning partners in the city. The drivers of, and solutions to, issues of poverty and inequality are entrenched and complex and require significant effort to resolve. To address this, it was agreed to identify a limited number of thorny issues that could only be tackled collaboratively by partners.
- 3.4 It was recognised that the community plan does not stand alone but is part of a wider multi-agency and partner policy and strategy framework designed to deliver improved outcomes for Edinburgh's citizens and communities. The plan is

designed to complement and align with these existing strategies and plans, not duplicate or reiterate what is already happening.

- 3.5 The Board has been clear about its ambition to change the way of working, to listen and deliver, and through leadership, collaboration and joint resourcing, make a difference to the intractable issues in the city. The plan identifies three priority workstreams, which over the period of the plan will deliver actions to ensure that citizens across all parts of Edinburgh have enough money to live on, access to work, learning and training opportunities and a good place to live.
- 3.6 Activity in the first year has focused on maximising the income available to lower income households; provision of work, learning and training opportunities targeted on families, people released from prison and individuals with care experience, and land availability/building houses to ensure residents can access an affordable, well designed, safe and inclusive place to live. Progress on the delivery of these areas is set out in the report at Appendix 1.
- 3.7 This programme is subject to ongoing development in response to the needs of communities, the recommendations and actions proposed by the Edinburgh Poverty Commission, and current covid-19 recovery planning by partners. Work is in hand through a series of sub groups to identify further actions that might form priorities for delivery within the plan and these will be reported to the Edinburgh Partnership Board in December 2020 for approval.

4. Contact

Richard Thomas, Chair LOIP Delivery Group
Richard.Thomas@scotland.pnn.police.uk

Michele Mulvaney, Strategy Manager (Communities)
Michele.mulvaney@edinburgh.gov.uk

Local Outcome Improvement Plan 2018-28

Progress Report March 2020



Contents

Introduction	3
Section A: Overview	4
Section B: Performance Overview	5
Section C: Progress	9
Enough money to live on	9
Access to work, learning and training opportunities	11
A good place to live	16



Introduction

The newly formed Local Outcome Improvement Plan (LOIP) Delivery Group, established by the Edinburgh Partnership Board, provides a unique opportunity for leaders from a diverse range of organisations to come together to make a difference in the challenging areas of poverty, inequality and deprivation, and to shape community planning over the next ten years. The issues that concern us are so complex they are beyond the ability of any single agency to tackle in isolation. As a group, the LOIP's task is navigate a complex landscape of organisations, projects and services to bring clarity and focus to its three priorities for the people of Edinburgh to have:

1. Enough money to live on,
2. Access to work, learning or training opportunities,
3. A good place to live.

Since its first meeting in August 2019, the group has discovered many strengths and attributes on which to build over the months and years ahead: energy and passion, breadth of experience, diversity of thought and a desire to work collaboratively to bring about change.

A key purpose of the group is to make connections, not only between people and organisations across public, private and third sectors, but also between ideas and themes being rehearsed across the partnership arena that reflect its own concerns: the 3 B's of the Edinburgh Children's Partnership; the recommendations of the Poverty Commission; our joint Corporate Parenting responsibilities; the Place Based Opportunities Programme; and the city's Locality Improvement Plans. By informing and connecting these and other areas of work, the LOIP is well placed to shape how future communities will live together, build communities and access services. These diverse yet inter-related pieces of work, when brought together, will shape the future of the city and its people in line with the three priorities of the LOIP.

The LOIP Delivery Group has a key role in reminding partners of the shared aims and correspondences between the vast array of work streams going on across the city, not only through advocacy and awareness raising, but also by making connections and identifying synergies to reduce duplication, and add value to existing programmes.



A collegiate approach to delivering change is essential to the Christie principles of empowering communities, working in partnership, investing in prevention and early intervention, and adopting whole systems approaches that reduce duplication and break down silos. The LOIP Delivery Group has begun a long journey that requires patience, resilience and mutual trust to ensure that the relationships we build today extend far beyond the board room and into the communities, whose wellbeing we seek to ensure.

I am pleased to present the first LOIP Delivery Group update to the Edinburgh Partnership Board.

Richard Thomas,

Chair, Local Outcome Improvement Plan Delivery Group

Superintendent, Police Scotland



Section A: Overview

The Local Outcome Improvement Plan (LOIP) is a legislative requirement of the Community Empowerment (Scotland) Act 2015 and provides a framework for partnership action to improve the quality of life for the people experiencing the greatest inequality.

The plan, developed jointly by community planning partners, is based on what communities have said are the issues for them. The plan sets the strategic direction for community planning based on three priority workstreams to ensure citizens across all parts of Edinburgh have: enough money to live on, access to work, learning and training and a good place to live. The plan focuses on priorities and actions which address poverty and inequality, and which are thorny issues that can only be addressed by collaborative working by partners. The plan provides the framework within which every partner can make an active contribution to meeting the agreed shared priorities.

During 2019 new governance arrangements, agreed by the Edinburgh Partnership Board, were established. The new Local Outcome Improvement Plan Delivery Group has responsibility for the development and delivery of the LOIP. The group provides the necessary leadership to ensure the priorities are delivered, allows for collaborative action to tackle shared challenges, creates new initiatives and partnership activity and seeks to combine partnership assets to drive change and deliver improved outcomes.

As a new group, in addition to progressing the areas of focus identified in the plan, as set out in Section C, work has been carried out to embed the principles set by the Edinburgh Partnership Board by establishing a business case approach and assessment methodology for existing and new activity. This is in line with the evidence based approach to assure additionality and prevent duplication, recognising the LOIP sits within a broader strategic framework in the city. Whilst still in its early stages of development, the multi-disciplinary membership has established a collegiate way of working to drive forward the ambition to effect change. Activity within this context has included holding a thematic meeting focussed on the work of the Poverty Commission, a workshop to identify common core themes such as communication, engagement and innovation and a mapping exercise within respective organisations to identify service gaps and potential areas for partnership working.



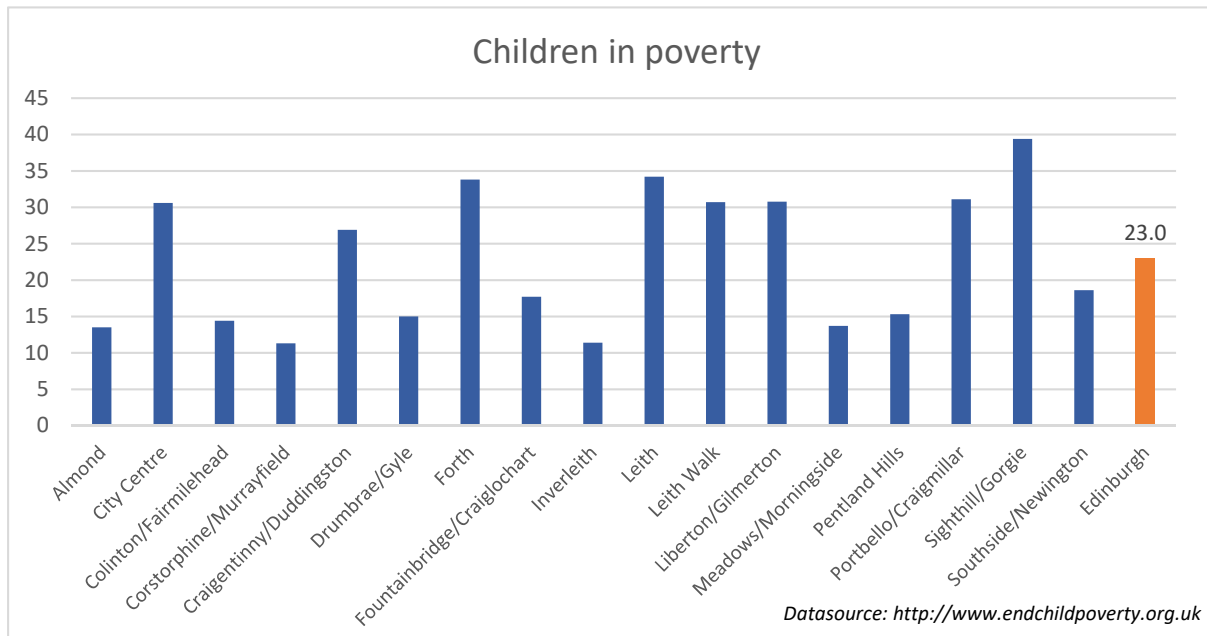
Section B: Performance Overview

This report gives an update on the high-level outcomes that represent the longer term aims of the actions undertaken under the three priorities within the Local Outcome Improvement Plan.

Priority 1: Enough money to live on

Outcome indicator

New estimates of children living in poverty in Edinburgh at ward level are now available and are shown in the chart and table below. These estimates use a revised method of calculation ([rational for new methodology](#)) so previous estimations are not included as they are not comparable. The percentage of children in poverty shows variation across the city – ranging from 1 in 10 children to almost 4 in 10.



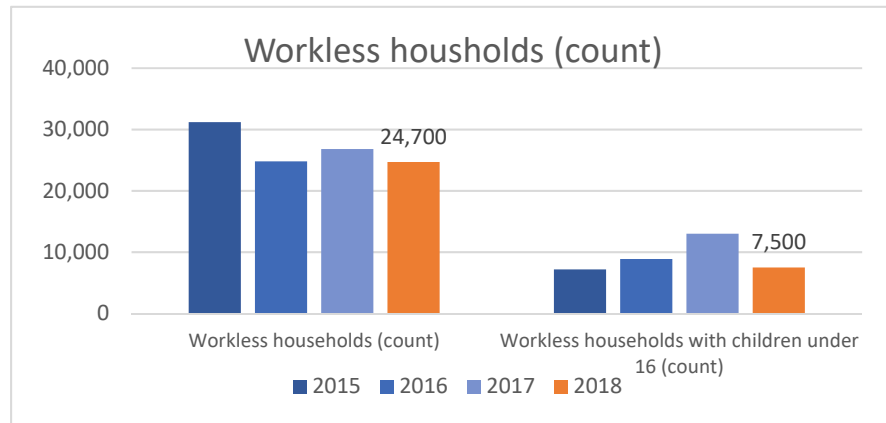
Area	2017-18*
Almond	13.5
City Centre	30.6
Colinton/Fairmilehead	14.4
Corstorphine/Murrayfield	11.3
Craigentinny/Duddingston	26.9
Drumbrae/Gyle	15.0
Forth	33.8
Fountainbridge/Craiglochart	17.7
Inverleith	11.4
Leith	34.2
Leith Walk	30.7
Liberton/Gilmerton	30.8
Meadows/Morningside	13.7
Pentland Hills	15.3
Portobello/Craigmillar	31.1
Sighthill/Gorgie	39.4
Southside/Newington	18.6
Edinburgh	23.0



Priority 2: Work, learning and training

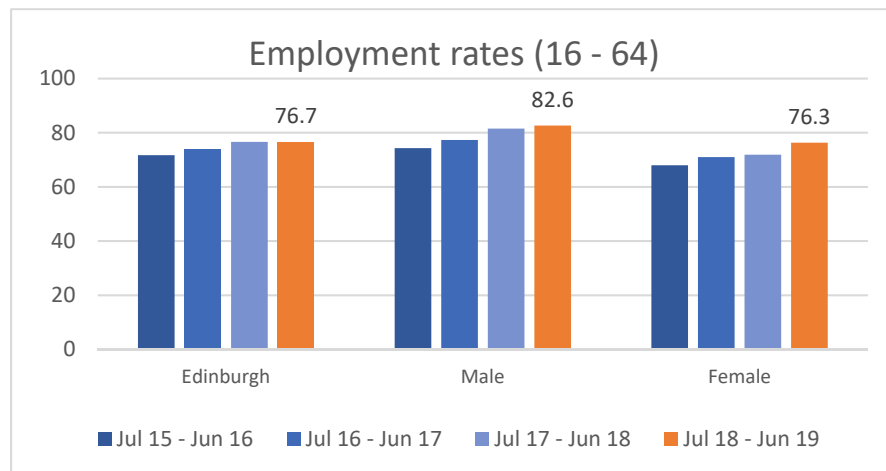
Outcome indicators:

The percentage of people in work in the city is higher than ever before but there are also almost 25,000 households with no adult in work. Worklessness remains the single most important predictor of poverty - 74% of households in which no adult is in work live on incomes below the poverty threshold. While the number of workless households decreases in 2018 after rising in 2017, and there is also a decrease in the number of workless households with children in 2018 after an upwards trend over the last 3 years.



Edinburgh	2015	2016	2017	2018
Workless households (count)	31,200	24,800	26,800	24,700
Workless households (percentage)	16.7	13.5	14.5	12.4
Workless households with children under 16 (count)	7,200	8,900	13,000	7,500

Datasource: *NOMIS annual population survey*

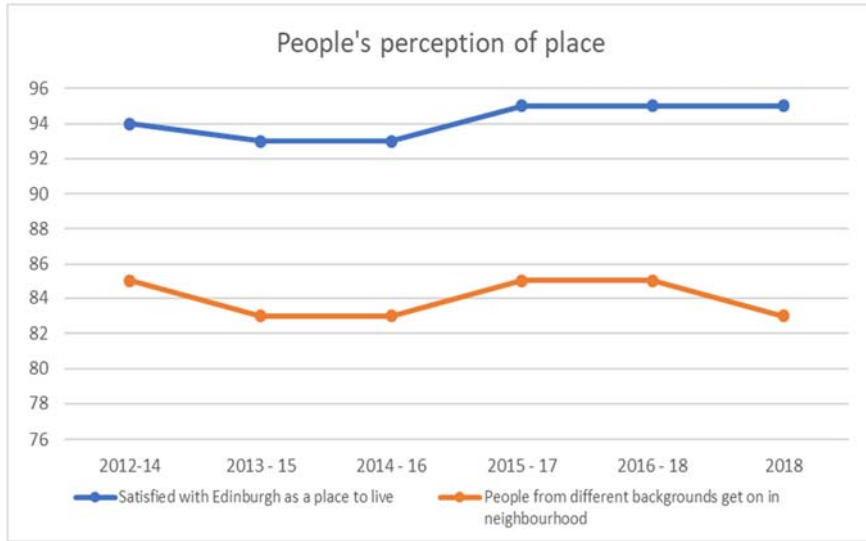


Employment rate (16 - 64)	Edinburgh	Male	Female
Jul 15 - Jun 16	71.7	74.3	68
Jul 16 - Jun 17	74.0	77.3	71
Jul 17 - Jun 18	76.6	81.5	71.9
Jul 18 - Jun 19	76.7	82.6	76.3



Priority 3: A good place to live

Longer term outcome indicators:



The majority of people surveyed are satisfied with Edinburgh as a place to live and this is consistently reported year on year. Most people also feel that people from different backgrounds get on in their neighbourhood.

Datasource: Edinburgh People Survey

	2012-14	2013 - 15	2014 - 16	2015 - 17	2016 - 18	2018
Satisfied with Edinburgh as a place to live	94	93	93	95	95	95
People from different backgrounds get on in neighbourhood	85	83	83	85	85	83



Section C: Progress

Enough money to live on

Family income is often used as a key indicator of resources available and, by extension, of the ability to maintain an acceptable standard of living. Within this context, this workstream includes actions to maximise the income available to lower income households, and to ensure that residents have enough money to live on.

The Edinburgh Poverty Commission has reiterated the importance of income maximisation: 'Edinburgh citizens are missing out on estimated £80m of unclaimed DWP benefits every year. A new approach is needed to deliver streamlined, accessible, and high impact welfare, benefits, and employment support.'

During 2019-20, new arrangements for income maximisation services funded by the Edinburgh Health and Social Care Partnership were finalised. A condition of the new funding was the requirement for service providers to ensure that staff were trained to meet the Scottish National Standards for Information and Advice Providers. The next step in this work is to ensure that income maximisation services across the city

- meet the Scottish National Standards for Information and Advice Providers
- provide geographical coverage on an equitable basis so that residents can access the best quality services from anywhere in the city

Challenges

Developing a common approach is a challenge given financial constraints across the public and voluntary sector and the mixed economy of income maximisation service provision: statutory partners commission services from voluntary agencies; statutory partners also provide income maximisation services directly; and voluntary sector providers also receive funding from other non-statutory sources to deliver income maximisation services.



Next Steps/Opportunities

Since the LOIP was agreed, the Poverty Commission and the first Edinburgh Child Poverty Action Plan have reported. Both these reports focus on the importance of enough money to live. It is imperative that recommendations from the Edinburgh Poverty Commission are aligned with actions in the LOIP and the Child Poverty Action Report. Integrating these recommendations with the LOIP will be a priority in this next year.

Access to work, learning and training opportunities

Worklessness remains the single most important predictor of poverty - 74% of households in which no adult is in work live on incomes below the poverty threshold. However, work alone is not necessarily sufficient to prevent poverty. This workstream aims to provide additional targeted services to help residents access the work, learning, and training opportunities they need to maintain a good quality of life.

Under this priority three initial groups were identified and progress to date is as follows:

1. Intensive support for families

- Continuing co-production with parents on the Discover! Holiday Hunger Project involving a range of partners.
- Commissioned Improvement Service to undertake a Social Return on Investment evaluation of the Maximise! Pilot.
- Developing a monitoring and evaluation framework to capture the impact of this work.
- Further linking and reporting into the Child Poverty Action Plan established.
- Continuation of support from University of Edinburgh to develop social network analysis tools.
- Choices for Change Scottish Government project working across the four localities in Edinburgh to be launched in April 2020. This brings participatory budgeting grants to low income families to help tackle poverty with innovative grass roots ideas.
- Meetings have taken place with Turn2us, who have £15,000,000 of Edinburgh Council legacy funding to distribute to low income families in Edinburgh for poverty alleviation with focus on small grants programme. Now linked into community and employability resources.



Challenges:

It is challenging to ensure roll-out to all areas of Edinburgh.

Next Steps/Opportunities:

- City Region Deal programme to target 60 families that need intensive support in Edinburgh has been advertised on Public Contract Scotland, market testing events are planned for March 2020 with delivery starting in July 2020.
- Skills Development Scotland developing an in-work/upskilling service to support the development of skills for those already in work looking to upskill.

2. People released from prison

- Third sector employability support for individuals pre and post release now in place.
- Construction and Skills Certification Scheme Cards issued with Individual Training Accounts to prison leavers.
- Joint working with Community Safety Partnership and Criminal justice support being explored.
- Development of a ring-fenced recruitment incentive and employer support.
- Scottish Government evidence gathering about ITA delivery responded to.

Challenges:

A dedicated resource to take forward this priority area needs to be identified.

Next Steps/Opportunities:

Continuation of mapping third sector support and liaison with stakeholders to define future strategy.

The LOIP Delivery Group will explore how partnership working with this targeted group could be better coordinated in discussion with the Community Safety Partnership and Criminal Justice Partnerships.



3. Individuals with care experience Progress:

Provision to support this priority target group has been built up around 3 themes:

i) Prevention

- Maximise Project is now subsidised and available in all localities with specific activity in place for families who are currently in the care system (referenced above).
- Aspects of MCR (Motivation Commitment and Resilience) Pathways mentoring project provide universal support S1/S2 with focus on skills for work.

ii) Changing the Culture

- Professional learning and development – resources for teachers prepared by former Care Experienced professionals (including film, inset discussions).
- Professional learning and development for teachers – improved skills for those teaching care experienced or potentially care experienced.
- Virtual School Leader following individual cases; working with Young People Planning groups to maintain school placements.

iii) Targeted Interventions

- Daydream Believers collaboration project with Edinburgh College, employers and certain schools for targeted S1 Looked After
- Forest Schools – for primary aged pupils.
- MCR Pathways targeted support – including mentors for young people S3 and above in 10 schools.
- Cyrenians Counselling for Looked After young people post-school.
- School Matters – targeted intervention team using specific therapy approach to improve attendance.



- Care Experienced Individual Fund bids – bids of up to £500 made by professionals on behalf of children and young people for tutoring and/or other interventions to improve attainment or wellbeing.
- Throughcare and Aftercare (and Young Peoples Service) TCAC offer a range of services including a generic drop in – Skills Development Scotland attends weekly offering 1-1 CIAG services; Job Club – weekly offering CIAG services to care leavers in partnership with TCAC; Leavers Group - weekly in partnership with TCAC targeting looked after young people aged 15 ½ to 18 – most recent development is the commitment from ASL to provide a weekly tutor to assist those still at school but not attending with completing English and Maths qualifications; TCAC also offer a study group for 2 hours a week to assist those studying for qualifications; Friends of Job Club – working to establish closer links between Job Club and employers/training providers – ran a coffee morning for employers and training providers – enthusiastic response.
- Skills Development Scotland is working with TCAC and the City of Edinburgh Council to develop a Family Firm approach to mapping routes for care leavers into work for the Council – discussions have taken place around what we feel people would need and how we can support the employers – next step is discussion with HR and managers to confirm what is possible.
- Skills Development Scotland reports that all this work with care experienced young people has increased the numbers from this group coming into its centre in Shandwick Place as they get to know staff members and feel comfortable accessing services out with TCAC.
- Skills Development Scotland prioritises work with this target group and has allocated a Link work coach for each unit – attending regular reviews of all residents – contributing where appropriate to planning and support; working with Edinburgh Secure Service via school and the residential facilities to deliver CIAG services to students/residents; School careers advisers discuss care experienced students at 16+ meetings and promote Leavers Group; hosted a care experienced practitioners forum every 8 weeks to pull together organisations funded to work with care experienced people, sharing expertise and services; Skills Development Scotland is investigating work tasters/shadowing/placements in areas of the business where client confidentiality is less of an issue e.g. marketing, finance, IT for example and recruited 10 Modern Apprentices in Career Development in January 2020 targeted at under- represented groups including Care Experienced young people.

Challenges:

More time is needed to embed some of these approaches, but experience to date is that all are looking favourable.



There is renewed energy and motivation, and partnership working is gradually improving, though more needs to be done.

Next steps/Opportunities:

Continue to develop the above and LOIP Delivery Group to explore opportunities for better coordination and information sharing particularly around corporate parenting.

A good place to live

The places people live and work, the connections with others and the extent to which they can influence the decisions that affect them, all have a significant impact on their quality of life and wellbeing. This workstream aims to articulate the additional actions we need to take to ensure residents can access an affordable, well designed, safe and inclusive place to live.

Under this priority two initial areas of focused action were identified and progress to date is as follows:

Land availability/building houses

- An ambitious plan is in place to deliver 20,000 new affordable and low-cost homes in Edinburgh over the next ten years. This plan is underway with over 1,600 homes approved and over 1,100 homes completed in 2018/19.
- A Place Based Opportunities Programme Board, chaired by the Council's Chief Executive and with members from across The Edinburgh Partnership, is considering how to maximise the value and outcomes from Edinburgh's public-sector estate and deliver opportunities for accelerated investment through strategic partnership and review of public sector assets.

Challenges:

One of the key risks to the delivery of affordable homes is failure to secure land for development.

Next Steps/Opportunities:

- Consider how a link between the LOIP Delivery Group and the Place Based Opportunities Programme Board can be developed.



Place Making

- This LOIP action area aims to identify and strengthen opportunities to work in partnership, as public sector bodies and with communities and the private sector, to create good places to live. This includes seeking new placemaking approaches to support the delivery of accessible and open places, with good links to health, childcare, and other services.
- The importance of ‘good place’ was a theme picked up by local communities in the development of the four Locality Improvement Plans (LIPS). As outlined in the LOIP, communities expressed a shared desire for improving various services within their localities including more integrated transport systems and improved use of civic space.
- A workshop was held to broaden discussion around the four themes to a wider audience within the partnership. This also highlighted the importance of placemaking and making homes accessible in the broadest sense – with access to transport, shopping, open space etc. There were also comments on engaging with, and investment from, other sectors and the need for long-term solutions.
- The LOIP Delivery Group is aware that there is a considerable focus on placemaking across the city within existing workstreams and within the remit of different partnerships and boards. These include:
 - Locality Improvement Plans (LIPs) – all four LIPs have a ‘place making’ theme where actions focus on working with communities to feel proud of, and connected to, the place where they live and to feel invested in the future of their local area.
 - Local Development Plan 2 – the development of a refreshed Local Development Plan 2 which focus on spatial planning within the city. Linked to this is the City Mobility Plan.
 - Place Briefs have been approved by Planning Committee for a number of sites; including the Western General and Powderhall. A major community engagement exercise is taking place at Granton Waterfront to inform a Development Framework. Partnership working and engagement with communities is a key element of the Council led housing regeneration projects in the city.

Compact Partnership

To support this priority a Compact Partnership event was held. The format of the event involved setting the context, which included: ‘what is the Compact Partnership and the LOIP’ and ‘what opportunities does the Place Based Principle bring’. The focus was on relating the priority to people’s real experiences. To achieve this the core of the event were 3 short presentations (Rock Trust, Link-Up and Space). This allowed those



with lived experience or those working with and supporting people with lived experience to highlight an issue and/or present ideas where collective imagination and collaborative action would solve a problem or address an opportunity. Discussions amongst the 33 people present focussed on:

- Physical space
- What works
- What could be improved
- Taking forward the process to deliver

The detailed event report has been published by EVOC which will form the basis of further planning at the LOIP Delivery Group to take the theme forward.

Challenges:

In developing the current LOIP priorities, the placemaking priority was highlighted to acknowledge that good housing is only one element, albeit an important one, in creating or sustaining good places to live. The LOIP notes the need to work together to create sustainable places with well-located and co-located services.

Next Steps/Opportunities:

Further work is required to better understand the landscape, and building on the Compact Partnership activity, and specifically:

- solidify a joint understanding of the current work underway across the city
- consider whether poverty and inequality are being addressed within these workstreams
- identify opportunities for the LOIP Delivery Group to enhance existing actions or initiate new actions to address any gaps.





THE EDINBURGH PARTNERSHIP

Communications update

1. Executive Summary

- 1.1 This report provides an update on the communications work programme, focussed on three areas of development – the joint communications approach for COVID-19 recovery planning, the Edinburgh Partnership communications strategy and the new Edinburgh Partnership web platform.

2. Recommendations

- 2.1 The Board is recommended to:

- i. Proactively endorse close collaboration of renewal communications aimed at citizens and city partners as described in paragraphs 3.1 and 3.2;
- ii. Note the progress to date to develop the communications strategy and agree to receive a further report at a future meeting to approve the strategy; and
- iii. Agree to promote the Edinburgh Partnership website through partner networks and contribute to content for Phase 2 development.

3. Main Report

Adaption and renewal communications

- 3.1 In response to the COVID-19 pandemic, the Edinburgh Partnership recognised the need to ensure that partner communications around recovery planning are reflective of their own organisational priorities as well as joined up across the partnership. Communication leads representing the partner members met in early September to share and discuss their individual recovery plans and the communications to support these. All present agreed to contribute to and support the use of shared key messages, a content plan for social media, and consider what approaches may be required should we be subjected to another lockdown, citywide or localised within Edinburgh.
- 3.2 The group also raised some challenges including digital exclusion which is an issue affecting all partners' service users, and suggestions around providing information in different languages and formats to support those with lower literacy understanding or where English is not their first language. Further discussion will need to take place on how we can respond to these needs. The group will

continue to work together digitally, share best practice and identify more ways to proactively promote and share the work of each of the partners.

Strategy development

- 3.3 When the Edinburgh Partnership reviewed its governance and community planning arrangements in 2018/19, feedback from the stakeholder consultation identified the need to improve the communications around community planning. Suggestions included promoting achievements and making it clear how communities can get involved in the work of the partnership.
- 3.4 In 2019, as part of the Edinburgh Partnership's work programme, a communications short life working group was established. Membership is officers from the Council's Strategy and Communications Division and Lifelong Learning, Police Scotland, Volunteer Edinburgh and lead officers of the Edinburgh Community Learning and Development, Children's and Community Safety Partnerships.
- 3.5 The working group has met three times and participated in two workshops to develop the communications strategy. The workshops looked at the vision, aims and key stakeholders that should be part of the strategy. The workshop feedback also identified the need to have different messages for the different parts of the community planning arrangements and this should be through a separate communications plan for the Edinburgh Partnership and its strategic partnerships, and the local partnerships and networks.
- 3.6 In addition to the officer working group, a community checkpoint group was established to ensure that there was meaningful community input to the development of the strategy. A workshop took place in early March with the checkpoint group and members of the officer working group. This was the first of two scheduled sessions, looking at the ideas that had been generated from the working group sessions, with suggestions made for changes. The second session scheduled for late April is yet to take place due to the COVID-19 pandemic.
- 3.7 The next steps for the strategy development are to revisit the draft strategy so far with the officer working group, identifying any changes that may need to be made in response to the pandemic. Following on from these changes, the group will need to agree a plan to engage with the checkpoint group to conclude the development, acknowledging that this will be through online means, and thought will have to be given as to how this can be achieved in a meaningful way. The intention is to then bring the final draft back to a future Edinburgh Partnership meeting (either late 2020 or early 2021) for approval, depending on the availability of the Checkpoint Group and the working group to meet to progress.

Edinburgh Partnership website

- 3.8 The need for an independent platform to profile the Edinburgh Partnership was repeatedly mentioned during the strategy development workshops. Currently, information about community planning is promoted via a small number of pages hosted on the Council website, with some partners also promoting or linking to this information on their own websites. It was acknowledged that one of the challenges for people is understanding that the community planning is not solely the responsibility of the Council, and this is further conflated by using the Council website as the main way to promote the Edinburgh Partnership.
- 3.9 In May 2020, work began to identify options to build a standalone platform to promote the work of the Edinburgh Partnership. A project plan was drafted, and site design and build has been led by the Council's Web Services. The first phase of the site is complete, and the [website](#) is ready to be launched. Members are asked to promote the site via their own networks.
- 3.10 The second phase involves identifying news stories, examples of good practice and case studies on partnership initiatives that can be promoted on the site. This requires input from all Edinburgh Partnership members on a regular basis. The site will also have a section about performance, which will be live once the revised performance framework is approved by the Board, scheduled for December 2020 meeting.
- 3.11 The use of the website will be monitored through analytics. A dashboard of key indicators including visits to the site, time spent on the site, most visited pages and referral source has been set up.

4. Contact

Saty Kaur – Senior Policy and Insight Officer, Communities Strategy Team
saty.kaur@edinburgh.gov.uk

This page is intentionally left blank



THE EDINBURGH PARTNERSHIP

Community Justice Annual Activity Return 2019/20

1. Executive Summary

- 1.1 The Edinburgh Community Safety Partnership (ECSP) 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

- 2.1 The Board is recommended to:
- i. Consider and approve the completed Community Justice Local Area Annual Return for 2019/20 attached at Appendix 1.

3. Main Report

- 3.1 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.

- 3.2 Community Justice Scotland (CJS), the national agency responsible for promoting world-leading 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 will then consider the community justice

activity and progress made locally, against the national outcomes and indicators set out in the OPI Framework and provide feedback, including any recommendations for future activity returns.

- 3.3 The Community Safety Partnership agreed the Community Justice Local Area Annual Return for 2019/20 on 8 September 2020. It will be submitted to CJS for consideration and feedback once approved by the Edinburgh Partnership.

4. Contact

Carey Fuller, Acting Community Justice Senior Manager, Tel: 07711 016 163, carey.fuller@edinburgh.gov.uk

Appendices:

Appendix 1; Community Justice Local Area Annual Return 2019/20



Community Justice Scotland
Ceartas Coimhearsnachd Alba

Community Justice Outcome Activity Across Scotland
Local Area Annual Return Template and Guidance
2019-20

April 2020

1. Background

The introduction of the Community Justice (Scotland) Act 2016 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, Justice in Scotland: Vision & Priorities and the Framework for Outcomes, Performance and Improvement.

The 2016 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 and framework documents and, when complete, submit those annual reports to Community Justice Scotland.

Community Justice Scotland 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.

2. Statement of Assurance

The information submitted to Community Justice Scotland using this template is for the 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.

The data submitted using this template will be used for this reporting purpose only. In the report, local authority areas will only be specifically identified with their consent. However, 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.

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, please refer to the template completion guidance which was issued alongside this reporting template. The text (in blue) will outline what is expected in terms of reporting.

It would be helpful if responses in each of the “evidence and data” boxes within section 4 of the template (“performance reporting”) is held to a maximum of 300 words per indicator to ensure the main points are captured. 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 **NO NOT** include any personal 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 third iteration of the template and guidance.



4. Template Completion

1. Community Justice Partnership / Group Details	
Community Justice Partnership / Group	Community Safety Partnership
Community Justice Partnership Group Chair	Councillor Amy McNeese-Mechan
Community Justice Partnership / Group Co-ordinator	Suzan Ross
Publication date of Community Justice Outcome Improvement Plan (CJOIP)	October 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 :
.....

3. Governance Arrangements
<p>Please outline below your current governance structure for the community justice arrangements in your area:</p> <p>Edinburgh’s Community Safety Partnership (CSP) incorporating community justice, 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 CSP is a sub-group of the Edinburgh Partnership; Edinburgh’s community planning partnership, responsible for developing and implementing both the Community Justice Outcomes Improvement Plan (CJOIP) and the Community Safety Strategy (CSS). The CSP oversees CJOIP activity through progress reports submitted to its quarterly meetings and in turn, provides an update on community justice to the Edinburgh Partnership annually.</p> <p>The Edinburgh Partnership’s Community Plan 2018-28 (Local Outcome Improvement Plan) sets out community planning partners’ collective vision which is <i>‘that Edinburgh is a thriving, connected, inspired and fair city, where all forms of poverty and inequality are reduced’</i>.</p> <p>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.</p>



The CJOIP is also closely linked to Edinburgh's new [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. Performance Reporting – National Outcomes

NATIONAL OUTCOME ONE
Communities improve their understanding and participation in community justice

Indicator	Evidence and Data (max 300 words per indicator)	
	Please describe the activity	Then describe the impact
Activities carried out to engage with 'communities' as well as other relevant constituencies	<p><u>Localities activity</u> South West locality activity The Community Help and Advice Initiative (CHAI) received a grant through the NHS Lothian Health Improvement Fund to employ a part time advice worker to deliver a Family Support and Advice Service in Oxfgangs Primary School.</p> <p><u>North East locality activity</u> The North East (NE) Action on Alcohol Group (a partnership group set up in response to community members identifying that addressing and preventing alcohol-related harm is a priority), co-designed an event with young people and people in recovery, which was held on 13 November 2019 during Alcohol Awareness Week. Two Licensing Board members, two local Councillors, twelve local people and five supporting practitioners participated in the workshop.</p> <p><u>Unpaid work consultation events</u> Community justice held two consultation events; one at the beginning of October and one in mid October 2019, to obtain feedback from unpaid work participants about their experiences of unpaid work and hear their suggestions for how the service could be improved.</p>	<p>55 individuals received tailored support and advice. Positive outcomes included reduced risk of homelessness; financial gain for clients totalled £10,459. The initiative helped people access employability support, reduce levels of stress and mental health issues, improve the health and well-being of clients and their families, and helped increase children's attainment at school.</p> <p>Making use of an engagement tool 'the Community Board', developed by the NE Health and Wellbeing Team and with members of the NE Action on Alcohol Group facilitating, participants openly discussed issues relating to alcohol-related harm in the area and came up with potential solutions that could be taken forward in partnership.</p> <p>The consultation events were attended by 8 and 6 men respectively. The feedback obtained is informing service development and the resulting recommendations below are being taken forward;</p> <ul style="list-style-type: none"> • Participants to be informed about the availability of food packs with information being included in induction sessions • Contact phone number to be available for weekend sessions so that participants can contact staff if they need to • Men to be encouraged to use kitchen facilities to make hot drinks before going out on jobs



		<ul style="list-style-type: none"> • Availability of toilet facilities at job locations to be considered as part of job planning
<p>Consultation with communities as part of community justice planning and service provision</p>	<p><u>People's Stories</u> A consultation project entitled 'People's Stories' was developed and launched in 2019 as part of a framework of consultation activity with people who use social work services. The project has been implemented across all three social work sectors; Health and Social Care, Communities and Families, and Community Justice. The model involves a staff member working in quality assurance and compliance, meeting with service users individually to hear about their life experiences and the impact on their lives of a social work intervention. The quality assurance officer will then produce an anonymised synopsis from the meeting. The collection of reports champion good practice, recognise where progress has been achieved, and highlight areas where improvements are needed. The project set out to achieve a target of meeting with 36 individuals during the year across the three sectors; the target of 12 was achieved for community justice services.</p>	<p>From a snapshot of People's Stories, it is evident from the background information provided that the individuals using social work services had experienced a range of difficulties in their lives, including various forms of abuse in childhood, and diagnosed health conditions which had directly influenced their behaviours. The positive impact of community justice services on the lives of the individuals interviewed is clear from their comments, examples of which are below:</p> <p><i>"towards the end of the exercises I had a test... I didn't realise how much I had benefitted from these exercises...I didn't realise how far I had come"</i> <i>"I'm in a good place...it's been a long time coming"</i> <i>"I'm a law-abiding citizen"</i> <i>"my social worker has really helped me believe in myself"</i> <i>"it's thanks to my social worker...I can't give her enough praise"</i> <i>"the supervisor was good and listened to me and was really helpful"</i> <i>"there has been so much good from community justice services"</i></p> <p>A section has also been added to social work practice evaluation forms asking evaluators and social workers to consider whether people in their cases discussed, would be suitable for People's Stories.</p>
<p>Participation in community justice, such as co-production and joint delivery</p>	<p><u>Peer mentoring</u> The Peer Mentoring Service delivered by Sacro, is in its third year of delivery, supporting males and females in the justice system over 16 years of age who are subject to statutory justice social work supervision. The Service is delivered in the community and in custodial settings in preparation for the individual being released from custody on post release supervision licences/orders. The peer mentors are volunteers with an offending history and/or relevant lived experience; providing one to one non-judgemental support and encouragement, they assist the service users (mentees), to</p>	<p>The Peer Mentoring reporting period runs from 1 January 2019 to 31 December 2019. Since its inception, the Service has continued to expand, and referrals increased from 30 throughout 2018 to 41 in 2019, a 37% increase. In 2019, a total of 2599 hours of support was delivered to service users, which included 877 hours of face to face support.</p> <p>Table 1 below lists the peer mentoring outcomes alongside targets and achievements, showing that targets were met or exceeded in 10 of the 15 outcomes.</p>



	<p>address their unmet needs, tailoring the interventions to suit the individual.</p> <p>Their holistic person-centred approach helps to channel people away from issues in their lives that increase their likelihood of reoffending, providing robust routes into support services and networks that are right for them. It includes;</p> <ul style="list-style-type: none"> • Support to improve self-efficacy, motivation and feelings of self-worth • Support to develop pro-social skills and attitudes • Challenging and addressing pro-offending attitudes • Providing out of hours crisis support to mentees • Introductions to suitable community resources to address specific issues for example, employment or mental health support • Support to build personal assets and reduce reoffending 	<p><i>Table 1 – Peer mentoring outcomes</i></p> <table border="1"> <thead> <tr> <th></th> <th>Outcome</th> <th>Target</th> <th>% achieved</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>For those who have substance misuse issues, evidence of abstinence/stable use of illegal drugs/NPS/alcohol</td> <td>80</td> <td>81</td> </tr> <tr> <td>2</td> <td>For those on prescribed drugs there is evidence of a reduction in using/prescription</td> <td>80</td> <td>88</td> </tr> <tr> <td>3</td> <td>Evidence of a reduction in offending behaviour</td> <td>90</td> <td>89</td> </tr> <tr> <td>4</td> <td>Evidence of a reduction in pro-offending attitudes</td> <td>90</td> <td>95</td> </tr> <tr> <td>5</td> <td>Evidence of increase in ability to withstand pressure from peers who are still offending and/or involved in substance misuse</td> <td>90</td> <td>95</td> </tr> <tr> <td>6</td> <td>For those who have physical health problems, evidence of improved physical health</td> <td>90</td> <td>93</td> </tr> <tr> <td>7</td> <td>Evidence of a reduction in chaotic or risky behaviour</td> <td>90</td> <td>88</td> </tr> <tr> <td>8</td> <td>For those who have mental/emotional health issues, evidence of improved mental health</td> <td>90</td> <td>88</td> </tr> <tr> <td>9</td> <td>Evidence of improved motivation to change negative behaviour</td> <td>90</td> <td>93</td> </tr> <tr> <td>10</td> <td>For those who are unemployed, not in education or employment, there is evidence of improvements in these areas</td> <td>90</td> <td>83</td> </tr> <tr> <td>11</td> <td>Evidence of positive relationships with family members who are supportive of recovery</td> <td>90</td> <td>88</td> </tr> <tr> <td>12</td> <td>Evidence of positive relationships with others who are supportive of recovery</td> <td>90</td> <td>90</td> </tr> <tr> <td>13</td> <td>Evidence of a better understanding of impact of the individual's offending on others</td> <td>95</td> <td>96</td> </tr> <tr> <td>14</td> <td>For those who have issues with accommodation, evidence of an improvement in their housing situation</td> <td>95</td> <td>100</td> </tr> <tr> <td>15</td> <td>For those who have issues with budgeting, evidence of improvements in their money management skills/abilities</td> <td>95</td> <td>95</td> </tr> </tbody> </table>		Outcome	Target	% achieved	1	For those who have substance misuse issues, evidence of abstinence/stable use of illegal drugs/NPS/alcohol	80	81	2	For those on prescribed drugs there is evidence of a reduction in using/prescription	80	88	3	Evidence of a reduction in offending behaviour	90	89	4	Evidence of a reduction in pro-offending attitudes	90	95	5	Evidence of increase in ability to withstand pressure from peers who are still offending and/or involved in substance misuse	90	95	6	For those who have physical health problems, evidence of improved physical health	90	93	7	Evidence of a reduction in chaotic or risky behaviour	90	88	8	For those who have mental/emotional health issues, evidence of improved mental health	90	88	9	Evidence of improved motivation to change negative behaviour	90	93	10	For those who are unemployed, not in education or employment, there is evidence of improvements in these areas	90	83	11	Evidence of positive relationships with family members who are supportive of recovery	90	88	12	Evidence of positive relationships with others who are supportive of recovery	90	90	13	Evidence of a better understanding of impact of the individual's offending on others	95	96	14	For those who have issues with accommodation, evidence of an improvement in their housing situation	95	100	15	For those who have issues with budgeting, evidence of improvements in their money management skills/abilities	95	95
	Outcome	Target	% achieved																																																															
1	For those who have substance misuse issues, evidence of abstinence/stable use of illegal drugs/NPS/alcohol	80	81																																																															
2	For those on prescribed drugs there is evidence of a reduction in using/prescription	80	88																																																															
3	Evidence of a reduction in offending behaviour	90	89																																																															
4	Evidence of a reduction in pro-offending attitudes	90	95																																																															
5	Evidence of increase in ability to withstand pressure from peers who are still offending and/or involved in substance misuse	90	95																																																															
6	For those who have physical health problems, evidence of improved physical health	90	93																																																															
7	Evidence of a reduction in chaotic or risky behaviour	90	88																																																															
8	For those who have mental/emotional health issues, evidence of improved mental health	90	88																																																															
9	Evidence of improved motivation to change negative behaviour	90	93																																																															
10	For those who are unemployed, not in education or employment, there is evidence of improvements in these areas	90	83																																																															
11	Evidence of positive relationships with family members who are supportive of recovery	90	88																																																															
12	Evidence of positive relationships with others who are supportive of recovery	90	90																																																															
13	Evidence of a better understanding of impact of the individual's offending on others	95	96																																																															
14	For those who have issues with accommodation, evidence of an improvement in their housing situation	95	100																																																															
15	For those who have issues with budgeting, evidence of improvements in their money management skills/abilities	95	95																																																															
<p>Level of community awareness of / satisfaction with work undertaken as part of a CPO</p>	<p><u>Community payback consultation</u></p> <p>A public consultation on community payback ran from 1 August 2019 to 31 August 2019 asking respondents the following;</p> <ul style="list-style-type: none"> • Do you know what a Community Payback Order is? • Do you know what we mean by unpaid work? 	<p>Responses to the consultation questions showed that 98% of respondents were either fully aware or partly aware of Community Payback Orders; up from 90% last year and representing an 9% increase.</p> <p>All respondents stated that they knew what was meant by unpaid work, consistent with last year.</p>																																																																



	<ul style="list-style-type: none"> Do you think that Community Payback helps to reduce offending? <p>Beneficiaries of unpaid work were asked to provide feedback on how community payback had impacted their activity/work/business.</p>	<p>76% of respondents believed that community payback either fully or partly helped to reduce offending, with 86% believing either fully or in part, that community payback gives those who have committed offences an opportunity to repay the community for their crimes.</p> <p>Comments from beneficiaries were positive for example;</p> <p><i>“we rely heavily on the unpaid workers that you place in our shop, as it can be difficult at times to recruit and retain reliable volunteers”</i></p> <p><i>“Customer service duties include being till trained, to answering the phones; providing excellent customer care which helped us gain 100% in our last Mystery Shop Report”</i></p> <p><i>“It has helped us dramatically as if we are short of volunteers, the help provided by community payback clients makes up the shortfall and allows us to make the money required to contribute towards homelessness, children, modern slavery, as well as people in poverty to name but a few...with all the help we received last year from volunteers and the community payback team we were able to raise the most, in remuneration, out of all of our Edinburgh stores!”</i></p> <p><i>“the help is greatly appreciated”</i></p>
<p>Evidence from questions to be used in local surveys / citizens’ panels and so on</p>	<p><u>Consultations</u></p> <p>A local community justice consultation conducted in August 2019 asked the public for their views on;</p> <ul style="list-style-type: none"> What communities can do to support people to steer away from crime How communities can help to prevent and reduce offending in their local area <p>The community payback public consultation asked respondents;</p> <ul style="list-style-type: none"> Whether they or their organisation or community had experience of unpaid work 	<p>Suggestions from the public which contributed to forming local priorities include;</p> <ul style="list-style-type: none"> A focus on tackling alcohol and drug issues Ensuring individual and community support is available for young people to provide them with a sense of purpose, social activities, and to divert them away from offending behaviour Tackling poverty Having accessible mental health support services <p>Responses were mixed with some saying they had no knowledge or experience of the contributions made by unpaid work teams. Amongst those who had experience of activity carried out as unpaid work, most comments were complimentary; praising the team efforts, the visual improvements to gardens, parks and</p>



	<ul style="list-style-type: none"> • Whether they felt that they or their organisation could benefit from unpaid work 	<p>facilities where work was carried out, and the positive attitude of participants.</p> <p>It was suggested that the work carried out by unpaid work teams should be more widely publicised so that people are aware of their projects and the assistance they provide to communities and individuals.</p> <p>Most respondents agreed that their communities could benefit from unpaid work and many put forward suggestions for future activity and highlighted community projects in need of assistance.</p>
<p>Perceptions of the local crime data</p>	<p><u>Crime perceptions</u></p> <p>The latest Scottish Crime and Justice Survey results were published in March 2019. 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 covering the period 2016/18, is based on around 5,500 face-to-face interviews with adults (aged 16 or over) living in private households in Scotland.</p> <p><u>Additional resources</u></p> <p>Recorded crime in Scotland 2018/19</p> <p>Key points from national figures include;</p> <ul style="list-style-type: none"> • Crimes recorded in Scotland increased by 1% from 244,504 to 246,480. • Non-sexual crimes of violence increased by 10%, from 7,251 to 8,008. • Sexual crimes increased by 8% from 12,487 to 13,547. • Crimes of dishonesty remained almost unchanged, increasing by less than 1% from 114,474 to 114,506. 	<p><u>Scottish Crime and Justice Survey - Edinburgh City (E Division)</u></p> <ul style="list-style-type: none"> • 82% of respondents feel safe walking alone in their local area after dark (above the national average of 77%) • 97% feel safe when alone in their home at night (similar to the national average of 96%) • 72% 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 74%) • 57% of respondents feel confident that the police in their local area are able to prevent crime (consistent with the national average of 54%) • 71% are confident that the police in their local area are able to deal with incidents as they occur (compared with the national average of 66%) • 65% are confident that police in their local area are able to solve crimes (same as national average)



- Fire-raising, vandalism etc. decreased by 6% from 51,322 to 47,997.

Local crimes recorded - data for 2018/19 and 2019/20

Table 2 – 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
Total	30,946	30,413

Link to [Police Scotland Performance](#)

Other information relevant to National Outcome One

Supporting victims of crime

[Victim Support Scotland](#) provides victims and witnesses of any type of crime with free confidential, emotional and practical support, and information about the justice system. In the year 2019/20, over 3200 support encounters took place within Victim Support Scotland community based services in Edinburgh through support provided by telephone, writing to individuals, and face-to-face appointments in the office of Victim Support, or in people’s homes. Additionally, over 3300 supports took place over the same year in the Victim Support Scotland court-based services at Edinburgh Sheriff Court and Edinburgh High Court. These included on-the-day support, telephone support and letter contact with witnesses, as well as over 150 people taking up the option of a Court Familiarisation Visit ahead of a court trial.

Individuals accessing Victim Support Scotland’s services in the court and in the community were supported around how they were feeling, any health and wellbeing support they might need, and with any safety concerns they had, either at home, outside, or at court. Support also involved assisting individuals with understanding and accessing information throughout their justice journey.

Over the past year, there has been increased service user involvement at all levels of Victim Support Scotland through the development of new victim and witness Reference Groups. People affected by crime in Edinburgh and across Scotland have given their feedback and views on Victim Support Scotland services and the wider justice system in face-to-face meetings and over the phone. This engagement with victims and witnesses has directly shaped the work of the Scottish Government’s [Victims Taskforce](#), which has been established to improve support, advice and information for victims of crime. Quotes from those supported include:

“Victim Support has always gone above and beyond. The key benefit of it has been the one to one aspect of talking to the Victim Support supporter, they always know everything that has been going on, and I update them further. I don’t have to explain it again”



"I appreciate that I can talk to you like a friend. You don't judge me and you treat all my kids as individuals, caring about each one's health and happiness. You've been really supportive and kind and showed me that what the kids and I were feeling was completely normal. Thank you for everything you've done for us"

The [Victim's Fund](#) is a newly improved grant fund, designed to directly support victims of crime at last resort with urgent needs, and which also by default builds extremely high quality partnerships with other support organisations. Since its launch, Edinburgh has reviewed and supported two dozen applications, with goods and services paid for directly by the fund when victims are unable to meet the cost. Some examples include; new beds for sexual assault victims, support with groceries and clothes for victims and children who have fled domestic abuse situations, utility support after job loss due to trauma after crime, new phones and laptops after damage or theft, locksmiths to change locks after custodies, and support for council-backed emergency housing. Feedback from all quarters is that this fund is a direct, purposeful way to support victims with their urgent needs and help facilitate recovery and ensure support to prevent revictimization. As the funds are applied for through a worker at a partner agency, the fund has also facilitated an exponential growth and improvement in relationships with local organisations who also provide frontline support, including [Another Way](#) delivered by Sacro and [Shakti Edinburgh](#).

Victim Support in Edinburgh has also continued to improve its communication and partnership with Police Scotland, including exploring new means of supporting and referring victims from the Edinburgh Division. Referral pathways have been developed with local organisations who provide specialist support, and whose work Victim Support can extend and continue with its resources. These include; [6VT](#), [Fear Free](#), [Aditi](#), [Saheliya](#), [SCORE Scotland](#), and a few LGBT+ organisations with which Victim Support is looking to improve its support for hate crime in conjunction with the Police Scotland.



NATIONAL OUTCOME TWO		
Partners plan and deliver services in a more strategic and collaborative way		
Indicator	Evidence and Data (max 300 words per indicator)	
	Please describe the activity	Then describe the impact
Services are planned for and delivered in a strategic and collaborative way	<p>Sustainable Housing on Release for Everyone (SHORE)</p> <p>In July 2019, the City of Edinburgh Council (the Council) and the Scottish Prison Service (SPS) signed a Data Sharing Agreement (DSA) to allow for the effective transfer of information on people being admitted to custody, and those being liberated. The DSA has reinforced partners' commitments to embedding the SHORE standards and the Council provides a housing and homelessness service within HMP Edinburgh to further support this work.</p> <p>The Council's commissioned service Four Square, concentrated on early intervention and engagement with prisoners on their housing situation when they are admitted to custody. This enabled a focus on tenancy sustainment and managing housing benefit, universal credit, and discretionary housing payments to address accrued housing debt.</p> <p>To complement the early intervention work at entry to custody, an officer from the Council's Access to Housing and Support Service has dealt with individuals managed under Multi-Agency Public Protection Arrangements (MAPPA), and any prisoners due for release who would be presenting as homeless. The DSA has been key to the development and implementation of this proactive approach to engaging with prisoners regarding their housing; working towards a positive outcome to support desistance.</p>	<p>A review of both the early intervention and liberation support elements of housing support offered in prison was conducted as part of ongoing service improvement. This has informed a decision to combine both housing support roles into one to ensure a more joined up approach to service provision for prisoners. Recruitment for a new post of prison based housing officer was underway but has been paused due to the COVID-19 pandemic.</p> <p>Over the past year, The Council's Access to Housing and Support Service has focused mainly on providing housing support for prisoners due for release, with 84 people being seen for this purpose; 60 of whom were homeless and 24 had an existing tenancy. 51 people received homeless assessments and were signposted to appropriate services on release.</p> <p>A service user who would have been homeless and benefitted from the service setting up his accommodation for release, described the service as "a lifesaver", as it reduced the stress and waiting time involved in making a homeless presentation in the community, leaving more time for other essential activities such as attending medical appointments and organising benefit claims.</p>
Partners have leveraged resources for community justice	<p><u>Resources and training</u></p> <p>Justice social work continues to work in close partnership with Community Justice Scotland (CJS), supporting the development of a curriculum of national training. The service contributes staff time to developing and delivering training on domestic abuse and sexual offending. The social work staff group includes national trainers accredited to deliver;</p> <ul style="list-style-type: none"> the Caledonian programme 	<p>Justice social work staff have further improved their knowledge and skills; contributing to the ongoing development of a skilled, informed and effective workforce.</p> <p>The Scottish Fire and Rescue Service (SFRS)</p> <p>The Scottish Fire and Rescue Service Strategic Plan 2019-22 sets out its operating context "To work in partnership with communities</p>



	<ul style="list-style-type: none"> • Spousal Assault Risk Assessment version 3 (SARAv3) • Stalking Assessment and Management (SAM) • Risk Matrix 2000/Stable -2007 and Acute-2007 • Moving Forward: Making Changes (MF:MC) <p>Social work staff have also helped CJS to develop a new national course for a multi-disciplinary audience 'An Introduction to Sexually Harmful Behaviour' with one of two pilots running in Edinburgh in June 2019 and now being rolled out across Scotland. Additionally, social work staff have attended CJS training around enhancing their training skills.</p>	<p><i>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”</i></p> <p>The SFRS delivers a range of interventions supporting improved outcomes in community justice including:</p> <p><u>Fire safety projects</u> - 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 work to reduce unintentional harm and continue to carry 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.</p>
Development of community justice workforce to work effectively across organisational/professional /geographical boundaries	<p><u>Community justice staff training</u></p> <p>Workforce development includes large scale roll out of;</p> <ul style="list-style-type: none"> • SARAv3 training for the majority of social work staff • Anti-Discriminatory Awareness Practice Training (ADAPT) for working with those convicted of hate crime offences • Restorative Justice approaches training • Refresher training in Stable-2007 and Acute-2007 (sexual offending risk assessment tools) • Staff training in a trauma enhanced practice model piloted in group work services <p>An Edinburgh Community Justice Trainers (ECJT) group was set up in 2019 to assist with co-ordinating local and national training. The group consists of managers from across all community justice teams and meets quarterly, promoting access to and development of specific trainings for staff in justice services.</p>	<p>Individual formulation approaches to assessment, management and interventions has been a common theme across much of the training provided which has enabled staff to develop a greater understanding of the developmental factors in an individual's life that may have contributed to their presenting problems, risks and strengths. This has informed staff understanding of the circumstances in which an individual may be more likely to commit harm, as well as guiding how best to intervene to manage and reduce the risks.</p> <p>Having a developmentally informed understanding of service users has also further influenced staff thinking on how services and practices may be adapted to increase the likelihood of successful engagement with them.</p> <p>Feedback from the ECJT group's attendees is positive, with the group working well to ensure that teams and staff are aware of training availability and how to access learning events.</p>
Partners illustrate effective	MAPPA activity	During the reporting year, 891 registered sex offenders were managed under MAPPA, with 810 at Level 1, 78 at Level 2, and 3



<p>engagement and collaborative partnership working with the authorities responsible for the delivery of MAPPA</p>	<p>The MAPPA annual report for Edinburgh, the Lothians and Scottish Borders 2019/20 is not published until later in the year therefore feedback relating to MAPPA activity is based on the 2018/19 report.</p> <p>During the reporting year, MAPPA partners held a number of multi-agency training events:</p> <p>In November 2018, the MAPPA co-ordinator delivered training to Offender Management Unit (OMU) officers based in Lothian and Borders 'J' Division on MAPPA process, procedures and completion of MAPPA templates.</p> <p>In January 2019, the MAPPA Co-ordinator delivered MAPPA Chairs training to those new to the role.</p> <p>In February 2019, East Lothian Council hosted a multi-agency MAPPA presentation to local chairs of community councils. The aim of this event was to promote understanding in relation to the assessment of risk and management of registered sex offenders living in our communities.</p> <p>In March 2019, Police Scotland hosted training delivered by clinicians from the NHS Lothian Serious Offender Liaison Service (SOLS) to officers and justice social workers on the challenge of managing offenders who have been assessed as presenting a long term risk of serious harm.</p> <p>Also in March 2019, Edinburgh, the Lothians and Scottish Borders Strategic Oversight Group hosted a multi-agency half day conference, aimed at staff and managers relative to the increasing challenge of assessing and managing an aging sex offender population within a prison and community setting.</p>	<p>at Level 3. This was facilitated by MAPPA meetings convened across the Lothians and Scottish Borders of which there were 59 Level 2 which considered a number of offenders, and 8 Level 3 which considered one offender only.</p> <p>The Community Intervention Services for Sex Offenders (CISSO) continue to support the risk management of partner agencies through the delivery of community-based group treatment programmes and individual intervention, addressing the behaviour and attitudes associated with sexual offending. Additionally, staff provide assessments and offer advice and consultation to justice social workers in Edinburgh, the Lothians and Scottish Borders.</p> <p>The service continued to deliver the group work programme for sexual offending, Moving Forward: Making Changes (MF:MC), and stakeholders have committed to maintaining accreditation standards in this work. The CISSO team provided a range of MF:MC groups which ran weekly and included daytime and evening groups. The programme also has an adapted version for men with enhanced learning needs.</p> <p>In the past year, 45 men were involved in MF;MC group work. This is a slight reduction in numbers compared with previous years and reflects development within the service of working more intensively with a higher risk and needs group. A significant number of men attending the programme were also seen individually by MF:MC facilitators, and CISSO have seen an increased demand for those individual interventions. This is partly due to service users being released on short term sex offender licenses where there is insufficient time for them to complete MF:MC group work and a more targeted intervention is needed. For others, the service has recognised that group work was not the appropriate learning environment for them.</p>
--	--	--



Other information relevant to National Outcome Two

Developing Trauma Enhanced Community Justice Services

Community justice services sought to build on their experience of developing trauma informed services, through 2019 into 2020. This involved developing, implementing and evaluating a Trauma Informed Care (TIC) model of service delivery across Community Justice Group Work Services (CJGWS). In keeping with the [Scottish Psychological Trauma Training Plan \(NES, 2019\)](#), the services sought to develop justice social work practice, to operate at a 'trauma enhanced practice' level due to their specific remit to provide long term interventions with people known to be affected by trauma. The work was led by a sector manager and a clinical psychologist who was recruited to co-locate within, and work across, a range of teams in justice social work.

Recognising the long term nature of culture and organisational change, three specific areas of activity were agreed, where initial changes could be introduced that would support the service in moving closer to working at a trauma enhanced practice level, while also gathering evidence to evaluate the impact of these service developments which are listed below, along with a brief summary of activity in the first year of the project:

- Leadership Coaching and Development
- Staff Training, Development and Wellbeing Support
- Staff Practice

1. Leadership Coaching and Development

Explicit leadership commitment to the TIC model of care is a key component to service change. In the current project this was supported through the following activities:

- Regular Leadership Development Programme: practice development sessions held every 3 months, focussing on particular aspects of the TIC model
- Coaching: sector manager has regular 1:1 sessions with each of the service leads and within these sessions, discussing barriers to change, identifying managers learning needs in relation to leading TIC, and supporting implementation
- Leaders and manager involvement in developing and delivering staff training and support: senior social worker and team leaders were involved in the delivery of the trainings outlined below. This helped ensure the materials were pertinent to the needs of their staff, while also enhancing their knowledge of and commitment to TIC.

2. Staff Training and Development

A four and a half day training package was developed and delivered to all CJGWS staff. The components of this training included:

- Understanding and working with complex trauma
- Responding to common trauma symptoms and trauma skills practice
- Trauma Informed Service frameworks
- Staff self care
- Understanding mental health in the context of trauma

Staff Well Being

Another key element of a TIC model of care is the recognition that staff well-being is key to the successful delivery of this model. Group supervision/reflective practice sessions were provided to teams. These groups serve multiple functions, including:

- Modelling TIC at a service level, in relation to staff



- Supporting staff in attending to their own well being
- Supporting the implementation of TIC approaches to working with service users

3. Staff Practice

Staff were encouraged to adopt working practices consistent with the TIC model of care. One of the key elements of this within the current project was the introduction of routine screening for trauma and mental health difficulties for all clients of CJGWS. A key element of the current project included gathering data on rates, nature and impact of trauma on service users. This entailed the development of a semi-structured assessment instrument 'Trauma and Mental Health Screening' (TAMHS) to be used with all new and existing clients. The clinical psychologist was available to senior social workers and team leaders to help work through any initial difficulties in incorporating the TAMHS as part of routine assessments. This support also included the clinical psychologist participating in Q&A practice development sessions with the teams.

In addition to and alongside the TAMHS, resources were developed to support staff in the delivery of interventions including:

- Survive & Thrive Group (forensic version)
- Toolkit (Men's version and Women's version): incorporating a range of interventions to support service users in managing common mental health difficulties; safety and stabilisation materials

Evaluation:

Formal evaluation of the project is ongoing and includes the following:

- Anecdotal feedback from team leaders and seniors
- Formal feedback on each training session
- Survey feedback from all staff involved
- Focus groups for managers
- Focus groups for workers

To date, this feedback has been overwhelmingly positive. Examples of findings from the staff surveys include:

- 87% feel more confident asking about trauma
- 73% are confident asking about common mental health difficulties
- 83% report using a TIC approach in their work with service users
- 93% report finding working in a TIC way helps them work more effectively with service users
- 93% of staff believe having a clinical psychologist embedded in the service is valuable
- 80% of staff report finding group supervision sessions helpful



NATIONAL OUTCOME THREE

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

Indicator	Evidence and Data (max 300 words per indicator)	
	Please describe the activity	Then describe the impact
<p>Partners have identified and are overcoming structural barriers for people accessing services</p>	<p><u>EnCompass employability programme</u> The EnCompass project delivered by Access to Industry (AI) is an education, training and employability service for people moving on from past offending behaviours, people in recovery from substance misuse, and those affected by homelessness. The project is delivered through AI's in-house community 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.</p> <p>A range of employability opportunities are offered, including supportive work placements, and volunteering. The programme of activity included Edinburgh College courses covering digital media, photography and computer game design, IT courses, creative writing and communication skills, and a weekly Spanish language and culture class delivered voluntarily by a local NHS occupational therapist.</p> <p>EnCompass continues to work with Disclosure Scotland/Scotland Works for You, to support more employers to make fair recruitment decisions on people with convictions. The project pro-actively builds relationships with employers in construction, retail, hospitality, catering and leisure, the care sector, cleaning and facilities management, and is looking to include agriculture and hairdressing to this list.</p>	<p>During the year, 286 people were supported, 60 of whom had been engaging with the service the previous year and continued their attendance into 2019/20. The majority of referrals came from justice social work followed by substance misuse services. Self referrals were also accepted. The number of referrals from homelessness organisations was low at 3%, despite the proportion of service users describing themselves as having accommodation issues being 36%. In recognition of the challenges faced in supporting this group, the service is working in partnership with a Salvation Army hostel in central Edinburgh to improve outreach work with the homeless community.</p> <p>In the reporting period, Encompass achieved the following:</p> <ul style="list-style-type: none"> • 22 people secured employment (sustained at 4 weeks) • 15 people has sustained employment at 13 weeks • 122 trainings* were delivered • 49 people sustained further education** beyond 13 weeks • 122 qualifications were awarded to service users in core subjects, as well as The Royal Environmental Health Institute of Scotland (REHIS) first aid and construction Health and Safety • In total, 257 Encompass service users attended 3172 sessions. Classes included core subjects in partnership with Edinburgh College, gardening, mindfulness, the Summer Programme (6 different programmes), careers education, and Construction Skills Certificate Scheme (CSCS). <p>*training included beauty basics, gardening, cooking and CSCS classes **included Counselling, HNC Working with Communities, Social Sciences, NC Beauty Care, NC Photography, NPA Creative Industries, Digital Passport and Computing, and Psychology</p>



<p>Existence of joint-working arrangements such as processes / protocols to ensure access to services to address underlying needs</p>	<p><u>Partnership working</u> The Edinburgh and Midlothian Offender Recovery Service (EMORS) delivered by Change Grow Live (CGL), is a partnership between the City of Edinburgh Council justice services, Midlothian Council justice services and the NHS. The service supports 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 service provides 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 has close links with community-based recovery hubs where the presence of peer volunteers ensures that recovery is visible and evident within the service.</p> <p>EMORS staff participated in a Doors Open Day at Edinburgh Sheriff Court in September 2019 which also attracted members of the public and provided an opportunity to promote and share with them, the services being delivered to those in the justice system.</p> <p>EMORS continues to work in partnership with the Alcohol Problem Solving Court (APSC) and there were 8 referrals made to the service during the reporting period, 4 of whom completed their CPO with alcohol treatment requirement and continued to engage voluntarily.</p>	<p><u>Arrest referral</u> EMORS has developed a good working relationship with Police Scotland's custody staff in St Leonard's Police Station where they provide an arrest referral service 3 afternoons a week on Sundays, Wednesdays and Thursdays. Following regular communications and meetings, police staff began to refer cases directly to the service from July 2019. In addition, EMORS staff have now been vetted by Police Scotland allowing them easier access to the custody suite to offer support to those being held. In 2019/20, 89 people received an assessment to begin their support.</p> <p><u>Prison treatment</u> The prison treatment element of the service which provides psychosocial support to prisoners with addictions and is funded by the NHS, is available to all prisoners regardless of their home address, as many prisoners from out with Edinburgh and Midlothian serve their sentences in HMP Edinburgh. The prison treatment service received 355 referrals, 152 of whom were assessed to begin support.</p> <p><u>Voluntary throughcare</u> The service received 262 referrals, with 252 of those receiving an assessment to begin their support in the community.</p> <p>Of the referrals across the prison and voluntary throughcare elements, the service actively supported 379 individuals from Edinburgh and Midlothian who were initially seen in prison and then supported following their release.</p> <p>EMORS used the Recovery Outcome Web tool to measure both progress and deterioration in the lives of service users accessing support. Data for those receiving voluntary throughcare is shown below:</p> <p><i>Table 3 – Voluntary throughcare 2019/20</i></p> <table border="1"> <thead> <tr> <th>Issue</th> <th>Outcome</th> <th>Number of service users</th> <th>% of service users</th> </tr> </thead> <tbody> <tr> <td>Drug/Alcohol Use</td> <td>Improved</td> <td>65</td> <td>39</td> </tr> </tbody> </table>	Issue	Outcome	Number of service users	% of service users	Drug/Alcohol Use	Improved	65	39
Issue	Outcome	Number of service users	% of service users							
Drug/Alcohol Use	Improved	65	39							



		<table border="1"> <tbody> <tr> <td></td> <td>Same</td> <td>87</td> <td>52</td> </tr> <tr> <td></td> <td>Worse</td> <td>14</td> <td>9</td> </tr> <tr> <td rowspan="3">Offending Behaviour</td> <td>Improved</td> <td>43</td> <td>26</td> </tr> <tr> <td>Same</td> <td>107</td> <td>64</td> </tr> <tr> <td>Worse</td> <td>16</td> <td>10</td> </tr> <tr> <td rowspan="3">Physical/mental health</td> <td>Improved</td> <td>54</td> <td>32</td> </tr> <tr> <td>Same</td> <td>92</td> <td>55</td> </tr> <tr> <td>Worse</td> <td>22</td> <td>13</td> </tr> <tr> <td rowspan="3">Family/relationships</td> <td>Improved</td> <td>50</td> <td>30</td> </tr> <tr> <td>Same</td> <td>103</td> <td>61</td> </tr> <tr> <td>Worse</td> <td>15</td> <td>9</td> </tr> <tr> <td rowspan="3">Housing</td> <td>Improved</td> <td>55</td> <td>31</td> </tr> <tr> <td>Same</td> <td>98</td> <td>55</td> </tr> <tr> <td>Worse</td> <td>15</td> <td>14</td> </tr> </tbody> </table>		Same	87	52		Worse	14	9	Offending Behaviour	Improved	43	26	Same	107	64	Worse	16	10	Physical/mental health	Improved	54	32	Same	92	55	Worse	22	13	Family/relationships	Improved	50	30	Same	103	61	Worse	15	9	Housing	Improved	55	31	Same	98	55	Worse	15	14
	Same	87	52																																															
	Worse	14	9																																															
Offending Behaviour	Improved	43	26																																															
	Same	107	64																																															
	Worse	16	10																																															
Physical/mental health	Improved	54	32																																															
	Same	92	55																																															
	Worse	22	13																																															
Family/relationships	Improved	50	30																																															
	Same	103	61																																															
	Worse	15	9																																															
Housing	Improved	55	31																																															
	Same	98	55																																															
	Worse	15	14																																															
<p>Initiatives to facilitate access to services</p>	<p><u>Shine</u> Shine women’s mentoring service delivered by Sacro works with adult women who are;</p> <ul style="list-style-type: none"> • Serving a custodial sentence of less than four years and not subject to a statutory order or; • On remand or; • Subject to a CPO <p>Mentors provide one to one support to the women to assist them with the many issues they may face in the community and to achieve their goals. Engagement with the service is voluntary and women are supported with a range of issues including their mental health and wellbeing, addictions, positive use of time, parenting, relationships, accommodation, living skills, self-care and to live a crime free life.</p> <p><u>New Routes</u> New Routes offers short term male prisoners who are not eligible for statutory throughcare, ‘through the gate’ support. Men are matched with a mentor while in prison and practical and</p>	<p>In 2019/20, Shine in Edinburgh received 47 referrals and at the end of the reporting period, continued to work with 12 of those referred. Shine’s target is for 60% of women who engage with the service in the community, to progress to a planned exit from the service. In the reporting period, 30 women achieved a planned exit representing 86% of cases closed, while 5 were unplanned.</p> <p>Areas where Shine mentees needed the most support were in relation to accommodation, mental health and wellbeing, living skills and self-care. The least support was required in dealing with relationships and family, managing strong feelings, and living a crime free life.</p> <p>In 2019/20, 30 men returning to Edinburgh signed up to the New Routes service with 25 engaging post liberation. Of those engaging,</p>																																																



	<p>emotional support is provided to assist them reintegrate into the community and build a life free of offending. This includes assisting with access to longer term support services in the community.</p> <p><u>Another Way</u> Another Way delivered by Sacro, offers non-judgemental one to one support to women involved in selling or exchanging sex. Women are supported in areas including addictions, domestic abuse, healthcare, housing, parenting, benefits, employment, exiting sex work if they wish to do so, and attending other services relevant for them.</p>	<p>20 reported an improvement in their employment skills, 15 in their accommodation situation, and 15 reported improvements in their relationships.</p> <p>Outcomes for Another Way are;</p> <ul style="list-style-type: none"> • Women involved in prostitution have increased access to co-ordinated support and healthcare, minimising the risks and providing opportunities to exit • Less women are at risk of commercial sexual exploitation through greater access to information and support • Increased support is provided to 'hard to reach' women who advertise sex online, by developing a model for engaging with them <p>Throughout Another Way's reporting period from June 2019 to June 2020, 314 women were supported via outreach across Edinburgh, the Lothians, and the Scottish Borders, although physical outreach was suspended from mid March 2020 due to COVID-19 restrictions.</p>																																	
<p>Speed of access to mental health services</p>	<p>Psychological Therapies Waiting Times The Scottish Government is committed to delivering faster access to Psychological Therapies for those with mental illness or disorder. Patients and clinicians have identified access to therapies as a key service improvement to better meet their needs and expectations. Psychological Therapies have an important role in helping people with mental health problems, who should have access to effective treatment, both physical and psychological. It is generally accepted that these therapies can have demonstrable benefit in reducing distress, symptoms, risk of harm to self or others, health related quality of life and return to work. It is recognised that delivering faster access is a significant and complex challenge, and the standard is seen as an opportunity to drive local service redesign informed by evidence.</p> <p>Mental Health Policy and Standards - the Mental Health Strategy is set within the context of the NHS Scotland Quality Strategy</p>	<p>The latest data available for psychological therapies is shown below:</p> <p><i>Table 4 – People seen who started treatment between January to September 2019 (per quarter)</i></p> <table border="1" data-bbox="1261 962 2058 1174"> <thead> <tr> <th></th> <th>Jan to Mar 19</th> <th>% seen within 18 weeks</th> <th>April to June 19</th> <th>% seen within 18 weeks</th> <th>July to Sept 19</th> <th>% seen within 18 weeks</th> </tr> </thead> <tbody> <tr> <td>NHS Lothian</td> <td>3,181</td> <td>75.1</td> <td>3,369</td> <td>78.9</td> <td>3,071</td> <td>80</td> </tr> <tr> <td>Nationally</td> <td>17,951</td> <td>77.4</td> <td>17,679</td> <td>78.7</td> <td>17,697</td> <td>79.4</td> </tr> </tbody> </table> <p><i>Table 5 – Referral numbers between January to September 2019 (per quarter)</i></p> <table border="1" data-bbox="1261 1289 1982 1377"> <thead> <tr> <th></th> <th>Jan to Mar 19</th> <th>April to June 19</th> <th>July to Sept 19</th> </tr> </thead> <tbody> <tr> <td>NHS Lothian</td> <td>4,935</td> <td>5,042</td> <td>4,712</td> </tr> <tr> <td>Nationally</td> <td>43,443</td> <td>38,336</td> <td>39,483</td> </tr> </tbody> </table>		Jan to Mar 19	% seen within 18 weeks	April to June 19	% seen within 18 weeks	July to Sept 19	% seen within 18 weeks	NHS Lothian	3,181	75.1	3,369	78.9	3,071	80	Nationally	17,951	77.4	17,679	78.7	17,697	79.4		Jan to Mar 19	April to June 19	July to Sept 19	NHS Lothian	4,935	5,042	4,712	Nationally	43,443	38,336	39,483
	Jan to Mar 19	% seen within 18 weeks	April to June 19	% seen within 18 weeks	July to Sept 19	% seen within 18 weeks																													
NHS Lothian	3,181	75.1	3,369	78.9	3,071	80																													
Nationally	17,951	77.4	17,679	78.7	17,697	79.4																													
	Jan to Mar 19	April to June 19	July to Sept 19																																
NHS Lothian	4,935	5,042	4,712																																
Nationally	43,443	38,336	39,483																																



	<p>which sets out three quality ambitions that care must be person-centred, safe and effective.</p> <p>Developments in mental health care have been driven by a series of reports and policy recommendations: In April 2011, a HEAT Target for Psychological Therapies was introduced. This target (now a standard) is that no person will wait longer than 18 weeks from referral to treatment for Psychological Therapies from December 2014. Following the conclusion of previously planned work on a tolerance level for Psychological Therapies waiting times and engagement with NHS Boards and other stakeholders, the Scottish Government has determined that the Psychological Therapies standard should be delivered for at least 90% of patients.</p> <p>In August 2012, the Mental Health Strategy for Scotland: 2012-2015 was produced which set the policy direction for the next four years and included a commitment to achieving and maintaining waiting times standards. In March 2017, this was updated and reissued as the Mental Health Strategy 2017-2027.</p> <p>Child & Adolescent Mental Health (CAMH) Services Waiting times for CAMH Services are also published.</p>	
<p>% of people released from a custodial sentence :</p> <p>a) registered with a GP</p> <p>b) have suitable accommodation</p> <p>c) have had a benefits eligibility check</p>	<p><u>Voluntary throughcare</u> EMORS mentioned above, provides voluntary throughcare to those leaving custody to support their successful rehabilitation into the community. The service includes support for prisoners to access benefits, and to register with a GP to ensure that they can access prescription medication and medical treatment as required.</p> <p><u>Accommodation</u> As part of the SHORE standards Four Square assisted prisoners with:</p> <ul style="list-style-type: none"> Addressing housing related debt 	<p>In 2019/20, the average number of people being supported by EMORS with voluntary throughcare at any one time during the year was 102, while the total number of individuals being supported throughout the year was 379.</p> <p>Data on the percentage of households presenting as homeless in Edinburgh due to being discharged from prison had remained static for six years between 2013/14 and 2018/20 at 3.3% of homeless presentations, averaging 120 per annum. The impact of embedding the SHORE standards is evident in 2019/20, as the number of</p>



	<ul style="list-style-type: none"> • Ensuring rent continued to be paid wherever it was assessed that the prisoner's tenancy could remain available for them on release • Notifying the landlord in a timely manner when a tenancy needed to be terminated • Arranging for belongings that remained in the tenancy to be collected/stored <p>Access to Housing and Support Services activity included:</p> <ul style="list-style-type: none"> • Providing housing options and advice up to eight weeks ahead of liberation • Undertaking a homeless assessment where required • Requesting accommodation be reserved for prisoners on their release date where appropriate • Assisting prisoners to complete an EdIndex form in order to access social housing • Supporting prisoners to bid for appropriate housing through Key to Choice • Liaising with the Access to Housing and Support Services Lead Officers regarding individuals managed under MAPPA, where relevant information has been gathered that could inform Risk Management Plans • Review of people entering prison and those due for release through weekly reports received from SPS 	<p>people presenting as homeless who reported being discharged from prison fell from 123 (3.7% of homeless presentations) in 2018/19 to 101 (2.8% of homeless presentations) in 2019/20; a reduction of 18%</p>
<p>Targeted interventions have been tailored for and with an individual and had a successful impact on their risk of further offending</p>	<p><u>Edinburgh Alcohol Problem Solving Court (APSC)</u> The APSC which is overseen by a named Sheriff, was established in February 2016 and uses community payback*** legislation with frequent court reviews. The APSC operates in partnership with CGL, and supports males over 18 years of age who have a pattern of alcohol related offending resulting in frequent appearances in court, or who have developed a significant alcohol dependency, to engage and maintain engagement with services aimed at addressing problematic alcohol use. Justice social work provides the court with speedy assessments with an alcohol focus and ensures streamlined access to alcohol misuse services.</p>	<p>Examples of service user feedback from those who received support for alcohol issues:</p> <p><i>"Reduced alcohol use. More of a social drink now and again now"</i> <i>"Alcohol use now much more under my control - no longer a problem"</i> <i>"K helped with alcohol counselling and anger management, kept me on track"</i> <i>"I have cut down drinking a lot in the 2 years and have had periods on Antabuse to help no drinking for a few weeks at a time"</i> <i>"Feel can't make rational decisions when very intoxicated but cut down on drinking and realised the seriousness, don't want to be involved in more offending"</i></p>



	<p>Following a comprehensive review of the APSC, recommendations have been taken forward including the development of a community detox which aims to offer another intervention for service users whose offending is directly related to their alcohol use. Table 6 below shows the numbers of people supported by the APSC; although numbers are relatively low and do not reflect the scale of the problems for those subject to community payback, many other service users are supported through their supervision plans to access alcohol misuse services.</p> <p><i>Table 6 – APSC cases</i></p> <table border="1" data-bbox="472 560 1115 651"> <thead> <tr> <th></th> <th>2018/19</th> <th>2017/18</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Alcohol treatment (APSC)</td> <td>6</td> <td>7</td> <td>2</td> </tr> </tbody> </table> <p>***As the CPO annual report for 2019/20 is not published until February 2021, feedback in relation to CPO activity is taken from 2018/19 findings.</p>		2018/19	2017/18	2016/17	Alcohol treatment (APSC)	6	7	2	<p><i>“Stopping drinking, taking a different attitude towards my neighbours”</i></p> <p><i>“The supervision process in general has helped me to realise about drinking/offending”</i></p> <p><i>“I have changed a lot. Stopped using drugs and alcohol”</i></p> <p><i>“Helpful in reducing or stopping offending”</i></p>
	2018/19	2017/18	2016/17							
Alcohol treatment (APSC)	6	7	2							

Other information relevant to National Outcome Three

Partnership working

Encompass has developed close links with HMP Edinburgh to ensure that prisoners can access opportunities to improve their skills. Encompass has also engaged with housing association Castle Rock Edinvar to contribute to a planned accommodation and support package being offered to a pilot group of male and female prisoners. Encompass also developed a partnership with CGL addiction services which led to AI and CGL combining their outreach approach to the homeless community; this has encouraged service users to access where appropriate, both addictions and employability services.

In January 2020, a CSCS training course was delivered in HMP Edinburgh. All 18 participants fully engaged with the course and achieved the REHIS qualification, bringing the total number of prisoners passing CSCS in HMP Edinburgh to 125.

Following the development of successful working links between Balfour Beattie and SPS, construction, engineering and concrete specialist company CIDON visited HMP Edinburgh in February 2020 to explore how they could offer prisoners employment opportunities on liberation. CIDON has agreed to provide notice of upcoming vacancies, with SPS and AI identifying 2 to 4 suitable candidates per vacancy. AI would then complete preparatory employability work such as their CV and assist the individual with interview preparation. 2 vacancies had been identified before COVID-19 restrictions were implemented.

[The Edinburgh Integration Joint Board \(EIJB\)](#)



The EIJB for the [Edinburgh Health and Social Care Partnership](#) (EHSCP) is made up of representatives from the Council and NHS Lothian, Third Sector representatives, service users and carers. Through its Chief Officer, it has responsibility for the planning, resourcing and the operational oversight of a wide range of health and social care services. The latest [annual performance report 2018/19](#) captures areas of progress that the EIJB and the EHSCP have made against the six strategic priorities set out in the previous Strategic Plan 2016-19 and the national health and wellbeing outcomes. The EIJB's latest [Strategic Plan 2019-22](#) is underpinned by extensive engagement with health and social care professionals, the housing, third and independent sectors, academics, carers and broad representation from Edinburgh residents. It seeks to build on its strengths, identify areas in need of improvement, and work together with partners to provide the best possible health and social care outcomes for the citizens of Edinburgh.

Thrive Edinburgh

[Thrive Edinburgh](#) is the innovative new strategy for improving the mental health and wellbeing of all citizens in Edinburgh. The [Thrive Collaboration](#) offers a fresh public health approach to urban mental health, aligning with the priorities of the Edinburgh Partnership's [Community Plan 2018-28](#) and the [Edinburgh Poverty Commission](#), offering an opportunity for Edinburgh to reduce the toll of mental illness and promote and protect mental health, resilience, self-esteem, family strength and joy.



NATIONAL OUTCOME FOUR Effective interventions are delivered to prevent and reduce the risk of further offending		
Indicator	Evidence and Data (max 300 words per indicator)	
	Please describe the activity	Then describe the impact
Use of 'other activities requirements' in CPOs	<p><u>CPOs; 'other activities'</u></p> <p>Delivering 'other activity' has become more focussed on individual needs and is offered as a supplement to group work initiatives. At their induction, each service user is given information about 'other activity' available and has opportunities to participate individually in 'other activities' during their order.</p> <p>Examples of 'other activity' provision include attending mental health support groups, accessing health initiatives, and undertaking learning or training. Justice social work is committed to continuing to develop 'other activity' as a vehicle to address the causes of offending, reduce the risk of reoffending, and improve community safety, through working with organisations to ensure that options are available to suit all abilities and needs.</p> <p>23 organisations now provide 'other activities' and new partners include;</p> <p>School of Hard Knocks – an employability programme for unemployed individuals over 18 years of age, delivering life and employability skills such as goal setting, fear and anger management, CV writing and interview skills. The programme aims to assist participants in finding employment and to realise their potential.</p> <p>Start Scotland – an employability programme funded by the Scottish Government through Fedcap Employment Scotland to support people into work. Specifically, the programme is tailored to those who have been out of work for approximately two or more years, lone parents, and those with health conditions which limits the types of work they can perform. Participants are supported to secure employment through developing CV writing and interview skills.</p>	<p>****In 2018/19, 233 people requested 'other activities' with 91 people attending and undertaking training and learning; an increase on the previous year where 214 people made requests and 85 attended the sessions.</p> <p>****As the CPO annual report for 2019/20 is not published until February 2021, feedback in relation to CPO activity is taken from the 2018/19 report.</p>



<p>Effective risk management for public protection</p>	<p><u>Community Intervention Services for Sex Offenders (CISSO)</u> In addition to MAPPA activity described under National Outcome Two, CISSO run a specific Internet Offending Behaviour Programme which operates as a closed group and is 18 sessions long. It takes place biannually with spaces for 16 men per annum. Over the MAPPA reporting period (18/19), the service saw a sharp rise in the number of men convicted for online sexual communication with children, a relatively new form of sexual offending, and the service has been considering the current research literature towards improving understanding of the risks and treatment of this group.</p> <p>CISSO have also supported CJS in developing a national training pathway around working with sexual offending behaviour. The services were involved in the development and pilot of a course entitled 'An Introduction to Sexually Harmful Behaviour'. CISSO also release staff to deliver national training, including Risk Matrix 2000 and Stable/Acute 2007 and MF:MC facilitator training. More recently CISSO have been involved in a short working group set up by CJS to develop learning products around internet-mediated sexual offending.</p>	<p>The Community Disclosure Scheme provides that parents, carers and guardians of children under 18 years of age, 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 for example, if a parent wants to find out more about a new partner. Police officers discuss the concerns of the applicant in a face to face meeting and offer advice and support.</p> <p>In the reporting year, police in Edinburgh, the Lothians and Scottish Borders received 45 applications under the scheme.</p> <p>About CISSO, a service user commented <i>"the services I have used have been fundamental; if I wasn't using them I would still be in the house, terrified...in particular having social work there... they were really core to my experience of being able to get back to a point where I can live normally again"</i></p>
<p>Quality of CPOs and DTTOs</p>	<p><u>CPOs</u> People attending for unpaid work are encouraged to learn new skills while making reparations through contributing to their local community. Justice social work has been actively creating a workplace environment so that service users carrying out unpaid work can gain employment like experience. Service user feedback forms have been an important part of the development of the unpaid work experience and as a result of comments received, more spaces have been provided in specialist groups offering additional support.</p> <p><u>Drug Treatment and Testing Orders (DTTOs)</u> Justice social work has a well-established DTTO team which provides a Blood Borne Virus (BBV) service for every service</p>	<p>Comments from service users carrying out unpaid work show that participants benefit from experiencing structure and routine, working as part of a team, being supported by a supervisor, and giving something back to others:</p> <p><i>"I got new skills", "working as a team with good supervisors"</i> <i>"I got to meet good people", "I enjoyed working on bikes"</i> <i>"It does feel like we are giving something back"</i></p> <p>For those undertaking community payback, outcomes are summarised in exit questionnaires completed at the end of each order, with positive results reported in many areas for example:</p> <p>Relationships are stable or have improved – 74% Reduction or stability in alcohol and drug use – 89%</p>



	<p>user who would like to engage with this. The service offers testing for hepatitis and HIV as well as vaccinations for hepatitis A and B and information on reducing transmission and lowering risk. A hepatitis C nurse is also available to see service users with a positive diagnosis and to link them into services within the Royal Infirmary Edinburgh and Western General Hospital.</p>	<p>Improved or stable housing – 76% Positive experience of supervision – 91% Supervision helping to stop or reduce reoffending – 85%</p> <p>Service user comments in relation to drug use specifically include:</p> <p><i>“Reduced drug taking massively. Used about 3 times on order”</i> <i>“Most of offending drug related”</i> <i>“Drug cravings stopped”</i> <i>“Addressing my drug use”</i></p>																																																
<p>Reduced use of custodial sentences and remand:</p> <p>a) Balance between community sentences relative to short custodial sentences under one year</p> <p>b) Proportion of people appearing from custody who are remanded</p>	<p><u>Community sentences</u></p> <p>Table 7 below relates to community sentence outcomes for which justice social work reports were completed in 2019/20. 2018/19 figures are included for comparison purposes.</p> <p><i>Table 7 – number of community sentences</i></p> <table border="1"> <thead> <tr> <th rowspan="2">Outcome</th> <th colspan="3">2018/19</th> <th colspan="3">2019/20</th> </tr> <tr> <th>Male</th> <th>Female</th> <th>Total</th> <th>Male</th> <th>Female</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Restriction of Liberty Order</td> <td>86</td> <td>11</td> <td>97</td> <td>66</td> <td>8</td> <td>74</td> </tr> <tr> <td>Deferment for DTTO assessment</td> <td>8</td> <td>7</td> <td>15</td> <td>5</td> <td>5</td> <td>10</td> </tr> <tr> <td>CPO with unpaid work or other activity requirement and no offender supervision requirement</td> <td>191</td> <td>27</td> <td>218</td> <td>153</td> <td>9</td> <td>162</td> </tr> <tr> <td>CPO with offender supervision requirement* and no unpaid work or other activity requirement</td> <td>200</td> <td>52</td> <td>252</td> <td>139</td> <td>43</td> <td>182</td> </tr> <tr> <td>CPO with unpaid work or other</td> <td>122</td> <td>10</td> <td>132</td> <td>115</td> <td>12</td> <td>127</td> </tr> </tbody> </table>	Outcome	2018/19			2019/20			Male	Female	Total	Male	Female	Total	Restriction of Liberty Order	86	11	97	66	8	74	Deferment for DTTO assessment	8	7	15	5	5	10	CPO with unpaid work or other activity requirement and no offender supervision requirement	191	27	218	153	9	162	CPO with offender supervision requirement* and no unpaid work or other activity requirement	200	52	252	139	43	182	CPO with unpaid work or other	122	10	132	115	12	127	<p><u>Presumption against short sentences</u></p> <p>The Scottish Government has begun to monitor the impact of extending the presumption against short sentences from 3 months or less to 12 months or less which took effect from 4 July 2019. National initial monitoring information has been published which covers all charges disposed of in Scotland’s courts from 1 July 2019 to 31 December 2019 however, due to the time between an offence being committed and disposed of in court, the data includes relatively few offences that are subject to the presumption.</p>
Outcome	2018/19			2019/20																																														
	Male	Female	Total	Male	Female	Total																																												
Restriction of Liberty Order	86	11	97	66	8	74																																												
Deferment for DTTO assessment	8	7	15	5	5	10																																												
CPO with unpaid work or other activity requirement and no offender supervision requirement	191	27	218	153	9	162																																												
CPO with offender supervision requirement* and no unpaid work or other activity requirement	200	52	252	139	43	182																																												
CPO with unpaid work or other	122	10	132	115	12	127																																												



activity requirement and offender supervision requirement*						
Monetary penalty	69	12	81	47	8	55
Total	676	119	795	525	85	610

*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)

Prison data for Edinburgh including remand

Snapshots of prison figures, remand and liberations for males and females over the past 3 years are shown in tables 8 and 9 below

Table 8 – prison data snapshots (males)

<u>Males</u>	April 2017	April 2018	April 2019	April 2020
Number of male prisoners in HMP Edinburgh	781	730	806	761
Total number of male prisoners with an Edinburgh postcode currently in prison across the prison estate, including HMP Edinburgh	506	472	501	560
Number of male prisoners with an Edinburgh postcode in HMP Edinburgh	271	254	290	300
Number of male prisoners with an Edinburgh postcode in other prisons across the estate	235	218	211	260
Number of males with an Edinburgh postcode on remand across the prison estate	80	78	107	88

Tables 8 and 9 – prison data

- Short term prison figures shown are for sentences under 2 years
- Prison numbers for sentences under one year are not currently available
- Remand numbers for males and females with an Edinburgh postcode who are in prison across the estate (including HMP Edinburgh) are highlighted in blue
- 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

Table 8 shows that notwithstanding fluctuations, the number of males with an Edinburgh postcode in prison across the estate has increased, in particular for those serving sentences of over 2 years.



Number of males with an Edinburgh postcode serving short term sentences (under 2 years) across the prison estate	121	93	96	88
Number of males with an Edinburgh postcode serving longer term sentences (over 2 years) across the prison estate	297	293	291	376
Number of males liberated who have an Edinburgh postcode (from across the prison estate)	52	41	42	69

Table 9 – prison data snapshots (females)

<u>Females</u>	April 2017	April 2018	April 2019	April 2020
Number of female prisoners in HMP Edinburgh	92	104	111	80
Total number of female prisoners with an Edinburgh postcode currently in prison across the prison estate, including HMP Edinburgh	23	20	23	27
Number of female prisoners with an Edinburgh postcode in HMP Edinburgh	9	16	15	13
Number of female prisoners with an Edinburgh postcode in other prisons across the estate	14	4	8	14
Number of females with an Edinburgh postcode on remand across the prison estate	7	5	5	8
Number of females with an Edinburgh postcode serving short term sentences (under 2 years) across the prison estate	5	4	5	6
Number of females with an Edinburgh postcode serving longer term sentences (over 2 years) across the prison estate	11	10	13	13

Table 9 shows that the number of women with an Edinburgh postcode in prison across the estate has remained relatively stable however, the number of females in HMP Edinburgh has fallen.



	<p>Number of females liberated who have an Edinburgh postcode (from across the prison estate)</p>	4	3	8	1																								
<p>The delivery of interventions targeted at problem drug and alcohol use [NHS Local Delivery Plan (LDP Standard)]</p>	<p><u>Alcohol interventions</u></p> <p>The APSC mentioned above, 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.</p> <p>Table 10 below shows numbers of CPOs made with alcohol treatment over a 4 year period; 2019/20 figures will be available on publication of the CPO annual report for that period.</p> <p><i>Table 10 - APSC</i></p> <table border="1" data-bbox="468 715 1151 783"> <thead> <tr> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>3</td> <td>2</td> <td>7</td> <td>6</td> </tr> </tbody> </table> <p><u>Drugs interventions</u></p> <p>DTTO outcomes over the past 2 years are shown at table 11 below:</p> <p><i>Table 11 - DTTOs</i></p> <table border="1" data-bbox="468 997 1198 1267"> <thead> <tr> <th>DTTO outcomes</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Number of cases returned to community prescribers (GPs)</td> <td>35</td> <td>29</td> </tr> <tr> <td>Number of cases using recovery hubs</td> <td>10</td> <td>22</td> </tr> <tr> <td>Number of cases returned to custody on prescriptions</td> <td>37</td> <td>24</td> </tr> <tr> <td>Number no longer on a prescription/detoxed</td> <td>49</td> <td>17</td> </tr> </tbody> </table>					2015/16	2016/17	2017/18	2018/19	3	2	7	6	DTTO outcomes	2018/19	2019/20	Number of cases returned to community prescribers (GPs)	35	29	Number of cases using recovery hubs	10	22	Number of cases returned to custody on prescriptions	37	24	Number no longer on a prescription/detoxed	49	17	<p>Service user feedback examples form alcohol and drug interventions:</p> <p><i>"I have significantly reduced my alcohol use. I rarely drink now"</i></p> <p><i>"Alcohol was the issue - worked on this and I am managing so much better"</i></p> <p><i>"Looked at my alcohol use and how it affects others"</i></p> <p><i>"Reducing alcohol. Able to solve problems when sober"</i></p> <p><i>"Stop drinking. Think better. Thinking is more positive"</i></p> <p><i>"Stopped drinking alcohol with help from Smart Recovery and Turning Point, 30+ months no alcohol"</i></p> <p><i>"R helped me a lot to address my drug problems"</i></p> <p><i>"No drug use at moment no alcohol use. Prescription reducing"</i></p> <p><i>"Talking about problems instead of taking drugs"</i></p>
2015/16	2016/17	2017/18	2018/19																										
3	2	7	6																										
DTTO outcomes	2018/19	2019/20																											
Number of cases returned to community prescribers (GPs)	35	29																											
Number of cases using recovery hubs	10	22																											
Number of cases returned to custody on prescriptions	37	24																											
Number no longer on a prescription/detoxed	49	17																											



	<p>In addition to the health interventions mentioned above under Outcome Four for those subject to DTTO, the following are also offered:</p> <ul style="list-style-type: none"> • naloxone packs and training for overdose • harm reduction advice • benzodiazepine and relapse prevention groups • alcohol brief interventions • cognitive behavioural therapy and anxiety management for mental health • support and advice on body weight, Body Mass Index, and diet • signposting to Chalmers Street Clinic for Sexually Transmitted Infection testing for those in the men's service • Free condoms <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 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>Number of Police Recorded Warnings, police diversion, fiscal measures, fiscal diversion, supervised bail, community sentences (including CPOs, DTTOs and RLOs)</p>	<p><u>Data from Justice Social Work</u></p> <p>Table 12 below shows the data comparisons over the previous two years.</p> <p><i>Table 12 – justice social work outcomes</i></p> <table border="1"> <thead> <tr> <th>Outcome</th> <th>2017/18</th> <th>2018/19</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Restriction of Liberty Order</td> <td>8</td> <td>97</td> <td>74</td> </tr> <tr> <td>Deferment for DTTO assessment</td> <td>23</td> <td>15</td> <td>10</td> </tr> <tr> <td>CPO with unpaid work or other activity requirement and no offender supervision requirement</td> <td>198</td> <td>218</td> <td>162</td> </tr> <tr> <td>CPO with offender supervision requirement* and no unpaid</td> <td>171</td> <td>252</td> <td>182</td> </tr> </tbody> </table>	Outcome	2017/18	2018/19	2019/20	Restriction of Liberty Order	8	97	74	Deferment for DTTO assessment	23	15	10	CPO with unpaid work or other activity requirement and no offender supervision requirement	198	218	162	CPO with offender supervision requirement* and no unpaid	171	252	182	<p><u>Supervised bail</u></p> <p>Justice social work court-based staff are notified of those appearing from custody which states the Crown Office and Procurator Fiscal Service (COPFS) bail position. This enables social workers to carry out a bail supervision assessment 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.</p>
Outcome	2017/18	2018/19	2019/20																			
Restriction of Liberty Order	8	97	74																			
Deferment for DTTO assessment	23	15	10																			
CPO with unpaid work or other activity requirement and no offender supervision requirement	198	218	162																			
CPO with offender supervision requirement* and no unpaid	171	252	182																			



	<table border="1"> <tr> <td>work or other activity requirement</td> <td></td> <td></td> <td></td> </tr> <tr> <td>CPO with unpaid work or other activity requirement and offender supervision requirement*</td> <td>134</td> <td>132</td> <td>127</td> </tr> <tr> <td>Monetary penalty</td> <td>91</td> <td>81</td> <td>55</td> </tr> <tr> <td>Deferred (3 months or more)</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Diversion from prosecution cases</td> <td>289</td> <td>247</td> <td>285</td> </tr> <tr> <td>Bail supervision cases</td> <td>31</td> <td>42</td> <td>33</td> </tr> <tr> <td>Total</td> <td>945</td> <td>1084</td> <td>928</td> </tr> </table>	work or other activity requirement				CPO with unpaid work or other activity requirement and offender supervision requirement*	134	132	127	Monetary penalty	91	81	55	Deferred (3 months or more)	0	0	0	Diversion from prosecution cases	289	247	285	Bail supervision cases	31	42	33	Total	945	1084	928	
work or other activity requirement																														
CPO with unpaid work or other activity requirement and offender supervision requirement*	134	132	127																											
Monetary penalty	91	81	55																											
Deferred (3 months or more)	0	0	0																											
Diversion from prosecution cases	289	247	285																											
Bail supervision cases	31	42	33																											
Total	945	1084	928																											
Number of short-term sentences under one year	<p><u>Short term sentences (under 2 years)</u></p> <p>SPS data produced monthly, provides snapshot figures on the number of individuals serving sentences under 2 years in Scottish prisons. Figures for short term sentences under one year specifically, are not currently available.</p> <p>Table 13 below shows the snapshot figures on sentences under 2 years for males over the past 4 years. The figures do not include those on remand.</p> <p><i>Table 13 – prison data for short term sentences (males)</i></p> <table border="1"> <thead> <tr> <th><u>Males</u></th> <th>April 2017</th> <th>April 2018</th> <th>April 2019</th> <th>April 2020</th> </tr> </thead> <tbody> <tr> <td>Number of males with an Edinburgh postcode serving sentences of less than 3 months across the prison estate</td> <td>2</td> <td>1</td> <td>1</td> <td>1</td> </tr> <tr> <td>Number of males with an Edinburgh postcode serving sentences of between 3 months and less than 6 months across the prison estate</td> <td>18</td> <td>10</td> <td>9</td> <td>5</td> </tr> <tr> <td>Number of males with an Edinburgh postcode serving sentences of between 6 months and less than 2 years across the prison estate</td> <td>101</td> <td>82</td> <td>86</td> <td>82</td> </tr> </tbody> </table>	<u>Males</u>	April 2017	April 2018	April 2019	April 2020	Number of males with an Edinburgh postcode serving sentences of less than 3 months across the prison estate	2	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	18	10	9	5	Number of males with an Edinburgh postcode serving sentences of between 6 months and less than 2 years across the prison estate	101	82	86	82									
<u>Males</u>	April 2017	April 2018	April 2019	April 2020																										
Number of males with an Edinburgh postcode serving sentences of less than 3 months across the prison estate	2	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	18	10	9	5																										
Number of males with an Edinburgh postcode serving sentences of between 6 months and less than 2 years across the prison estate	101	82	86	82																										

Table 14 below shows the snapshot figures on sentences under 2 years for females over the past 4 years and does not include the numbers on remand.

Table 14 - prison data for short term sentences (females)

Females	April 2017	April 2018	April 2019	April 2020
Number of females with an Edinburgh postcode serving sentences of less than 3 months across the prison estate	0	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	0	1	1	2
Number of females with an Edinburgh postcode serving sentences of between 6 months and less than 2 years across the prison estate	5	2	4	4

Other information relevant to National Outcome Four

[The VOW Project](#)

This project engages with vulnerable young people aged 16 and over, to support them to break the cycle of reoffending and assists them in making positive decisions and changes to their lives so they can realise their potential. In turn, it reduces crime, the number of victims of crime, and creates safer and stronger communities. The project may also on occasion, support a young person under 16 in partnership with the Council's Young People's Service.

The project is a collaboration between Police Scotland and peer mentoring initiative [Aid & Abet](#) which employs workers and volunteers with lived experience of the justice system to break down barriers to engagement with young people which police officers alone are unable to do. Many of the young people supported through the project have experienced childhood trauma and are actively engaged in repeated criminal and risk-taking behaviour both within and out with school. Potential service users are identified through their involvement in the justice system; peer mentors and VOW police officers carry out initial interactions, exploring with the young person their suitability and willingness to be part of the project. Once a young person has agreed to engage with the project, the presence of a peer mentor can help facilitate further engagement with police officers on the project to overcome barriers and develop positive relationships with them based on mutual respect. The project is overseen by Police Scotland who ensure the suitability and match of each peer mentor to their young mentee.



The project works with justice social work, the court system, and third sector partners including Access to Industry, Action for Children and Venture Scotland to ensure the young person is fully supported to address their unmet needs for example housing, health, benefits, further education and training, employment or modern apprenticeships, and also to acquire new skills, resilience, and build support networks.

In the project's reporting period from January 2019 to December 2019, the project approached 59 young people involved in offending behaviour, of whom 25 accepted the offer of support. The average reduction in offending behaviour per person on the project was 77.4%.

The project also works in partnership with the Council's [Turn Your Life Around](#) initiative to deliver presentations to pupils in state schools across Edinburgh about life choices, positive futures, and being a role model. Presenters are drawn from volunteers many of whom have experience of the justice system and have overcome adversity to turn their lives around. The project has engaged with independent schools including delivering inputs to pupils on crime, offending and life choices. Additionally, the project has worked in partnership with SPS at HMYOI Polmont, delivering a training input into a leadership course running every six weeks; peer mentors have had a key role in facilitating engagement with the young prisoners.

In September 2019, the project was actively involved in the 'Ignite' two week programme run by SFRS and mentioned under National Outcome Seven below, delivering presentations to the young people on the course about positive choices and the consequences of offending behaviour and involvement in serious and organised crime.

NATIONAL OUTCOME FIVE		
Life chances are improved through needs, including health, financial inclusion, housing and safety, being addressed		
Indicator	Evidence and Data (max 300 words per indicator)	
	Please describe the activity	Then describe the impact
Individuals have made progress against the outcome	<p><u>Willow; women's service</u></p> <p><u>Willow</u> is a partnership between NHS Lothian and the Council providing a range of interventions, support and opportunities to women over the age of 18 in the justice system to address their health, social and welfare needs. It takes account of the prevalence and impact of complex trauma in this group and</p>	<p>Feedback from women who have attended Willow included:</p> <p><i>"It's a positive big step that I've made coming to Willow...and I've seen a lot of changes with my aggression. I can actually, when I get angry and that, I've got all the tools that I can use to switch that anger into something positive"</i></p>



	<p>includes a strong emphasis on mental health to support recovery, improve self efficacy and move away from offending. Women may attend Willow as part of a CPO, license or voluntarily and can participate in a variety of groups and courses provided by social workers, nurses, psychology and support staff who all work in partnership to improve outcomes for the women in their care. Shine, a national women’s mentoring service for women in the justice system and mentioned under National Outcome Three, works closely with Willow to provide the holistic support they require to address their needs.</p> <p>Crossroads is a recently developed service for men in the justice system who are aged 18 and over. It works with partner agencies to include health and other relevant expertise and provides group interventions 3 days a week aimed at reducing the risks associated with offending behaviour, including problems associated with experiences of trauma, mental health problems, managing emotions, lack of resilience, low self esteem and relationship difficulties. Men may attend as part of a CPO, license or voluntarily.</p>	<p>Another described Willow as her “<i>foundation...I know there is always somebody here if I need help...this is what’s keeping me sane</i>”</p>
--	---	---

Other information relevant to National Outcome Five

EMORS

EMORS also mentioned under National Outcome Three, has offered SMART Recovery meetings within HMP Edinburgh 4 times a week to short and long term male and female prisoners to support those with addictions. In early 2020, EMORS worked with SPS to introduce Narcotics Anonymous meetings into the prison, facilitated by an addictions officer. Cocaine Anonymous representatives have also met with EMORS and SPS staff to agree bringing meetings into HMP Edinburgh. EMORS has also supported the development of the Recovery Café which has been established in HMP Edinburgh (and explained in the Case Studies section below), and the facility will be used to deliver recovery support. In 2019, EMORS introduced its Foundations of Recovery programme within HMP Edinburgh delivered by trained EMORS staff, delivering three 8-week groups, with 5 people on average graduating from each programme. Feedback from serviced users who participated included:

“I feel that the group will help me with my attempt to stop using”
“Very interesting and gives me hope I can change”
“I enjoyed today and gave a sense of achievement”
“I’ve struggled today as my head’s not in a good place but I’m glad I came down. I feel better for coming”



In September 2019, EMORS held a New Psychotic Substances (NPS) awareness and harm reduction event in HMP Edinburgh at which a peer navigator with the Salvation Army attended to share with the prisoners, his experience of prison, NPS use and recovery. 20 prisoners attended the event.

In support of the [Recovery Walk Scotland](#) which took place in Inverness in September 2019, EMORS held 2 prison recovery walks in HMP Edinburgh over 2 days, also in September 2019. Around 50 prisoners attended this event.

Health interventions

Substance Misuse Recovery Hubs - the four recovery hubs based in Edinburgh are one stop shops offering a full range of drug and alcohol treatment services run by social work staff, NHS and voluntary sector in partnership. They host regular drop in sessions where individuals can attend without appointments to access advice and information to support recovery.

An [ARC-Edinburgh](#) app has also been developed for anyone in recovery from addiction to drugs or alcohol. ARC-Edinburgh brings together information and tools to help people in recovery access recovery services, organise their lives, and keep motivated to stay on track.

Housing support

Housing support for prisoners in HMP Edinburgh is explained under National Outcome Three.



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

Indicator	Evidence and Data (max 300 words per indicator)	
	Please describe the activity	Then describe the impact
Individuals have made progress against the outcome	<p>Skills Development Scotland (SDS)</p> <p>SDS has delivered careers advice and guidance to people of all ages who have been or are currently in the justice system. The service supports people to develop their career management skills to allow them to make informed and realistic decisions about their future. SDS work coaches have engaged with people with convictions to improve their confidence and resilience through one to one support.</p> <p>The career management skills explore with an individual, their interests, hobbies, values and help them to consider their personality, all of which can direct them towards making the right career decisions. Individuals are encouraged to build on their strengths through recognising their talents, skills and qualities. A tailored plan is put in place for each individual, where learning opportunities, qualifications, apprenticeships, training courses, and funding for education are explored according to personal preference. Individuals are also supported where appropriate, to contact other organisations, people, services, and networks that can help them sustain a positive career journey.</p> <p>For those looking to move straight into employment, job profiles and employment opportunities are explored in more detail to support each person towards finding work which suits their needs and aspirations. SDS also provided support for people to create and improve upon their CVs.</p> <p>Where appropriate, transition support is provided to assist people to feel comfortable in a new setting for example attending college, starting a new job, or changing career path. Work coaches are also able to access resources such as the Employability Fund which can be used to support people to develop the employability and vocational skills they need to</p>	<p>In 2019, SDS further developed its 'My World of Work' website which contains online tools and guides for people looking to access employment, training and education. During the reporting year, 22 people in the justice system in Edinburgh were supported into positive destinations.</p>



	make the transition into a Modern Apprenticeship or employment.	
Other information relevant to National Outcome Six		
<p><u>Capital City Partnership</u></p> <p>Edinburgh's Capital City Partnership is the delivery body for Edinburgh's employability strategy, working with partners to tackle inequality, poverty and barriers to employment. It supports and develops the City's Jobs Strategy and works to improve outcomes from funded employability services which help more people into employment and skills. The Jobs Strategy's Joined Up for Jobs framework sets out a partnership of key agencies and frontline services that work together to help more people into employment and improve their skills.</p> <p>EnCompass mentioned at National Outcome Three, has delivered regular wellbeing inputs incorporating an employability element, to people in recovery from substance misuse at the weekly outreach sessions at the Ritson Clinic, Royal Edinburgh Hospital, and within Lothian and Edinburgh Abstinence Programme (LEAP). This scheduled programme introduces EnCompass, to stimulate thinking about work and training and to encourage each LEAP graduate to refer on completion of their twelve week programme as part of their aftercare. The project also accepts referrals from the four local recovery hubs, three of which are managed by CGL and one by Turning Point Scotland, as well as from local DTTO services, and has developed close working links with Edinburgh Recovery Activities which provides fulfilling and enjoyable experiences through trips, meet ups, events and training for those in recovery.</p> <p><u>Living Wild Programme</u></p> <p>Living Wild 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 to make and sustain connections to services and employment, education, training or volunteering opportunities within their communities.</p>		

NATIONAL OUTCOME SEVEN		
Individuals' resilience and capacity for change and self-management are enhanced		
Indicator	Evidence and Data (max 300 words per indicator)	
	Please describe the activity	Then describe the impact



<p>Individuals have made progress against the outcome</p>	<p><u>Domestic Abuse Services (DAS)</u> The Trauma and Mental Health Screening Assessment (TAMHS) has been implemented as a pilot for routine trauma screening for men in contact with the justice system who are attending group work services. The screening assists staff to measure the prevalence of trauma in those men and current mental health difficulties, and assess appropriately which men may benefit from and be ready to engage with the community forensic Survive and Thrive course for men.</p> <p><u>Respekt service</u> The Respekt service which mirrors the Caledonian System to address domestic abuse has been established and provides a first language voluntary and court mandated service to Polish men, and a voluntary service to the Polish women partners of these men when they are the victim/survivor of the abusive behaviour.</p> <p><u>DAS training and development</u> The Respekt service’s children’s worker achieved accreditation from the Safe and Together institute as a Safe and Together Champion. Requirements to achieve this included completing a minimum number of training hours, training delivery, discussing feedback with a mentor and completing assignments.</p>	<p><u>Respekt service</u> The service faced a significant challenge in recruiting to the Women’s Service Post which was filled in December 2019 however since then, it has been able to locate 10 women survivors of abusive behaviour, and 3 remain allocated to other DAS Women’s Service Workers. The women have been able to benefit from this intervention and from a response that felt consistent and safe for them. A significant benefit has also been the joint work undertaken alongside Children and Families social work colleagues particularly in complex cases and below are examples of quotes from family members helped by Respekt:</p> <p><i>“No one had explained to me how the children have been affected (by trauma), now I know this, it will be hard, but I will agree to no contact and keep working to become better”</i> <i>“Keeping him away for a while has helped us come to terms with it and now, we can heal, that has been very, very helpful”</i></p> <p>The newly accredited worker delivered 4 days of Safe and Together trainings in 2019/20. Three 2-day Spousal Assault Risk Assessment Trainings were also provided during the period.</p> <p><u>Multi-Agency Risk Assessment Conference (MARAC)</u> 9 MARACs were held with representation from DAS at each. 17 Eastern European families were discussed, all of which were Polish. As Respekt is a service specific to the Polish community, it brings a unique value to the MARACs in Edinburgh, as discussions and plans are informed by and have access to first language, culturally informed, support and interventions.</p>
<p>Other information relevant to National Outcome Seven</p>		
<p><u>Interventions for young people</u></p> <p>The SFRS runs programs for young people both for the wider school audience and targeted to those at risk of offending as follows:</p>		



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. The course aims include developing an individual's ability to work in a team, confidence building, and improving healthy eating.

Young Drivers Event at which SFRS and other partners attend is an event targeted at high school students approaching driving age and aims to raise awareness of road safety and the consequences of dangerous driving; it engages with around 6000 students from across Edinburgh over the course of a week.

Fire Setters Intervention - A program of guidance and training is being delivered to SFRS staff to ensure their effective engagement with young people identified by Police Scotland and Young People's Service (YPS) social work, as having an unhealthy interest in fire, or who have been involved in fire related antisocial behaviour.

Ignite is a 10 day course working with partners to educate the students on issues including sexual and mental health, online and digital safety, drugs and alcohol misuse, and onward employability. These are additional attributes which build upon the founding principles of the FireSkills course (mentioned above), such as team building and discipline.

For the wider audience, SFRS works with partners to support the [Risk Factory](#) Primary 7 interactive student programme where the consequences of antisocial behaviour are discussed using a variety of scenarios and settings. The programme teaches young people how to keep safe and deal with emergency situations.

Restorative Justice (RJ)

RJ has been offered to adults on statutory supervision who have been convicted of a hate crime, and the victim of that offence (or a representative). A national action plan was published in June 2019 to support the Scottish Government's commitment to have RJ services widely available across Scotland by 2023. To support this, justice services aim to extend the availability of RJ in Edinburgh to ensure that victims of harm (or a representative) caused by children and young people have access to it.

Peer mentoring

Peer mentoring support provided to eligible people in the justice system and mentioned under National Outcome One includes empowering individuals to make positive changes to their lives and develop resilience, improved mental health, and pro-social attitudes. Quotes from service users included:

"It's great to have some moral support, someone to bounce ideas off and help me make positive decisions."

"I've gotten a great deal from your support. 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."

Travel Service



The Travel Service delivered by Sacro, provides free, safe and reliable transport to eligible family and friends of prisoners serving their sentences in Scottish prisons or secure hospitals. The Council funds a co-ordinator to recruit, train, manage, and support a team of volunteer drivers so that transport can be provided for each passenger/family. Passengers are picked up at their home address, driven to their destination prison, and returned to their homes. Journeys are carried out individually by the drivers who are courteous and non-judgemental, and who provide a listening ear for those who wish to share their experiences, while maintaining passenger confidentiality. The service provides reassurance to passengers and removes some of the stresses that may be associated with prison visits such as age and/or infirmity travelling alone, stigma, concerns about transport costs, public transport reliability, and the inaccessibility/ remoteness of some prisons. The service enables prisoners to sustain relationships through maintaining their support network of family and friends, which has been shown to be a key contributor to reducing reoffending and successful rehabilitation.

In 2019/20, volunteer drivers carried out 247 journeys transporting passengers to and from Scottish prisons, driving a total of 30,257 miles and supporting 454 passengers, 125 of whom were children. Feedback from services users included:

“This service and the drivers are a lifeline to me as you know, and each means something individual to me whether its laughing at my singing to the radio or the way they notice the details and care for me”

“The travel service helped me and my son see his dad/my partner, twice a month without worrying of expenses and how we would travel there. They were always on time, reliable and very reasonable.”



5. Priority Areas of Focus

Early intervention activity

An early intervention group was created in 2019 to further develop and take forward early intervention activity over the next three years. The focus in 2019/20 has been on three areas of work summarised below:

Whole System Approach (WSA) for young people who offend – a process has been developed so that court based social work staff are notified when a young person aged 18 to 20 is remanded or sentenced and then released. For those remanded or receiving a custodial sentence, the team notify the destination prison of any specific needs of the young person. This extension of the WSA to all those aged under 21 ensures that the offer of support can be targeted at young people who do not have existing social work connections and work is ongoing to develop pathways to support young people within existing services.

Early identification of vulnerable people at likelihood of remand – in July 2019, it was agreed that court based social work staff would extend the age range of welfare checks in the court cells from 16/17 year olds, to all those aged under 21 who are appearing on an unplanned basis. This facilitates oversight of all those at risk of remand, enabling the court based team to carry out an enhanced supervised bail assessment where bail is opposed. Work is ongoing to strengthen existing practice and explore a formal process for bail information to ensure that no young person is remanded due to having no fixed abode.

To further develop and enhance the skills of staff working in this area, the Centre for Youth and Criminal Justice (CYCJ) has delivered training on using trauma informed child centred approaches and the teenage brain.

Support for young people who attend court and receive a custodial sentence – pathways into housing for young people are being strengthened through the retendering process of voluntary throughcare and a housing officer will be appointed to assist with housing and support for young people on their release from HMYOI Polmont. This will mirror housing support currently available in HMP Edinburgh. The Transitions and Reintegration Guidance and Procedures for custody reviews for young people has been reviewed and updated to include the protocol for custody reviews for all young people aged under 21. This will support the development of a shared agreement between key agencies delivering services for young people in the justice system.

6. Case Studies

HMP Edinburgh Recovery Café

HMP Edinburgh has set up a recovery café (the Café) to provide opportunities for prisoners to access support to address substance misuse and reoffending. The new project is led by HMP Edinburgh head of offender outcomes and has been established to create a positive and welcoming environment in which to run group sessions. The Café has recruited a dedicated recovery officer, and 2 group sessions have been established which are co-facilitated by the recovery officer and staff from Sustainable Interventions Supporting Change Outside (SISCO). The sessions allow prisoners to relax in the Café, discuss their addiction issues, and speak freely to the facilitators about the help and support they need to improve their life chances and achieve lives free of addiction and offending.

The room which hosts the Café has been given to members of the group to design, decorate and maintain. The prisoners are also designing, manufacturing and installing the furniture, giving them complete ownership and pride in the Café. Group members are working on a timetable of skills, building activities to prepare for when they leave prison that will be offered in the Café for example, budgeting, first aid training, sports, fitness, and DIY. Many members of the group are keen to learn how to cook and



are compiling a combined recipe book which supports healthy eating and cooking, achievable on a budget.

The project will continue to evolve with prisoners' participation and staff driving the development of positive relationships with people using the Café. The dedicated recovery officer is developing the new role to encourage prisoner engagement and promote accessibility to the network of support agencies available to them, both within HMP Edinburgh and in the community.

Service User Engagement Framework

Community justice services have committed to develop and sustain a framework of activity which encourages and enables regular engagement with the people who use its services. Engagement, consultation and acting on the feedback provided will assist in quality assuring existing service provision, championing successes and making improvements, where required.

To support consistency in gathering feedback from the people who use justice services, a Service User Engagement Framework has been created which consists of the following examples of consultation and activities carried out by justice services. These activities are supported by the Quality Assurance and Compliance service and, where possible, will include a 'You Said/We Did' element to confirm and track service improvements. The evidence from these activities is collated annually, submitted to the Chief Social Work Officer (CSWO), and informs the CPO annual report:

People's Stories

As described under National Outcome One, the People's Stories model is promoted by the CSWO and facilitated by a Quality Assurance Officer (QAO), who meets the people who use justice social work services to hear about their experiences of a social work intervention. The aim of People's Stories is to embed a culture of qualitative engagement and to recognise the impact that a social work intervention can have on individuals and the people around them; the expectation is that justice services will continue to identify 12 participants annually for interview.

Service Reviews

Community justice services will review its services on an ongoing basis. One of the main areas of activity in the review process will be consultations with, and acting on feedback from the people who use its services.

Contracted Services

The services contracted by community justice services are reviewed regularly and are expected to provide evidence of feedback from people who use each service, together with case studies which evidence effective practice and positive outcomes.

Entry and Completion Questionnaires

Following a review and update of the questionnaires, the feedback provided will be evaluated and written up annually to inform what is working well in justice services and what requires to be improved. These reports will inform service review activity.

Suggestion Boxes

This feedback model will be used to invite those who use justice services to provide direct feedback about individual services. Boxes will be made available in the waiting areas and emptied on a monthly basis by a designated staff member. Each service will look at what it can address and suggestions which are about community justice as a whole, will be passed to senior managers. Each service will produce a 'You Said, We Did' poster on a 6-monthly basis detailing which actions have been taken forward.

7. Challenges

Unfunded pay award



The Section 27 funding received by the Council in 2019/20 was £90,826 less than the previous year's grant allocation for justice services. Financial pressures increased in 2019/20 and will continue into 2020/21 due to the unfunded pay award for public sector staff. In Edinburgh, this equates to approximately £225,000 per annum and to address this, a service review commenced which was suspended when COVID-19 restrictions were imposed and will resume when restrictions are reduced. This shortfall may also impact on the ability of justice social work to manage workload demands when COVID-19 restrictions are eased, as the Scottish Courts and Tribunals Service and Parole Board Scotland backlogs are likely to lead to an increase in the numbers of justice social work reports required and of community based disposals.

Supporting remand prisoners

NHS Lothian conducted a Health Needs Assessment (HNA) reviewing resources and the addiction pathway for drug and alcohol treatment in HMP Edinburgh. Recommendations from the HNA highlighted that continuity of care in supporting remand prisoners had remained a challenge as their imprisonment is often short term, their release unplanned, and communication between courts, prisons and services may not always keep pace with a remand prisoner's movements. Their unsettled status also means they have less opportunity for purposeful activities than sentenced prisoners, and those with addictions are particularly at risk. To address this, partners have identified additional resources for a 2 year pilot dedicated to supporting remand prisoners with addictions, and processes within voluntary throughcare are being revised to ensure that all remand prisoners in HMP Edinburgh can access support and are encouraged to do so. The pilot will see the establishment of robust referral processes and a clear pathway for supporting remand prisoners in HMP Edinburgh that can be mainstreamed into existing services.

COVID-19 pandemic

During the COVID-19 pandemic, almost all justice social work staff have been working from home. As part of the Council's Adaption and Renewal Programme, justice services are examining how they will deliver services effectively going forward and are drawing up plans to reopen suitable buildings where this can be done safely and in accordance with health and safety and risk management procedures.

As mentioned, the Scottish Courts have accumulated a backlog of cases and this is likely to result in increased demands being placed on justice services. While COVID-19 restrictions remain in place, returning to full capacity operation while trying to clear a backlog of cases is expected to present challenges.

8. Additional Information



Operation Threshold

Following an increase in non-fatal overdoses, Operation Threshold was created to identify, engage and support drug users at greatest risk of harm through an assertive outreach approach. The [VOW project](#) mentioned under National Outcome Four was actively engaged with NHS Lothian in this partnership initiative to reduce drug related harm and death.

The operation intelligence and enforcement work formed part of the operation, alongside an early intervention and prevention approach adopted by the project. Information systems were reviewed to identify those who had suffered instances of non fatal overdose and other drug related adverse incidents. Once identified, the individual's circumstances were triaged by a single point of contact within NHS Lothian to evaluate their health needs, review recent contact with support and treatment services, and generate an anticipatory care plan. The VOW team then traced the individual and provided the necessary support, including advice on how to access alcohol and drug addiction services, information relating to drug use, and where appropriate arranged accommodation and food provision. Between January 2019 and January 2020, the initiative engaged with over 100 individuals who were identified as being at significant risk of drug related death or harm. The operation achieved its overall aim which was to reduce the number of drug related deaths in Edinburgh.

The success of the operation has highlighted the positive impact of employing an assertive outreach approach to harm reduction for those with drug addictions and has also encouraged partners to reflect on their service delivery model and how best to work collaboratively. Key to the approach was the experience and skillset of the VOW engagement team and their ability to break down barriers with some of the most marginalised in society and engage with them constructively.

The VOW project is now working with the NHS Harm Reduction Team and Assertive Outreach Group which sees dedicated substance abuse nurses and outreach workers introduced to support the recovery hubs in each of the four localities. VOW participate in weekly teleconferences led by the NHS to review and prioritise cases and establish ownership of allocated tasks aimed at engaging with those identified to be at the highest risk of harm from drug use and overdose.

The project has promoted the mentoring work of its partners [Aid & Abet](#) which has seen positive outcomes for individuals involved, with 2 of the mentors securing employment with a charity which is running an initiative aimed at diverting young people away from involvement in serious and organised crime.





THE EDINBURGH PARTNERSHIP

Edinburgh's Joint Community Safety Strategy 2020-2023

1. Executive Summary

- 1.1 The new Community Safety Strategy developed to replace the current Antisocial Behaviour Strategy covers the years 2020 to 2023. Plans for a formal launch in April 2020 were suspended due to re provisioning of activity, officers and resources in response to covid-19, however some of the actions outlined under each priority has been able to be progressed.
- 1.2 This report provides the Committee with an overview of the strategy (that was agreed by members of the Edinburgh Community Safety Partnership on the 3rd March 2020) and an update on some of the key actions progressed to date.

2. Recommendations

- 2.1 The Board is recommended to:
 - i. note the content of the report and the new Joint Community Safety Strategy 2020 – 2023 (appendix 1).

3. Main Report

Background

- 3.1 Scotland's revised National Performance Framework (NPF) was published in June 2018, focusing on eleven national outcomes. Edinburgh's new Community Safety Strategy contributes to many of those key outcomes, specifically "we live in communities that are inclusive, empowered, resilient and safe".
- 3.2 Under the Anti-social Behaviour etc. (Scotland) Act 2004 it states that each local authority and relevant Chief Constable must act jointly to prepare and publish a strategy for dealing with antisocial behaviour (ASB).
- 3.3 In developing Edinburgh's new strategy a decision was taken to widen the scope of the previous requirements to include tackling broader community safety issues including; effective safeguarding, reducing vulnerability and embracing the concept of early intervention and prevention as a means to enable communities to be more inclusive, empowered, resilient and safe.
- 3.4 During 2019 whilst reviewing all the available data, considering changes in legislation such as the Age of Criminal Responsibility (Scotland) Act 2019 and in collaboration with a wide range of key stakeholders three **interrelated priority themes** for the new strategy were identified. Those being:



- 3.5 In developing the priority themes, a quality improvement approach was taken to help plan activities deliverable over a three-year cycle. In years 1 and 2 we will focus on enhancing our understanding of the issues and putting in place new systems to respond appropriately; year 3 will be centred around evaluation and planning for future interventions.
- 3.6 A Driver Diagram was developed for each theme to identify the project activities to be taken forward to achieve the aims and objectives. Activity descriptions can be found next to each theme outlined in this report.

Working in partnership to deliver the strategy

- 3.7 The strategy is based principally on working in partnership across the Council and Partner agencies including the Voluntary Sector to develop and prioritise interventions.
- 3.8 Elements of the strategy will also be delivered and linked through the Community and Thematic Improvement Partnerships; Family and Household Support and police FAHST teams and through the roll-out of the **Stronger Edinburgh Model** focusing on vulnerable adults, young people; and complex ASB.
- 3.9 Adopting a solution-focused methodology, **Stronger Edinburgh** advocates for a single agency coordinated approach that embraces the 'Getting it Right for Everyone' principles - one child/adult, one plan; also enabling workers to escalate cases of concern where they are unable to effect positive change to presenting behaviours or situations in the first instance.
- 3.10 It must be noted however that the activity described within the strategy does not reflect the totality of work being undertaken. Vigilance and continued focus around the day to day impact of ASB will remain an important and necessary responsibility of key statutory organisations.

3.11 It is also recognised that the strategy will not achieve its goals in isolation, therefore, to enhance commonality and promote collaboration this strategy aligns with a wide range of policies and strategies, specifically the **Youth Justice Strategy** and the **Community Justice Outcome Plan (CJOIP)**.

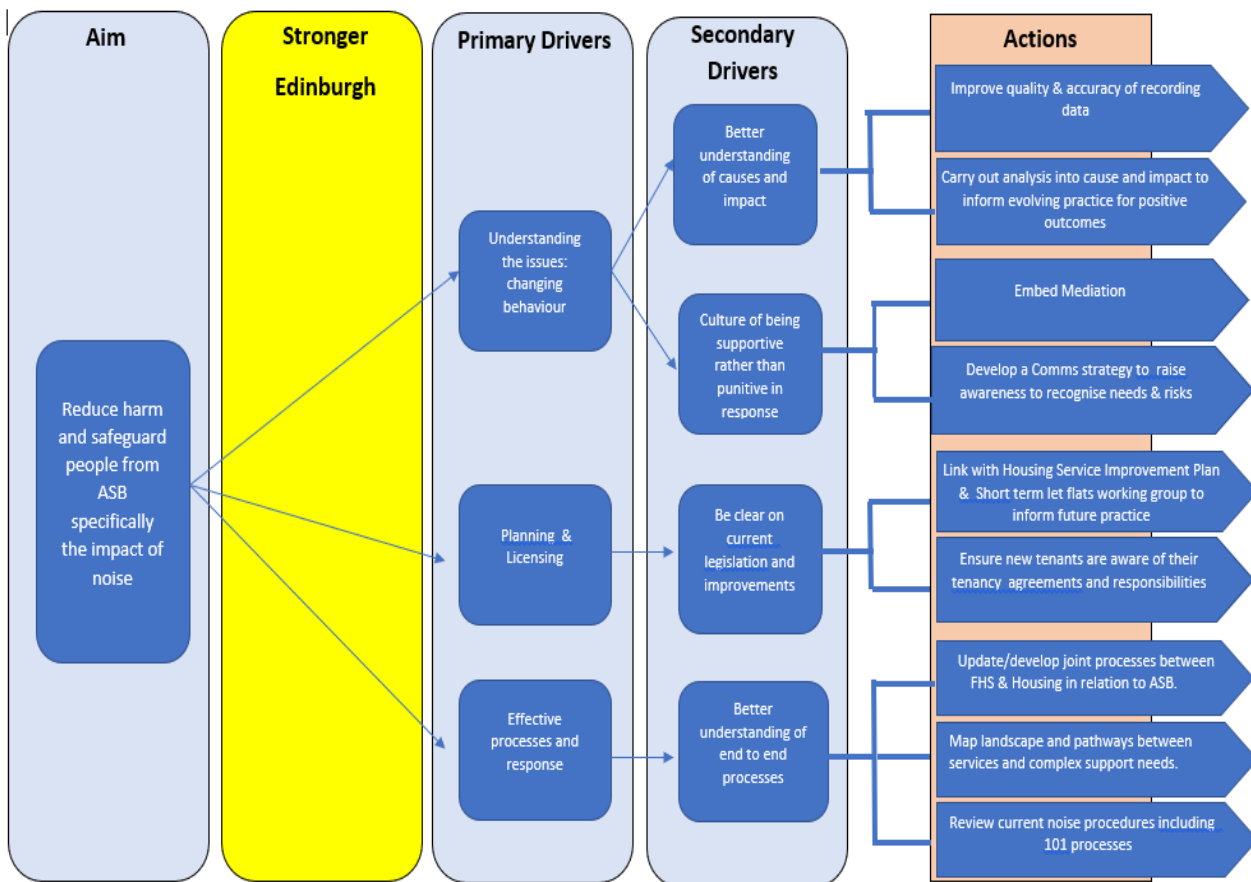


Work carried out to date

3.12 Despite restrictions around COVID 19 and the need for immediate service restructuring to ensure that we could respond to the pandemic, where possible work has remained on going to progress certain actions. An update for each priority theme has been provided over the following pages.



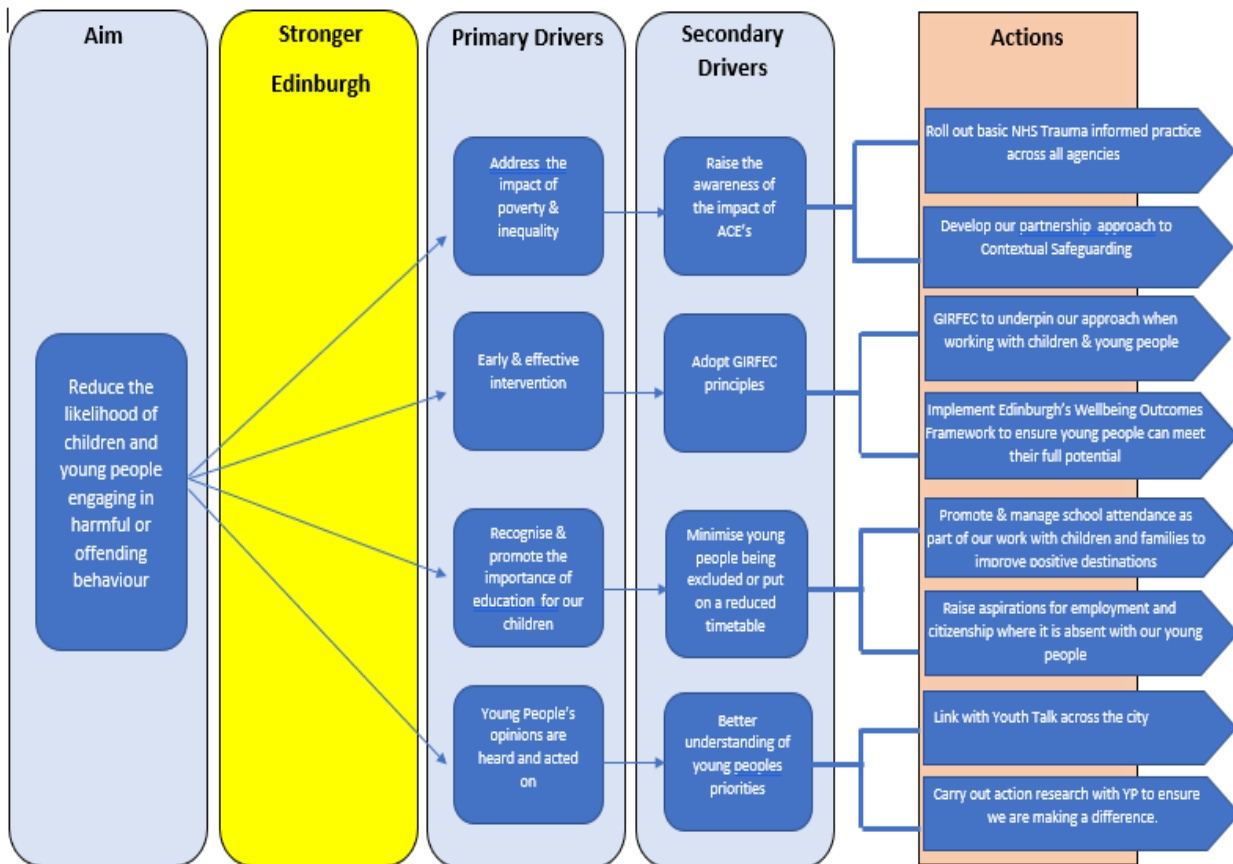
Reduce harm and safeguard people from antisocial behaviour specifically the impact of noise.



- 3.13 Noise related issues have continued to account for the highest proportion of ASB complaints to Family and Household Support. Through the Covid-19 pandemic lock-down there was a significant increase in noise complaints. Many of these were related to home working and home schooling; people who were usually out at work were at home and experiencing daily living noise in a way they had not previously experienced.
- 3.14 A key action in the Noise Action plan relates to the use and development of mediation to resolve neighbour disputes. Out of challenging and adverse situations good things can develop. **The Family and Household Support Mediation approach** has adapted and changed to meet the circumstances and needs of lock-down, social distancing and limited neutral venues. A Shuttle mediation approach was developed and adapted using phone calls. This has proven to be successful in the types of disputes we have seen during the pandemic where noise is more of a nuisance and where neighbours are able to respond to the Family and Household Support approach of 'doing with' rather than 'doing to' people.
- 3.15 There has been a focus on the actions related to **'effective processes and response'**. Work has been undertaken to **review current noise procedures including 101 processes** and the Family and Household Support Services' response to noise related referrals.
- 3.16 This has involved consideration of where powers, roles and responsibilities related to noise lie between internal and external partners. A working group led by Family and Household Support, including Police Scotland, Community Safety Night Team, and a Senior Analyst from the Council, has been established to begin to examine this in more detail and then make suggestions and seek solutions to how noise complaints are responded to.
- 3.17 **Short term Lets** (Air B&B type accommodation) were previously a significant source of ASB and noise complaints however during the lock down there was a significant decrease in related complaints. Yet with the re-opening of some Short Term Lets there has been a resumption of complaints of ASB, and there have been enquires from members of the public asking if Short Term Lets are permitted to be operating within the context of the Covid-19 pandemic.
- 3.18 Family and Household Support continue to have a place in the Short-term Let group and progress is being made to develop a process for managing these complaints, as they 'straddle' various services and require collaboration between Council services. Currently there is an agreement that in the first instance Trading Standards take such referrals centrally and co-ordinate responses to complaints. This is because the legislation & regulation around the operation of properties for use of Short Term Lets within the context of Covid-19 is complex and is subject to short notice change, and there are many circumstances that need to be considered for each such property.



Reduce the likelihood of children and young people engaging in harmful or offending behaviour



- 3.19 **In relation to addressing the impact of poverty and inequality** members of the delivery group met with Carlene Firmin from Bedford University to discuss Contextualised Safeguarding as an approach to Community Safety work.
- 3.20 This approach develops the current thinking around Stronger Edinburgh, bringing partners together in a cohesive and conjoined approach to this work. Contextualised Safeguarding has several pilot areas in England and one in Scotland using the approach to harness the resources required to address the needs and safety of children and communities through engaging neighbourhoods, peer groups and schools. A short presentation on this area of work will be provided to the next ECSP.
- 3.21 **In having a better understanding of young people's priorities,** the development group have several forums where they will engage with young people. The most important from a City-wide perspective is Youth Talk. This is being rolled out virtually by Lifelong Learning and Development colleagues who are part of the theme's delivery group.
- 3.22 There are also plans to engage with young people in their school environment where possible – at times this will be linked to Contextual Safeguarding. The



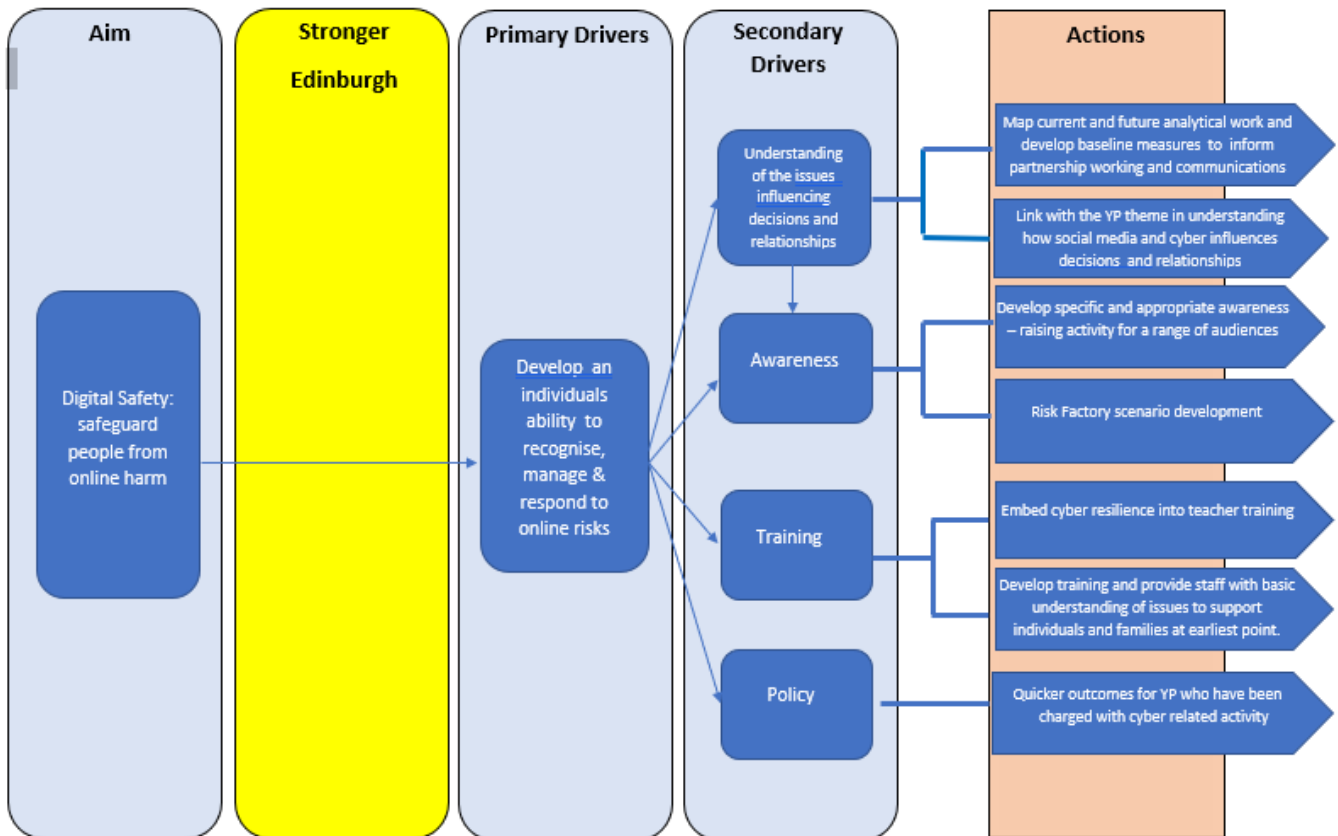
group are also engaged with 3rd sector services such as 6VT to support us to engage with young people who do not access City of Edinburgh Council services or are hard to reach.

3.23 **The vision to address non-school attendance** and the potential consequences of antisocial behaviour will be encompassed in our work relating to Contextual Safeguarding. Meantime focus on addressing this work directly with schools is reduced due to the current priority of re-opening schools and the impact of COVID-19.

3.24 **Regarding trauma informed practice** staff and resources are now available to deliver Tier 2 training in this area. There is a wider strategic plan for the entire Council, and we will contribute to the implementation and delivery of that work.



Digital Safety; safeguard people from online harm



3.25 The impact of COVID-19 has resulted in delays progressing some aspects of the digital strategy, but in other areas there has been significant progress.

3.26 In relation to the recommendation to **embed cyber resilience into teacher training** there has been positive progress. Due to restrictions over face to face training, it is now compulsory for every staff member in schools to complete a digital learning module on how to keep children safe online by the end of September 2020. In addition, all probationer teachers and new staff in education in Edinburgh will receive an additional virtual input on this matter.



- 3.27 In relation to the recommendation to **develop training and provide staff with a basic understanding of issues to support individuals and families at earliest point**, there has been discussion at an interagency level with regard to children and young people. IRDs (Inter-agency Referral Discussions) in child protection have seen a rise in the number of concerns relating to online grooming, and it has been noted that this likely relates to the increased time that children and young people have been online during the COVID-19 pandemic.
- 3.28 As a result, an interagency learning day will be arranged with guest speakers, with participants attending from social work, education, health, police and the voluntary sector. As well as providing a training opportunity for staff, this day will also gather people's reflections and views on the issues facing children and young people online, and this will further help to map out the current landscape we are dealing with.

Conclusion

- 3.29 In conclusion, the Joint Community Safety Strategy 2020 – 2023 has been developed in partnership with Police Scotland and in consultation with our main stakeholders.
- 3.30 The strategy is closely aligned to the Youth Justice Strategy and Community Justice Outcome plan to ensure better alignment of key programs of work such as **Stronger Edinburgh**.
- 3.31 Activity taken forward within the strategy does not reflect the totality of work being undertaken. The day to day impact of ASB will remain an important and necessary responsibility of key statutory organisations.
- 3.32 The three interrelated priority themes; ASB Noise; Young People and Digital Safety will be delivered over a three-year cycle.

4. Contact

Contact: Jon Ferrer, Senior Manager, Quality, Governance and Regulation

E-mail: Jon.Ferrer@edinburgh.gov.uk |

Appendix 1: Edinburgh's Joint Community Safety Strategy 2020 – 2023
(including plan on a page)



Edinburgh's Joint Community Safety Strategy

2020- 2023

Forward

“I am really pleased to commend the new Joint Community Safety Strategy that has been produced by ECSP through collaborative working between the City of Edinburgh Council and Police Scotland, with our key strategic partners in Scottish Fire & Rescue, Youth Justice and the NHS Mental Health Services.

We know that through such joint initiatives we can achieve common objectives and see tangible benefits to the safety and wellbeing of all our citizens. Especially important within this is that our collaboration reflects our values of addressing inequality, operating sustainably, and attaining wellbeing for our city’s residents.

One of the transformative new approaches is that this strategy repositions our responses to what is now recognised as non-intentional antisocial behaviour – often first manifesting in noise complaints. By reframing and ‘seeing people, not problems’, we can take cognisance that both the complainant and the neighbour being complained about may need additional supports.

One of the ways to support both parties is through mediation as this practice builds relationships and awareness, so we can move away from temporary fixes, and often repeated cycles of complaints, to sustainable resolutions that both parties have agreed upon. This approach takes as its starting point a trauma-informed practice that weaves through all the priority themes as the ECSP commits to supporting the roll out of trauma informed training and awareness across services within the CEC and partner agencies.

We believe that by reframing and adjusting our approaches to community safety we can deliver lasting changes that benefit us all”.

Dr Amy McNeese-Mechan- Chair of Edinburgh Community Safety Partnership and Vice Convener of Culture and Communities

Forward

Reducing anti-social behaviour and promoting wellbeing and community safety are the key principles of the new Joint Community Safety Strategy for Edinburgh 2020 - 2023.

We recognise that safeguarding the most vulnerable people in their homes and protecting children and young people in the real and virtual worlds are critical to ensuring health, wellbeing and safety in our communities. The preventive approach proposed in this strategy is about tackling not only the symptoms of anti-social behaviour through traditional policing methods, but also its causes, recognising the enormous impact that adversity and inequality has on children. The benefits of a preventive approach cannot be overstated in determining better long-term outcomes and influencing positive life choices for people affected by deprivation and poverty.

By addressing the complaints, we receive regarding noise and neighbour disputes through mediation and problem solving, we can prevent anti-social behaviour
Escalating into more serious confrontation and violence, thus safeguarding the vulnerable and protecting the young. And while we will always seek to prevent and
Intervene early, as outlined within this strategy, we will continue to pursue enforcement action where appropriate.

It is through a close collaborative working relationship with our partners in the Local Authority that our officers – alongside Family and Housing Support Teams – will deliver this strategy with greater efficiency than either agency can perform alone. In times of financial constraints, working together more effectively is fundamental to improving quality of life for the people we serve, and I fully endorse this joint strategy.

Chief Superintendent Sean Scott – Divisional Commander for Edinburgh - Police Scotland

Chapter One: Background

In developing Edinburgh's new strategy, the Edinburgh Community Safety Partnership (ECSP) took the opportunity to widen the scope of the previous requirements under the Anti-social Behaviour etc. (Scotland) Act 2004 for each local authority and relevant Chief Constable to act jointly to prepare and publish a strategy for dealing with antisocial behaviour (ASB). Instead the ECSP widened the focus in order to tackle broader community safety issues including effective safeguarding, reducing vulnerability and embracing the concept of early intervention and prevention as a means to enable communities to be more inclusive, empowered, resilient and safe.

The strategy recognises that to change behaviour, we must also recognise the impact of inequality, and the importance of breaking deep-rooted and sometimes generational cycles of disadvantage.

It will seek to effect lasting change and improved outcomes for individuals and families, helping to shift the balance away from intervention that responds to risk and harm to one that recognises causation and how trauma, inequality and social policy can influence behaviour.

It will also look at programmes of work that create an environment that supports positive behaviour change.

We recognise that the strategy will not achieve its goals in isolation, as such its preparation and development has been undertaken in close collaboration with key partners and stakeholders, to recognise and bring greater alignment of key programmes of work, such as *Stronger Edinburgh* to enhance commonality and promote collaboration.

This strategy will align with a wide range of policies and other strategies, specifically the **Youth Justice Strategy** and the **Community Justice Outcome Plan** under the governance of the ECSP and the Edinburgh Children's Partnership.

Whilst other related strategies such as the Drug and Alcohol, City Housing Strategy and Children's Service Plan do not directly focus on specific community safety and ASB issues, they do share social space and would sit alongside any effective response in addressing community safety and ASB by promoting the health, wellbeing and safety of those living in Edinburgh.

This strategy therefore should be read in conjunction with those relevant strategies as it aligns with, and will influence, the plans and strategies of our partners (appendix 1).

Better alignment of key strategies



Community Safety and Antisocial Behaviour

What is meant by community safety has broadened over the years and the landscape is increasingly complex, meaning different things to different people at different times.

Community safety can encompass a wide range of issues and is constantly evolving to take into account new and emerging themes and social issues.

Traditional levels of crime, particularly acquisitive crime have fallen. However, there has been a shift in focus from specifically looking to address the volume of crime to focus on more complex areas. This includes delivering on the changes in social policy, for example, Public Health Reform. This provides a focus on a joined-up approach to improving health and wellbeing, alongside the Scottish Government's commitment to preventing **Adverse Childhood Experiences (ACEs), building resilience and reducing the negative impacts of ACEs**, which are complex, often necessitating longer term interventions.

Just as there are a broad range of areas that encompass community safety, the causes of crime and ASB are also often complex and varied. Offending behaviour can be influenced by a range of individual, family and community risk factors such as lack of educational attainment, deprivation and poverty, inconsistent / chaotic parenting, substance misuse and mental health issues.

Furthermore, it can be subjective as to which, often interdependent, factors help to make communities feel safe and such factors are governed by a broad range of legislation and policy areas. These include drugs and alcohol, violence against women and serious organised crime (appendix 2).

For the purposes of this strategy we will adopt The Convention of Scottish Local Authorities' (COSLA) definition of **Community Safety** and the interpretation of **ASB** in relation to the Antisocial Behaviour etc (Scotland) Act 2004.

Community Safety is to:

protect people's rights to live in confidence and without fear for their own or other people's safety

Antisocial Behaviour is to:

act in a manner that causes or is likely to cause alarm or distress; or pursue a course of conduct that causes or is likely to cause alarm or distress, to at least one person who is not of the same household as them

Priority Work Themes

Recognising the complex network of causes, behaviours and issues predominantly recognised as ASB and community safety, information and intelligence were sourced from partner agencies and analysed to greater understand, draw out and identify the key themes and issues.

The review of the data was complemented by other sources of information including the impact of legislative change e.g. the Age of Criminal Responsibility (Scotland) Act 2019. In addition, there was collaborative engagement with a wide range of key stakeholders to identify priority themes highlighted as a concern and which are:

- not currently being addressed or tackled through existing strategies or activity; or
- would benefit from greater focus, particularly early intervention through a joined up and integrated approach.

Through working in this way three inter-related themes have been identified.



Reduce harm and safeguard people from Antisocial Behaviour specifically the impact of noise



Reduce the likelihood of children and young people engaging in harmful or offending behaviour



Digital Safety: Safeguard people from online harm

Chapter Two: Structures and Governance

National Context

Scotland’s revised **National Performance Framework (NPF)** was published in June 2018, focusing on eleven national outcomes. This Strategy contributes to many of these key outcomes, specifically that **“we live in communities that are inclusive, empowered, resilient and safe”**.

Local Context: Governance

The Edinburgh Partnership is the city’s community planning partnership that support the delivery of the NPF through a Community Plan. This plan sets out the Partnership’s vision **“that Edinburgh is a thriving, connected, inspired and fair city, where all forms of poverty and inequality are reduced”**.

The Edinburgh Community Safety Partnership (ECSP) is one of the four partnership groups contributing to the Edinburgh Partnership’s vision by working towards making communities safer and reducing reoffending. This involves delivering and monitoring the development of the **Community Safety Strategy 2020 - 2023**, as well as overseeing the implementation of the **Community Justice Outcomes Improvement Plan (CJOIP) 2019 - 2022**.

The newly developed **Youth Justice Strategic Plan** is the responsibility of the **Children’s Partnership** and is also significant to this strategy.

By interlinking these three strategies we have been able to identify commonality running through them, enabling partners to focus more comprehensively on prevention, effective safeguarding, and reducing vulnerability and risk.

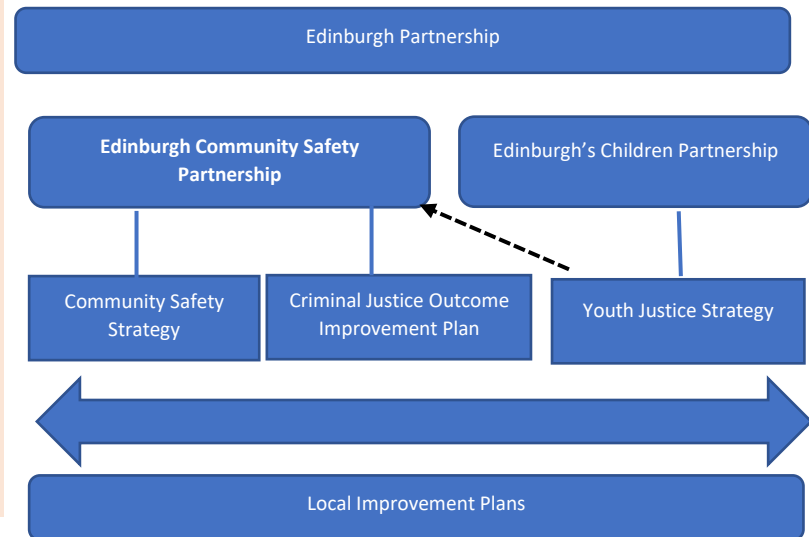
Examples of a coordinated approach include aligning with the Youth Justice Strategic Plan with the aim to develop local arrangements which will support the effective implementation of the new Age of Criminal Responsibility (Scotland) Act 2019. This Act raises the age of criminal responsibility in Scotland from 8 yrs to 12 yrs.

In response, Edinburgh will reduce the age of children supported through the **Stronger Edinburgh** young people’s group to include children below the age of 12. This strategy will also link with the CJIOIP to develop a programme of trauma informed staff awareness and training across the partnership. This practice contributes to the early intervention agenda encouraging trauma informed practice and meaningful service user engagement.

Edinburgh’s four localities

In addition to the themed community planning partnerships Edinburgh has **four locality community planning partnerships** (South East, South West, North East and North West) whose remit includes the development and delivery of the Locality Improvement Plans (LIPs). These set out priorities for improving the quality of life for people in Edinburgh experiencing the greatest degree of inequality.

Over the years there have been clear synergies between the ambitions for community safety and tackling ASB set out in the locality community plans and those outlined in our strategic documents The review of the LIPs undertaken in 2019/20 was vital to ensure we continue to promote collaboration and the best use of scarce resources.



Working in Partnership

Local & Thematic Community Improvement Partnerships

This strategy focuses on working in partnership across the Council and Partner agencies including the Voluntary Sector. The aim of this is to develop and prioritise interventions that will bring about better outcomes for all citizens.

Elements of this strategy will be delivered and linked through the local multi agency **Community Improvement Partnerships (CIPs)**.

The monthly CIPs are an outcome driven process where partners such as Fire and Rescue, Health and Third Sector (led by Police Scotland and the Council), agree the correct course of action to tackle ongoing or future local community safety issues. These are done by coordinating and collectively agreeing priorities, actions and the deployment of resources through effective analysis of prevailing intelligence and evidence.

In addition to the Locality CIPs, multi-agency **Thematic Community Improvement Partnerships** can be set up by the ECSP to allow greater focus around specific community safety and complex ASB issues that affect more than one locality.

Stronger Edinburgh

Supporting the delivery of each priority is a city-wide plan which implements the principles of the **Stronger Edinburgh Model** across Edinburgh focusing on **vulnerable adults, young people, and complex ASB**.

Adopting a solution focused methodology, **Stronger Edinburgh** advocates for a single agency coordinated approach that embraces the GIRFEC principles - one child or adult one plan (rather than many separate service plans) - enabling workers to escalate cases of concern where they are unable to effect positive change to presenting behaviours or situations in the first instance.

Professionals supporting the household are jointly responsible for reviewing the support and where possible negotiating a way forward by identifying and addressing the issues that may be contributing to the behaviour including housing, debt, education or addiction.

The methodology is driven by recognising that **need, vulnerability and strength can be present for both the victims and the persons responsible** and supporting them to make positive behavioural changes that increase quality of life and avoid further disruption.

Family & Household Support and FAHST Officers

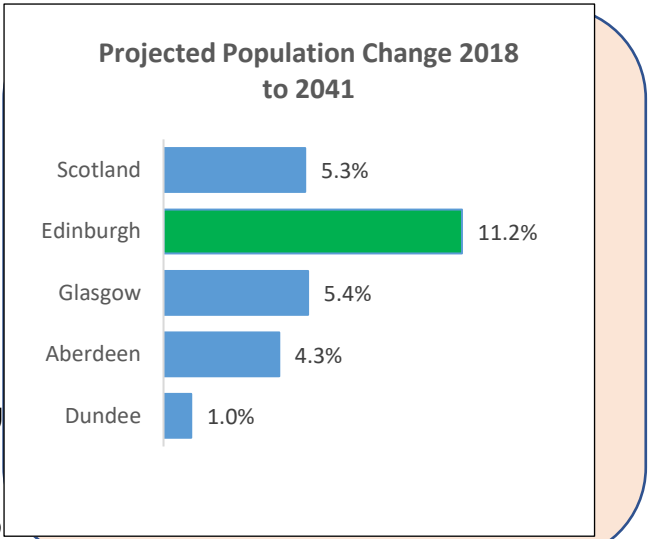
Family and Household Support Service and Police Scotland: Partnership Agreement

The Council and Police Scotland, through the Edinburgh Division, are jointly committed to building safer communities through effective partnership working outlined under the existing Partnership Agreement.

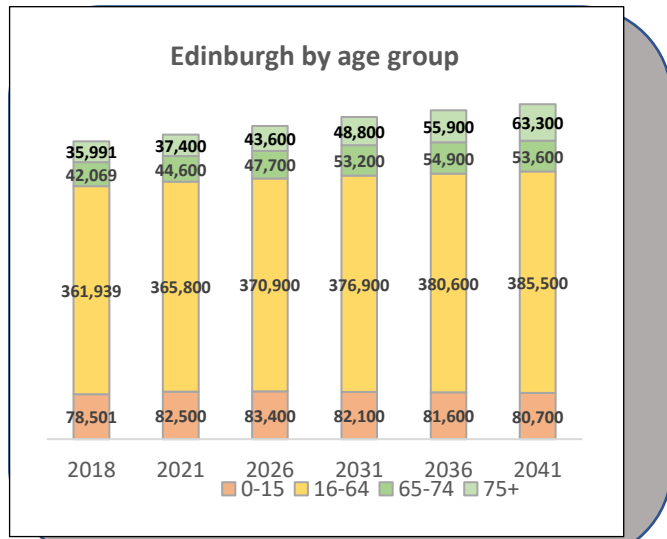
The agreement secures funded Community Police officers across Edinburgh's local wards, a dedicated Youth Justice Sergeant based city wide, as well as local Police Constables embedded within the **Council's Family and Household Support (FHS) teams** across all four localities.

Family and Household Support teams focus on a strength-based approach, building resilience and seeking to secure the best and most sustainable outcomes for Edinburgh's citizens. It focusses on keeping people in their tenancies, increasing safety, social mobility and reducing the impact of poor mental health, drugs and alcohol on families, households and community relationships.

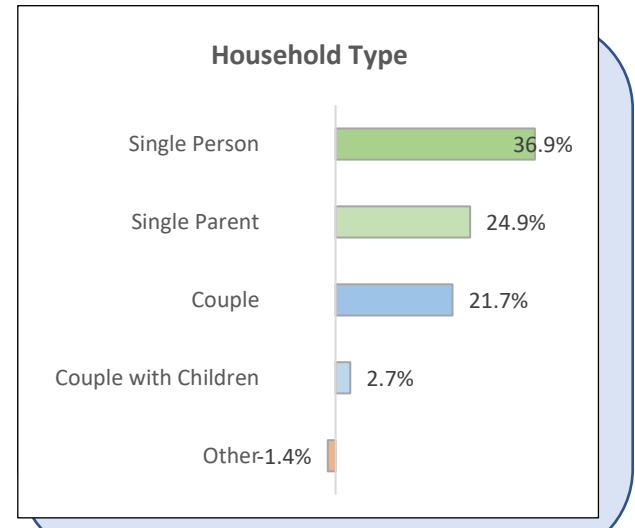
Chapter Three: What we Know: Demographics and Recorded Crime



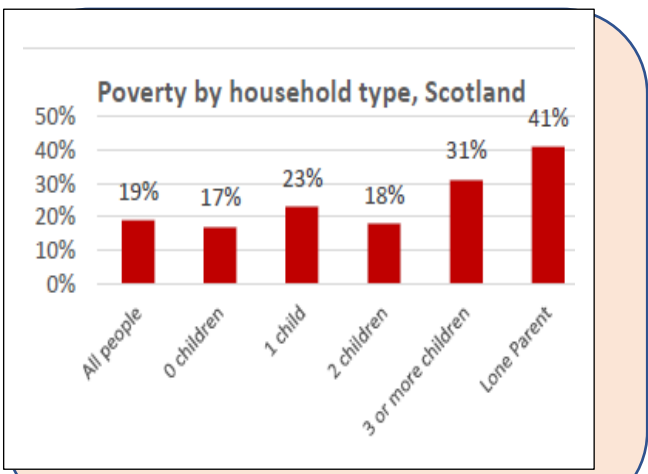
Source: [Nomis](#)



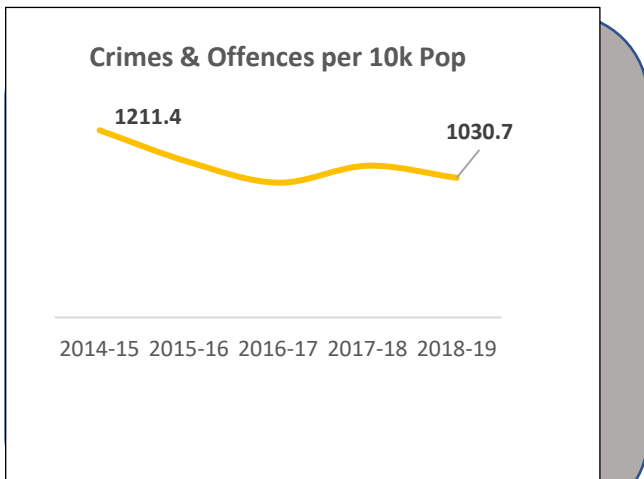
Source: [National Records of Scotland](#)



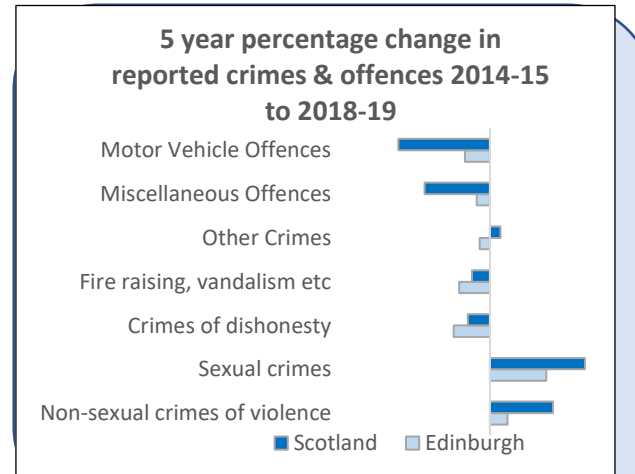
Source: [National Records of Scotland](#)



Source: City of Edinburgh Council

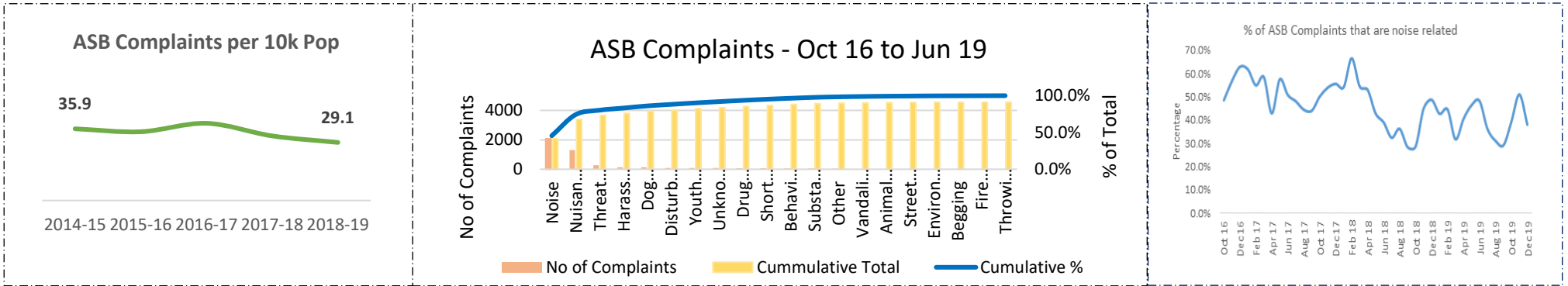


Source: [Scottish Government](#)



Source: [Scottish Government](#)

What we know: ASB Noise



Page 98

Noise (domestic noise and music) & Nuisance Behaviour accounted for around 74 % of all ASB complaints (CEC)

69% people state that ASB is not common in their neighbourhood 84% say they feel safe after dark

A study of loneliness found that 31.5% of working age adults who were disabled or off work for long periods due to illness were “frequently lonely”; people who reported high levels of ASB in their community and those who did not feel safe walking alone at night were more likely to report loneliness (Go Well: 2015)



Many households that are contacted due to noise complaints present as vulnerable with complex needs including domestic abuse, mental health issues, and alcohol and drug dependencies, yet do not meet the criteria for support services.

1 Air BnB for every 48 people living in Edinburgh

Over the next 20 yrs the largest projected growth in household type is ‘single person’.

- 68% of the homes in Edinburgh are flats with many mixed tenure blocks and poor sound proofing.
- Edinburgh has the highest growth in numbers of households amongst Scottish cities in the ten years prior to 2017














Mediation creates opportunities for people to connect

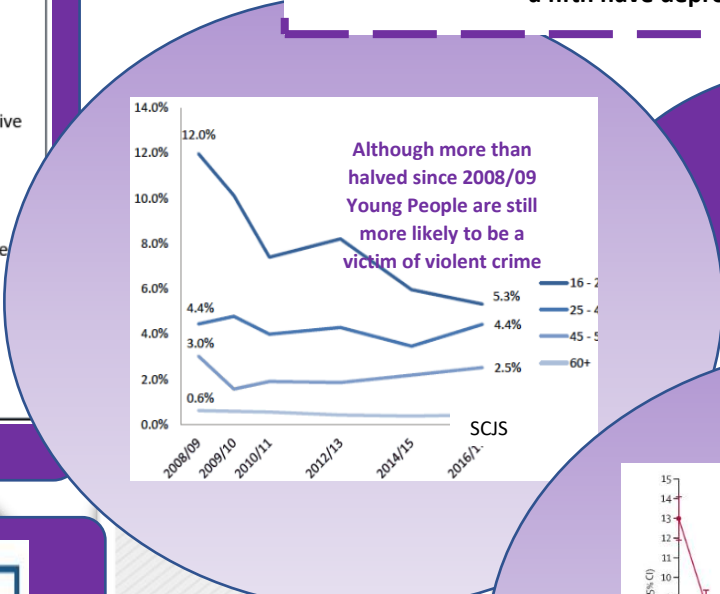
(UK Housing Review 2019)

What we know: Young People

The three types of ACEs include

ABUSE	NEGLECT	HOUSEHOLD DYSFUNCTION	
 Physical	 Physical	 Mental illness	 Incarcerated relative
 Emotional	 Emotional	 Mother treated violently	 Substance abuse
 Sexual		 Divorce	

 Children and young people who do offend are amongst the most vulnerable in society; a quarter have special educational needs and almost a fifth have depression: Barnardo's

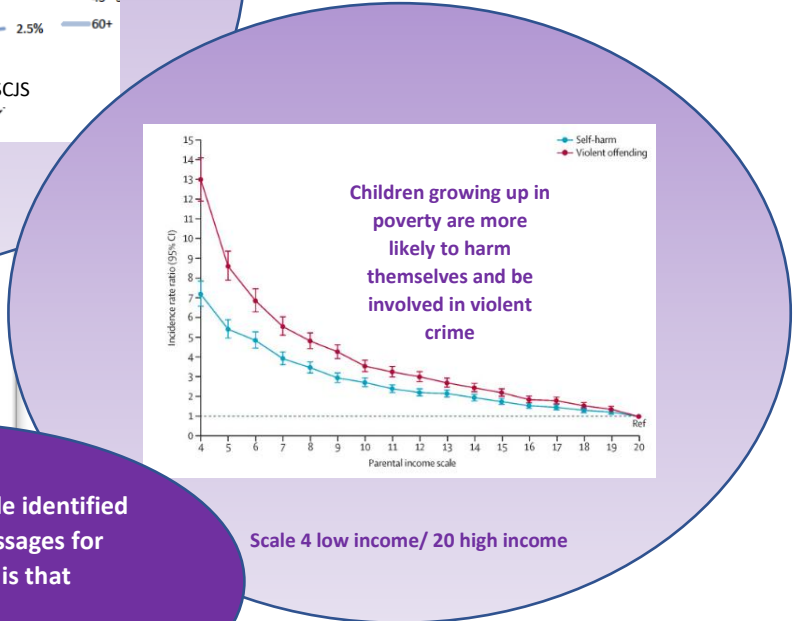


Most important predictor of criminal record was found to be school exclusion (Edinburgh Study of Youth Transitions and Crime 2012).

- Compared with people with no ACEs, those with 4+ ACEs are:
- 4 times more likely to be a high-risk drinker
 - 6 times more likely to have had or caused unintended teenage pregnancy
 - 6 times more likely to smoke e-cigarettes or tobacco
 - 6 times more likely to have had sex under the age of 16 years
 - 11 times more likely to have smoked cannabis
 - 14 times more likely to have been a victim of violence over the last 12 months
 - 15 times more likely to have committed violence against another person in the last 12 months
 - 16 times more likely to have used crack cocaine or heroin
 - 20 times more likely to have been incarcerated at any point in their lifetime



Children and young people identified that one of the key messages for adults to remember is that "We want to be safe"



What we know: Digital Safety



Traditional crimes such as stealing from a person or house; vandalism and crimes of dishonesty have decreased

Grooming, Fraud, revenge online bullying, scams harassment are on the rise

“Other Sexual Crimes” include communicating indecently, causing to view sexual activity or images and indecent photos of children

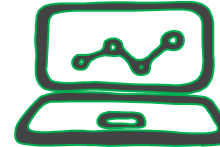
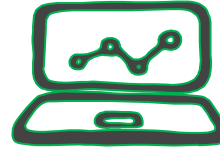
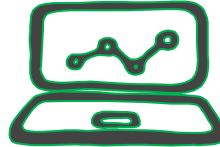


2013 – 2014



2016 – 2017

Cyber enabled “other sexual crimes” (Recorded crimes in Scotland)



Part of the increase may be improvements in recording and the upturn in “sexting” new crimes of disclosing or threatening to disclose an intimate picture.

Activity delivered through this strategy will be focused on preventing victimisation.

Victims and offenders of “other sexual crimes” tend to be younger and are more likely to know one another (SCJS)

Figures from victimisation surveys are consistently higher than in police data. (SCJS)

Parental concerns rising; although in some areas they are becoming less likely to moderate their child’s activity (Ofcom)



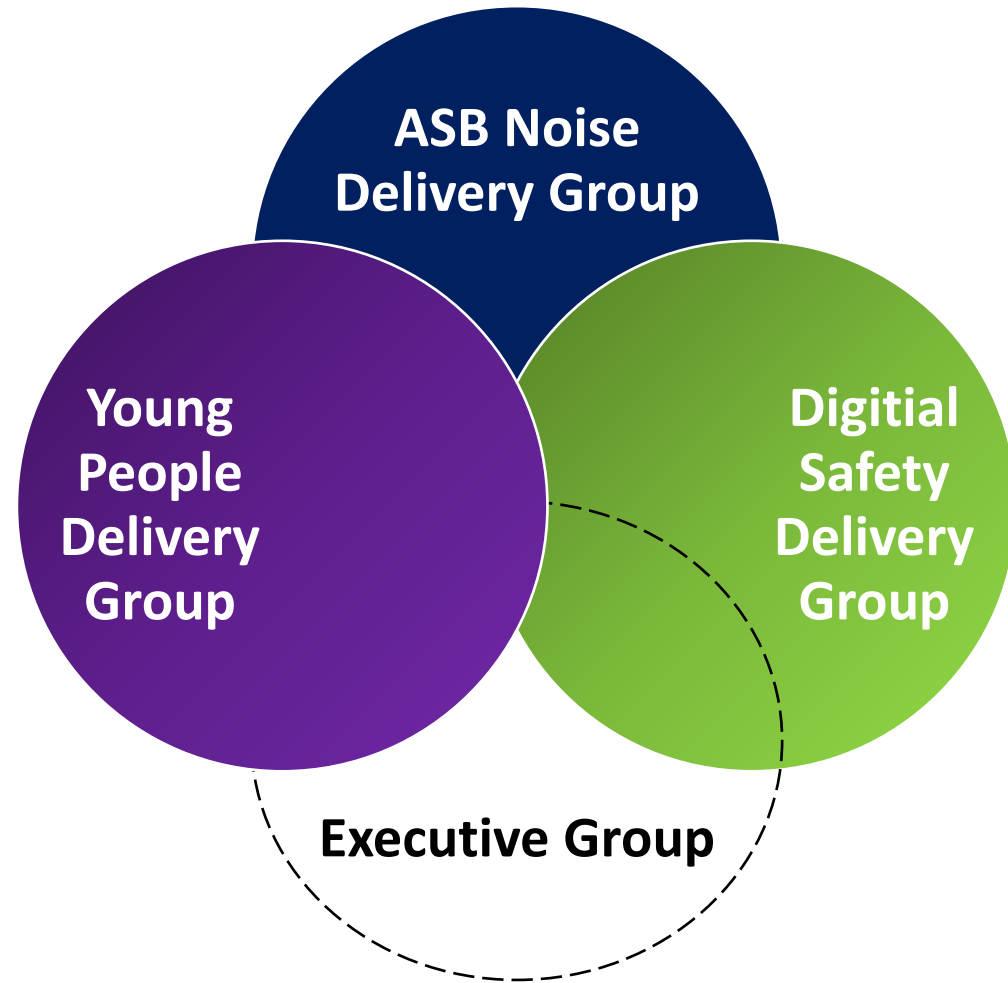
National evidence suggests that the elderly (over 65) may be particularly vulnerable to fraud (cold calling; email scams), which can be cyber related, where the primary motivation is for financial gain.

Chapter Four: Implementation

Three strategic short life working groups were established to lead on each theme, to review and take into consideration the range of information available including feedback from key stakeholders, horizon scanning, the impact of legislative change, social policy and the wider socioeconomic factors.

The analysis of this led to the development of a path of action. Adopting Quality Improvement methodology, Driver Diagrams were developed for each theme to help plan improvement activities deliverable over a three-year cycle. Tasks in years 1 and 2 will focus on further enhancing our understanding of the current landscape and setting up new processes, including identifying baseline measurements, to ensure future phases of work can be accurately and effectively evaluated against predetermined outcome and impact indicators. In year 3 the strategy will focus on reviewing the effectiveness of the actions and making adjustments, where necessary, for future strategic development.

The implementation of the strategy will be overseen by an executive group of the ECSP with three thematic delivery groups taking responsibility for ensuring effective implementation, monitoring and reporting against each priority theme.



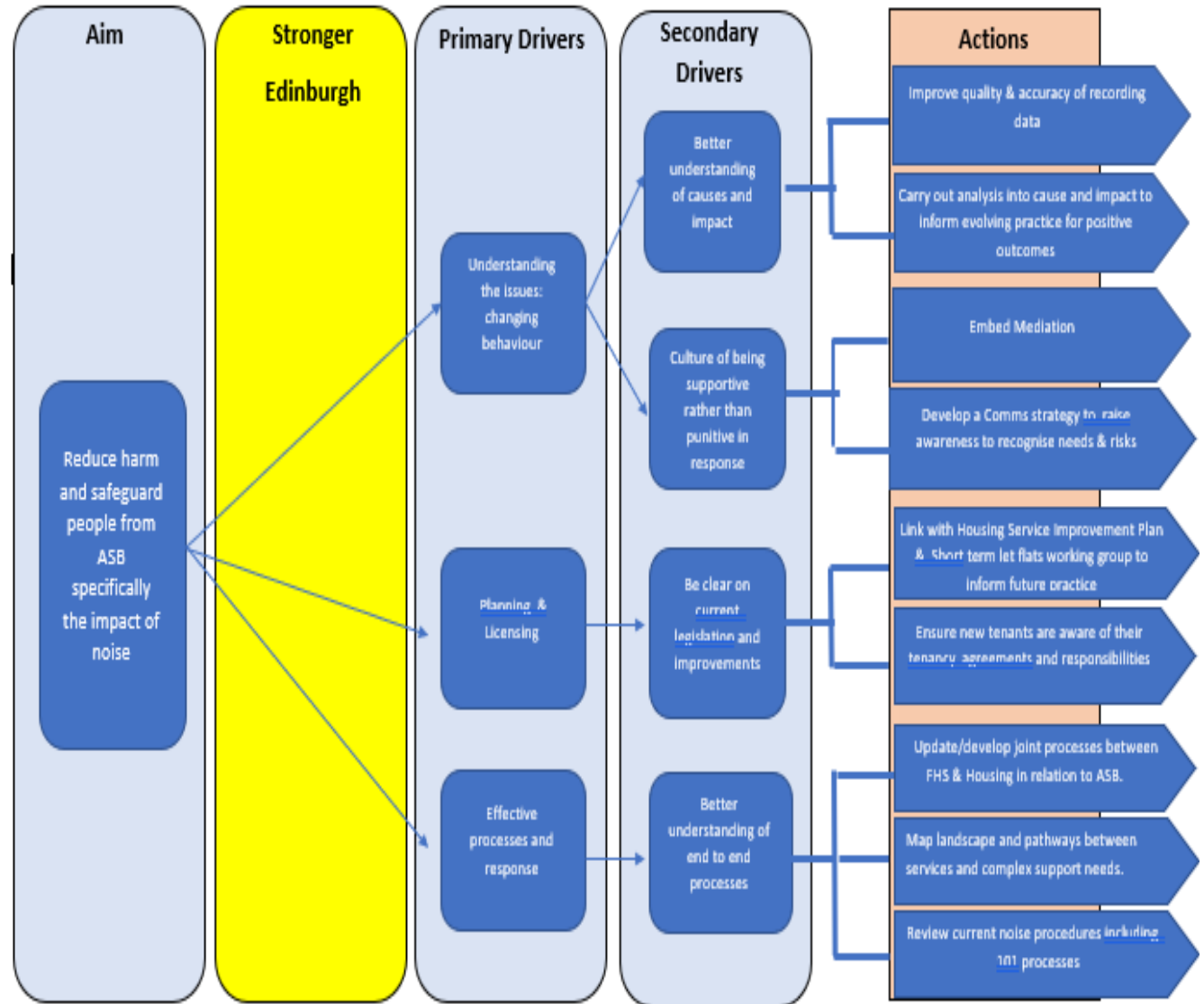
What we will do: Antisocial Behaviour: Noise



Noise related issues account for the highest proportion of ASB complaints, and aside from the demands placed on public service resource, these behaviours negatively impact on the wellbeing of victims, their households, the wider community, and indeed, the perpetrators themselves.

Characterised by complexity, noise complaints are routinely symptomatic of a cluster of underlying vulnerabilities, including mental health and addiction.

Recognising the importance of causality and context and informed by the principles of early intervention and prevention, this multi-faceted strategy seeks to embed and deliver sustainable positive behavioural change through a programme of work. This includes the development of enhanced support, recording and referral mechanisms. The programme of work will be complemented by a bespoke communications plan, which will seek to educate and raise awareness around the inherent complexities of noise complaints, whilst also reaffirming the availability of the more formal actions that can be taken where appropriate.



Reduce harm and safeguard people from ASB specifically the impact of noise

Embed Mediation

To build resilience, promote community cohesion and tackle social isolation in an ever-expanding housing market we will further embed the current Council's Community Mediation Service that is available to all of Edinburgh's citizens experiencing a neighbour dispute. Community mediation is now a widespread and well-established tool for neighbour dispute resolution.

Mediation can uncover practical solutions, foster positive forms of communication, reframe contentious issues into shared problems, and often give disputants a different perspective on the actions of themselves and their immediate neighbours. This does and will continue to have an impact on the general wellbeing of communities.

Understanding landscape and map pathways between services and complex support needs

In order to work in a coherent and informed way we will ensure our systems are able to record relevant details that will provide a comprehensive picture of those people who contact the service and have complex requirements. We will also undertake a mapping exercise of the existing pathways and case management forums supporting individuals with complex needs including Stronger Edinburgh Vulnerable meetings. Findings of the exercise will identify possible gaps in services and inform best practice, improving the access to relevant support for those with complex needs, alongside improving the skills of the work force.

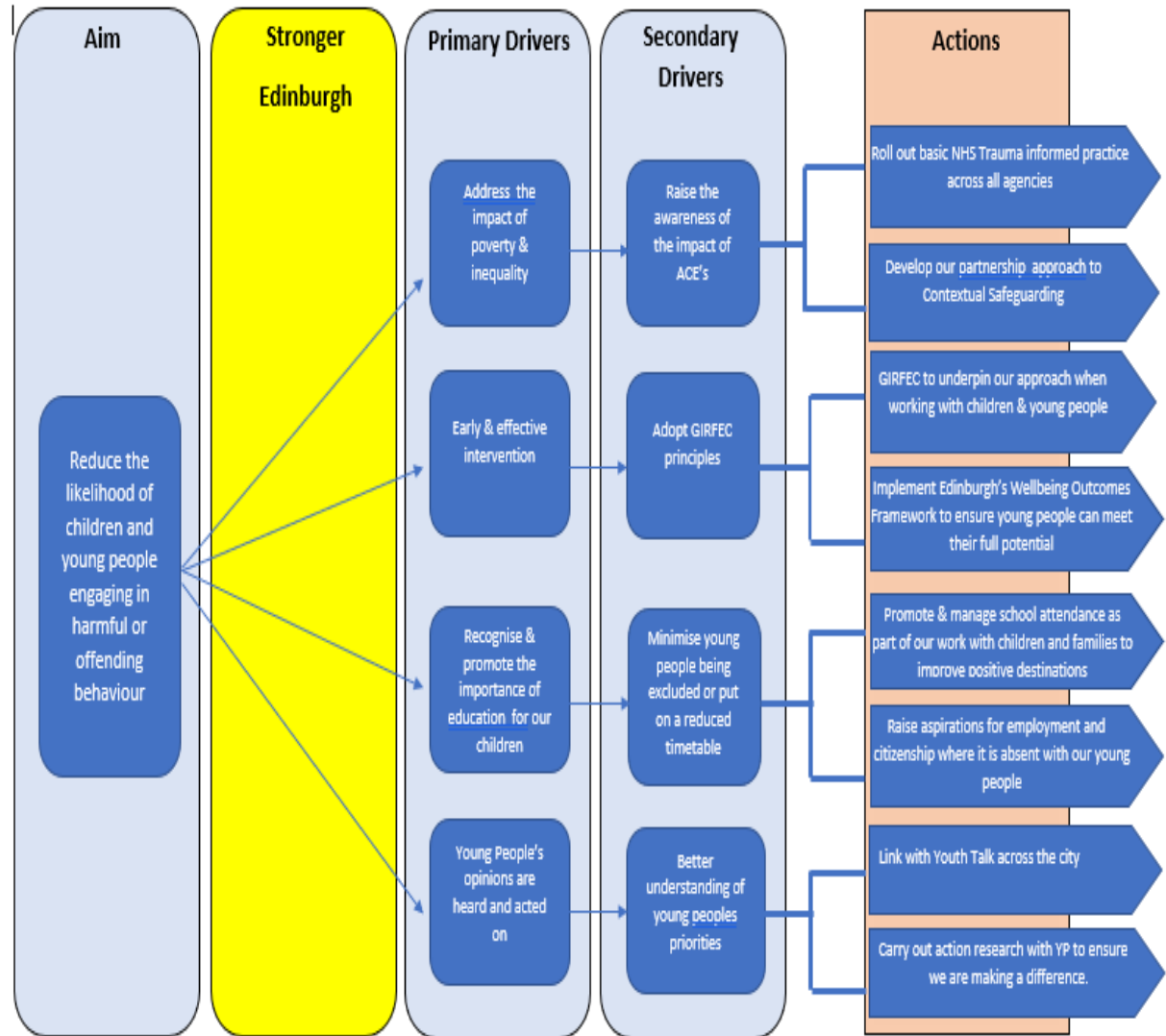
Communications	<p>We will develop communication plans to highlight the complex nature of issues facing many individuals who may be causing ASB and disruption within their communities</p> <p>We will also promote people’s rights and responsibilities ensuring that those individuals who impact negatively on their communities will be aware of the measures available to the Council to take further action where necessary. This would include where those behaviours causing concern (fear and alarm or a nuisance to others) continue to be exhibited.</p>
The City of Edinburgh Council’s Antisocial Behaviour Policy and Eviction policy	<p>Whilst this strategy focusses on delivering preventative and early intervention methods with the aim of building resilient communities, we will robustly challenge the corrosive effect of ASB, hate crime, intimidation and harassment that is often caused by a small minority of people.</p> <p>We will use existing tools, including Antisocial Behaviour Orders, to prohibit an individual from engaging in further incidents of ASB, introducing restrictions and a plan of support they are required to engage with, to encourage behavioural change.</p> <p>We will consider the amendments to the Scottish Short Secured Tenancy legislation. We will also strengthen joint working between the Family and Household Support service and the Council’s Housing service to ensure that a cohesive and efficient response is delivered.</p>
Link with Housing Service Improvement Plan (HSIP) and Short Term Let Flats WG.	<p>We will link with, and keep up to date with, the progression of some of the key pieces of work outlined in the HSIP that will be developed to improve customer satisfaction. We will also tie in with the Air BNB working group to inform future practices around this area.</p>
KPIs	<ul style="list-style-type: none"> • Antisocial behaviour complaints per 10k population (CEC) • Antisocial behaviour complaints due to noise (CEC) • Police Scotland Noise ASB Incidents per 10k population • Police Scotland Noise ASB Incidents due to noise • % satisfied with the way antisocial behaviour dealt with (EPS) • % who feel safe in their neighbourhood after dark (EPS) • Number of Mediation cases presented as noise • Number of Mediation cases presented as noise undertook mediation • Number of repeat calls within six months where mediation was undertaken

What we will do: Young People 🧑🧒

Children and young people (under 18) play a vital role and make an important contribution to the future development of the City of Edinburgh. For many, their development into adulthood is positive and untroubled. Some however do not experience the childhood we would wish. The *Edinburgh Transition Study* (2010) informs us that children who offend are often the most disadvantaged, and services do not respond quickly enough to address their problematic behaviour. Most victims of youth crime are other children.

This priority area aims to address both aspects of this issue – to work with young people who offend as early as possible to address factors that may be contributing to their offending, and to listen to the voices of young people who may be fearful of becoming victims of crime and taking action to address their concerns.

Children who commit offences often have a wide range of unaddressed needs themselves; they may have experienced harmful childhood trauma. They may also live in significant poverty or family breakdown. Educational attainment and personal success are also recognised as important catalysts to help develop confidence, positive aspirations and to help them realise their full potential.



Reduce the likelihood of children and young people engaging in harmful or offending behaviour	
<p>Roll out basic NHS Trauma Informed Practice across all agencies.</p>	<p>Over the course of the strategy we will roll out trauma informed training and awareness raising events across services within the CEC and partner agencies. We believe that relationships matter and every contact with someone who has experienced adversity and trauma can be an opportunity for healing and growth.</p> <p>To make every contact count, it is vitally important to take time to listen to the people we work with and understand what lies behind the behaviours they present. To work in an adversity and trauma-informed way, is to be sensitive to the wider context of the person's life, and how this impact on them, and any support you might be able to give them.</p>
<p>Develop our approach to Contextual Safeguarding and ensure GIRFEC underpins our approach when working with children.</p>	<p>Contextual Safeguarding is an approach - not a programme. We will maximise opportunities to learn from other areas who have implemented and evaluated the approach, to implement the core principles into practice in Edinburgh. This will ensure the wider context for individuals and groups of children and young people remains a key feature when assessing and intervening in the lives of children and young people.</p>

<p>Implement Edinburgh's Wellbeing Outcomes Framework to ensure young people can meet their full potential.</p>	<p>Through Stronger Edinburgh, we will introduce an assessment tool that will allow professionals to fully assess, monitor and evaluate their effectiveness whilst working with families. This will help to ensure that professionals are aware of what impact they potentially have on the wellbeing of the child or young person that they are working with.</p>
<p>Ensure young people's voices are heard and acted upon</p>	<p>We will engage with young people on community safety issues using an action research approach. This will involve working with groups of young people to identify issues in relation to community safety, perception and the fear of crime. The aim is to take the feedback from Youth Talk and What kind of Edinburgh? and ask young people across the city if they recognise these issues, what they mean to them, what might be done about them and by who etc.</p> <p>The feedback will then be taken forward by a core group of young people with the aim of informing strategic work on community safety. We hope the young people involved in both the initial discussions and in the core group will come from a range of backgrounds including those with lived experience of a range of community safety issues. We are working closely with colleagues in Lifelong Learning and other services to identify groups with whom we will engage in discussion.</p>
<p>Promote and manage school attendance as part of our work with children and families to improve positive destinations.</p>	<p>We need to ensure that all children are included and supported to engage in and benefit from education through promoting positive behaviour and relationships.</p> <p>We will therefore link in with Schools and Lifelong Learning through the Stronger Edinburgh model to help inform how we will improve positive destinations.</p>
<p>KPIs</p>	<ul style="list-style-type: none"> • % of Primary pupils with low attendance • % of Secondary pupils with low attendance • Number of children and young people who go through Stronger Edinburgh • How many children and young people feel safe? • Number of young people and children who are involved in ASB. • Number of young people offending

What we will do: Digital Safety



“Children of all age groups inhabit a world that seamlessly flows between on and offline” (*Growing up with the Internet*, 2017). The area of health and wellbeing is a constantly evolving one, and the landscape in which children are growing up has radically changed over the last few decades.

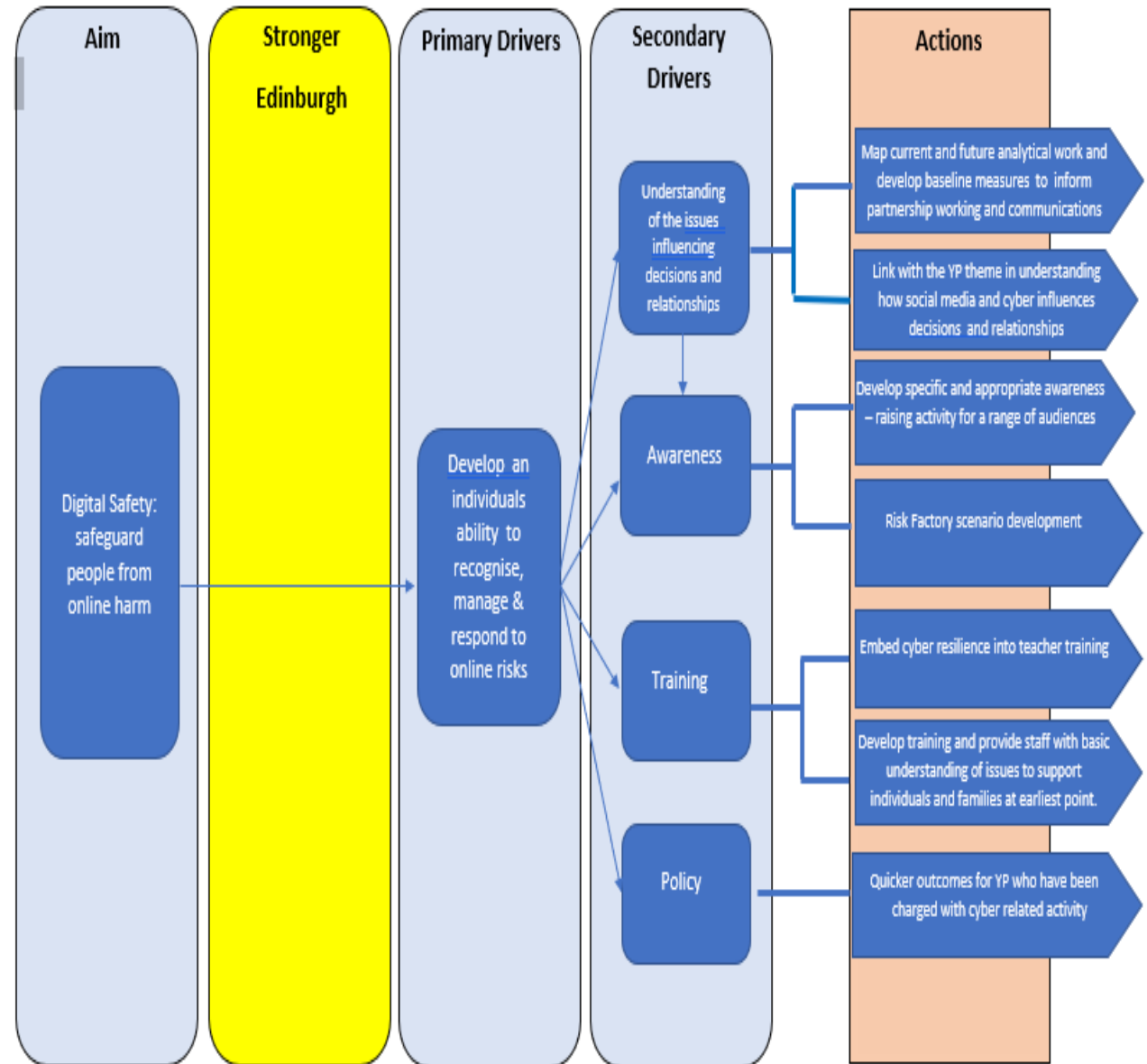
Online bullying, threatening communications, accessing distressing or upsetting content are significant risks to our young people. The fact that many parents and carers remain unaware of how to support their children to stay safe online exacerbates the risks posed.

However, the impact of online harm does not just affect young people. Adults, whether they are perceived as vulnerable or not, can place themselves at risk of a variety of issues including fraud and financial exploitation.

Online threats are complex and wide ranging. This strategy does not seek to address all issues within this area such as child exploitation, as this sits firmly within the delivery remit of Police Scotland.

This priority theme will instead seek to improve the resilience of our communities and work towards preventing people from becoming victims.

Consistent advice and accurate information including learning resources will be targeted at a wide range of audiences including parents, young children and vulnerable adults. Professionals in universal services such as education, and those working with Edinburgh’s most vulnerable children and young people will also be targeted.



Digital Safety: safeguard people from online harm

<p>Keep abreast of future analytical studies and adopt relevant recommendations.</p> <p>Develop methods on how to measure impact.</p>	<p>We are operating in a complex and evolving landscape, one that we are continually trying to make sense of. In our first year we plan to develop our knowledge and understanding of this complex area by reviewing various data sources including existing and recently commissioned research. We will draw on and reflect on approaches adopted by our partners across the UK and internationally. Our findings will inform ongoing practice, the development of training and related communication strategies.</p> <p>It is important to develop baseline measurements to understand if the initiatives we undertake are making a real difference. Whilst not straightforward (as there is no agreed definition of digital/cybercrime which covers a vast range of areas including bullying, identity theft and fraud, sexual exploitation, theft of intellectual property & attacks against essential services), we will seek to identify methods that will effectively measure the impact of community safety initiatives.</p>
<p>Develop specific and appropriate awareness – raising activity for a range of audiences</p>	<p>It is important that digital resilience messages are communicated in a way that reaches out to and lands with a broad audience, including children and young people and the most vulnerable. We will therefore map existing awareness raising campaigns to assess potential gaps, where we might add value, as well as consult with a range of people (face to face, surveys, community events) in order to identify what themes are important to them.</p>

<p>Develop a scenario to be included in the Risk Factory for Primary 7 students</p>	<p>The Risk Factory is an interactive safety centre. It manufactures everyday risks in a safe environment and aims to teach and enable young people to deal with or avoid risks all together. We plan to source financial support to enhance the high-quality interactive community safety educational centre, to include a scenario that would increase young people’s digital resilience in understanding how to protect themselves online.</p>
<p>Embed digital resilience into teacher training and provide staff with basic understanding of issues to support individuals and families at earliest point.</p>	<p>We will deliver online safety training to primary and secondary teaching staff to increase awareness and support them to confidently raise, address and respond to pupils who may have become victims and to help keep them safe whilst online. The strategy will seek to cover practical and ‘soft’ topics, such as personal relationships, risks associated with sharing information online and ways in which to talk to them about the associated risks.</p> <p>An overview of the risks and how to support parents to ensure that their children are safe online will also be provided to all staff including Council, NHS and Police who attend CEC Child Protection training. We will look to roll out the basic training to ensure that as many people who work with young people and their families are aware of online issues that can affect the wellbeing and safety of the individual and their families.</p>
<p>Quicker outcomes for YP who have been charged with digital related activity where sexual offence is identified.</p>	<p>We will commence dialogue with Crown Office and Prosecution Service Policy Department & Sexual Offences Unit with the aim of seeking and obtaining agreement to streamline the handling and processing of those young people who are charged and jointly reported for digital offences related to sexual crime offences.</p> <p>We will also seek approval to divert lower level digital related offences to the weekly Early and Effective Intervention meeting.</p>
<p>KPIs</p>	<ul style="list-style-type: none"> • (see box1) indicators will be developed within the first year of the strategy (see point 1). • % of teachers who have undergone cyber resilience training • % of P7 pupils who have undergone cyber resilience training at Risk Factory

Appendix 1**Related Plans and Strategies**

- Edinburgh Community Justice Outcomes Improvement Plan 2019 – 2022
- Edinburgh’s Youth Justice Strategy - 2020 – 2023
- Local Policing Plan for Edinburgh City Division for 2018 – 2021
- Fire and Rescue Service Strategic Plan 2019 – 2022
- Edinburgh Community Plan 2018 – 2028
- The Edinburgh Children’s Partnership: Children’s Service Plan 2017 -2020
- Getting it Right for Every Child. A National Policy Framework to Promote Children’s Wellbeing in Scotland
- Drugs and Alcohol – Rights, Respect and Recovery – Scottish Government
- City Housing Strategy 2018
- Change Strategy 2019 – 2023
- Edinburgh Integration Joint Board Strategic Plan 2019 – 2022
- Thrive Edinburgh: Mental Health Strategic Commissioning Plan 2019-2022
- Edinburgh’s Domestic Abuse Strategy and Implementation plan 2017
- Scotland’s cyber resilience strategy: Safe. Secure and Prosperous: Scottish Government 2015 (include learning and skills action plan 2018 – 2020)
- A Connected Scotland: Tackling social isolation and loneliness: Scottish Government 2018

Appendix 2**Relevant Legislation**

- Local Government in Scotland Act 2003
- Antisocial Behaviour etc (Scotland) Act 2004
- The Fire Safety (Scotland) Regulations 2006
- Children’s (Scotland) Act 1995
- Mental Health (care and treatment) (Scotland) Act 2003
- Housing (Scotland) Act 1987
- Roads (Scotland) Act 1984
- Environmental Protection Act 1990
- Criminal Justice and Licensing (Scotland) Act 2010
- Community Justice (Scotland) Act 2016
- Police and Fire Reform (Scotland) Act 2012
- Criminal Procedures Act 1995
- Community Empowerment (Scotland) Act 2015

EDINBURGH'S JOINT COMMUNITY SAFETY STRATEGY 2020-2023

VISION

We live in communities that are inclusive, empowered, resilient and safe.

PRINCIPLES

- Prioritise prevention, early intervention and support
- Safeguard the most vulnerable
- Work in collaboration

The Edinburgh Community Safety Partnership is determined to:

PRIORITIES

Reduce harm and safeguard people from Antisocial Behaviour specifically the impact of noise



Reduce the likelihood of children and young people engaging in harmful or offending behaviour



Digital Safety: Safeguard people from online harm



Working in Partnership

Supporting the delivery of each priority is a city wide plan which implements the principles of the **Stronger Edinburgh model** focusing on vulnerable adults, young people and complex antisocial behaviour.

Adopting a solution focused methodology, **Stronger Edinburgh** advocates for a single agency coordinated approach that embraces GIRFEC principles.

The methodology is driven by recognising that need, vulnerability and strength can be present for both the victims and the person responsible and supporting them to make positive behavioural changes that increases quality of life and avoid further disruption.

Elements of this strategy will also be delivered and linked through the multi agency **Locality & Thematic Community Improvement Partnerships (CIPs)**.

The **local CIPs** where partners such as Fire and Rescue, Health and Voluntary Sector (led by Police Scotland and the Council), agree the correct course of action on a monthly basis to tackle ongoing or future local community safety issues.

Thematic CIPs are established to address issues affecting communities across the city that require a longer term solution, wider participation and a more focussed approach for example, street begging.

Reduce harm and safeguard people from ASB specifically the impact of noise



Noise related issues account for the highest proportion of ASB complaints, and aside from the demands placed on public service resource, these behaviours negatively impact on the wellbeing of victims, their households, the wider community, and indeed, the perpetrators themselves. Characterised by complexity, noise complaints are routinely a sign of underlying vulnerabilities, including mental health and addiction.

This priority therefore seeks to deliver sustainable positive behavioural change through a programme of work. This includes the development of enhanced support, such as embedding the Council's Mediation service and improving our recording and referral mechanisms to ensure that we are working in a coherent and informed way.

The work will also be complemented by a bespoke communications plan, which will seek to educate and raise awareness around the inherent complexities of noise as well as promote people's rights and responsibilities ensuring that individuals who impact negatively on their community are aware of the consequences.

Reduce the likelihood of children and young people engaging in harmful or offending behaviour



Children and young people (under 18) play a vital role and make an important contribution to the future development of the City of Edinburgh. For many, their development into adulthood is positive and untroubled. Some however do not experience the childhood we would wish. The *Edinburgh Transition Study* (2010) informs us that children who offend are often the most disadvantaged, and services do not respond quickly enough to address their problematic behaviour. Most victims of youth crime are other children.

This priority area aims to address both aspects of this issue – to work with young people who offend as early as possible to address factors that may be contributing to their offending, and to listen to the voices of young people who may be fearful of becoming victims of crime and taking action to address their concerns.

Digital Safety: safeguard people from online harm



Online bullying, threatening communications, accessing distressing or upsetting content are significant risks to our young people. The fact that many parents and carers remain unaware of how to support their children to stay safe online exacerbates the risks posed. However, the impact of online harm does not just affect young people. Adults, whether they are perceived as vulnerable or not, can place themselves at risk of a variety of issues including fraud and financial exploitation.

This priority area does not seek to address all issues within this area such as child exploitation, as this sits firmly within the delivery remit of Police Scotland. This priority theme will instead seek to improve the resilience of our communities and work towards preventing people from becoming victims by providing consistent advice and accurate information including learning resources to be targeted at a wide range of audiences including parents, young children and vulnerable adults.

This page is intentionally left blank



THE EDINBURGH PARTNERSHIP

COVID-19 Immediate Support Update

1. Executive Summary

- 1.1 As part of the response to the COVID-19 pandemic a Vulnerable Groups Board was established and was responsible for creating and monitoring several immediate support activities. When the Council's Adaptation and Renewal programme was created, the remit of the Vulnerable Groups Board was transferred to the Immediate Support Workstream of the Life Chances Officer Working Group.
- 1.2 As the direct funding streams associated with the COVID-19 response were expected to come to an end, those involved in the immediate support activity began to consider how best to build on experience gained to ensure a more effective response to any similar future emergencies. The opportunity to continue to improve working relationships between statutory authorities and third sector organisations has been recognised as one area of focus for future activity.
- 1.3 In particular, the activity to address food poverty in response to the COVID-19 pandemic has highlighted the range of third sector organisations that were already involved in tackling food poverty and health inequalities across Edinburgh. In addition, other organisations have developed capabilities in direct response to the pandemic.
- 1.4 The immediate response work has also shown there is a wide range of Council services which interact, commission or have contracts with the third sector in relation to meeting several different citizen needs. Feedback from the third sector has highlighted a wish for further conversations with the Council around opportunities to become more sustainably involved in a range of future service provision, including tackling food poverty.

2. Recommendations

- 2.1 It is recommended that The Edinburgh Partnership:
- 2.2 Note the update provided in this report in relation to the immediate support activity which has been carried out in partnership across the city in response to the COVID-19 pandemic.
- 2.3 Approve that an event involving all those organisations involved in addressing food poverty across the city, focused on continuing to improve relationships and working practices, is arranged as a key partnership follow up activity.
- 2.4 Notes the intention of the Life Chances Poverty and Prevention workstream to take forward long term planning for transformation of the Council's future work with all third sector organisations in Edinburgh.

3. Main Report

3.1 The immediate support activity included the following:

SHIELDING & VULNERABLE SUPPORT

Overview and Support

- 3.2 The Council was part of a national initiative to support citizens that had distinct support needs arising from the COVID-19 crisis. This resulted in two specific groups with Shielding citizens, identified by NHS Scotland (because of a pre-existing health condition) and Vulnerable citizens (a wider definition around general support needs).
- 3.3 The initial administrative/contact support for these activities was provided by the relevant service areas before a decision was taken to centralise contact activities within the Council's Customer team. Contact operations for shielding and vulnerable were treated as separate activities, however, the obvious synergies resulted in this work being brought together, before ultimately being supported by the Council's existing Social Care Direct team as part of business as usual activities.
- 3.4 During the lifespan of this critical work the Customer team was responsible for inbound contact (phone and email to support food, medical and wider Council service queries) and outbound contact (welfare checks, validating ongoing support arrangements etc).
- 3.5 The Contact team formalised call scripts, call flows and recording procedures to ensure that engagements were effectively actioned through the appropriate pathways. This was supported by an online form that enabled 'vulnerable' citizens to access key support through a simple and easy to use web form. These arrangements worked well during the peak of the crisis and were continually streamlined as operational experience grew. In line with the expected end of national funding for COVID-19 specific support, activities in September 2020 have focused on an orderly return to more typical service support in this complex area.

Funding

- 3.6 The Council was initially allocated £1.651m from the Scottish Government Food Fund to support the supply and distribution of food to vulnerable citizens. The Council's use of the Fund included direct payments for free school meals, the provision of food boxes to families with vulnerable children and payments to EVOC to facilitate the provision of food support through community organisations. Expenditure on small grants and emergency food boxes was also incurred.
- 3.7 The initial Food Fund allocation was fully depleted by mid-June. The Scottish Government announced further funding, in the form of two grants, to support (i)

food distribution to vulnerable groups including supplements to the national food box scheme for the shielded population and food and other practical support for those requiring it under the test and protect programme and (ii) Free school meal arrangements.

- 3.8 The City of Edinburgh Council received a grant offer of up to £0.986m for support to vulnerable groups for the period from July to the end of September 2020. A further grant offer of £0.603m was made for the provision of free school meal arrangements for the period 1 July to 10 August 2020. This funding was used to support a range of food initiatives, predominately through EVOC's network of 3rd sector agencies.
- 3.9 In line with Scottish Government guidance an exit strategy was implemented that introduced a scheme of tapered support. The Council has contacted the Scottish Government to establish whether the residual grant could be used to support food poverty beyond September and is currently awaiting a response.

FREE SCHOOL MEALS

- 3.10 Following the national lockdown, the Council agreed to make Free Schools Meal (FSM) payments to vulnerable school children. This covered the period from 23 March 2020 to 14 August 2020. The payments amount to £11.25 per week for each child and were paid fortnightly to parents' bank accounts. This activity was funded initially by the Scottish Government Food Fund and then by a top up grant of up to £0.603m to mitigate the absence of Free School meals during the summer holidays. The Council made payments for 6647 children, totalling £1.587m.
- 3.11 Throughout the crisis the Council proactively promoted access to FSM and this resulted in an additional 2k successful claims. Work is ongoing to ensure that all eligible claimants are aware of the scheme and where possible support is made available to ensure a successful application.

CONNECTING SCOTLAND

- 3.12 Connecting Scotland is a Scottish Government funded programme set up in response to COVID-19 and is a partnership between the [Scottish Government](#), local councils, third sector and [SCVO](#). Connecting Scotland target those most in need of digital support by providing iPads, Chromebooks and support to develop digital skills for people who are digitally excluded and on low incomes.
- 3.13 Phase 1 (April – July 2020) of the scheme focused on those who were at risk of isolation due to COVID-19 because they were in the [extremely high vulnerability group](#) ('shielding') or the [higher risk of severe illness](#) group.
- 3.14 Edinburgh received 43 applications for devices, with the demand significantly over-subscribed, with requests for 1039 iPads, 893 Chromebooks and 1656 MiFi from Edinburgh's allocation of 310 iPads, 235 Chromebooks and 545 MiFi. While most applicants received an allocation of devices, almost no applicants received



the full amount that they had requested due to the significantly high volume of applications.

- 3.15 Following the end of Phase 1, unallocated devices from other local authorities were supplied to local authorities where demand had outstripped supply. As a result, Edinburgh was able to top-up several applicants' allocations.
- 3.16 Following the success of the scheme Phase 2 launched on 18 August 2020 and focused on:
- households with children, or where a child is normally resident (this includes pregnant women with no child in the household)
 - care leavers up to the age of twenty-six (in line with eligibility for aftercare support).
- 3.17 This scheme has run in conjunction with a [separate Scottish Government programme](#) to provide 25,000 laptops or tablets, with internet access, for disadvantaged pupils to support learning outside school.

IMMEDIATE SUPPORT PROJECT REVIEW

- 3.18 As the immediate support activity was established due to an emergency there were no pre-determined objectives or expected benefits identified at the outset. It is not therefore possible to assess the project as would be done in a traditional project closure report. However, as the Council intends to bring forward radical transformation for service delivery and there remains a significant risk that some activity may need to be restarted if a second COVID-19 wave of infections continues to increase, it is worthwhile considering the lessons learned and any follow on actions/service transition.
- 3.19 Both the Council and EVOC are therefore currently working on assessments and audits of the activity that has been carried out to ensure that any future activity benefits from any lessons learned during the emergency response. Those reports will be made available once completed. However, the main themes for follow on activity are:

Communication about the end of support through direct funding. Ongoing work is taking place to ensure consistent messages are provided to third sector organisations and households who received support. It is necessary to ensure business as usual pathways are available and communications in place to direct people to these resources.

Preparing for a second wave. Ongoing work to ensure web forms, phone lines etc can be remobilised quickly if required. This activity will be aligned with EVOC to ensure a co-ordinated approach to contact and delivery of support activities. These engagements will focus on decisions needed with respect to the best model for addressing any future immediate support needs. For example, it has

already been indicated by the Scottish Government that additional activity for those self-isolating and requiring support will need to be considered.

Third sector engagement and involvement in future service delivery.

Ongoing engagement through relevant forums (e.g. Edinburgh Partnership etc) to appropriately scope and detail the long-term relationship between the Council and its third sector partners. With respect to the issue of food insecurity, The Edinburgh Poverty Commission have identified specific actions related to future food insecurity activity and the intention is to hold a gathering of all interested parties as soon as possible to begin initial discussion around future co-operation.

Digital Inclusion. Ongoing support of wide range of activities (Connecting Scotland, schools programme, wifi initiatives) to address digital poverty in the city.

Tackling Homelessness. Ongoing strategic activity to address immediate and longer-term issues relating to homelessness, including supply of available properties and clarity on central funding.

- 3.20 Activity related to these themes will continue to be progressed in partnership where necessary. In particular, the Edinburgh Partnership Board is asked to give its endorsement to the proposed event to be jointly arranged by EVOC and the Council with a specific focus on food poverty in the city.
- 3.21 If the Scottish Government confirm any further funding is available, the intention would be to use the proposed engagement event with EVOC, and food providers across the city, to establish how this short-term funding could be effectively used to tackle the critical issue of food poverty.

4. **Contacts**

Crawford McGhie, Senior Manager – Estates and Operational Support
Crawford.mcghie@edinburgh.gov.uk

Neil Jamieson, Customer – Senior Manager,
Neil.Jamieson@edinburgh.gov.uk

Maria Arnold, EVOC Senior Development Officer - Adult Health and Wellbeing,
maria.arnold@evoc.org.uk

This page is intentionally left blank



THE EDINBURGH PARTNERSHIP

Adaptation and Renewal Equalities Principles

1. Executive Summary

- 1.1 Equalities officers across the Council, NHS Lothian and the IJB identified a need to provide a practical and shared partnership approach to equalities to support the development of partner recovery programmes following the Covid-19 emergency response.
- 1.2 With the new Council and NHS Equalities, Diversity and Rights Frameworks in development, and not due for completion until April 2021, it was necessary to find a reasonable stepping stone that would allow for key public bodies to have a coherent approach to equalities in the immediate term.
- 1.3 Officers from across a number of partner organisations have collaborated to develop a set of principles that aim to support a cultural shift enabling equality to be mainstreamed into the redesign and delivery of services as the city recovers from the pandemic. These principles will provide a basis for the new Equalities, Diversity and Rights Framework.
- 1.4 The Council is considering how to meaningfully embed these principles into its Adaptation and Renewal Programme in order to ensure that all citizens' experience of accessing public sector services is positive and that recovery plans have the greatest impact on those citizens identified as being most disadvantaged before and during the pandemic as a result of sharing protected characteristics.
- 1.5 This report updates the Edinburgh Partnership Board on progress, setting out the draft equalities principles and next steps.

2. Recommendations

- 2.1 The Board is recommended to:
 - i. consider and contribute to the development of the equalities principles;
 - ii. commit to promote to the development and adoption of the equalities principles in partner organisations as part of renewal plans;
 - iii. note that the equality principles are still to be considered by each of the partner organisations involved as described in paragraph 3.5; and
 - iv. agree to consider a final version of the equality principles for Edinburgh Partnership proposed adoption at the December meeting of the Board.

3. Main Report

Partners' Equality Officers Group

- 3.1 The Partners' Equality Officers Group consists of representatives from NHS Lothian, Edinburgh Health and Social Care Partnership, West Lothian Council, Midlothian Council, the Equality and Rights Network and the City of Edinburgh Council. The groups primary focus is promoting a shared approach to equalities and specifically the development of shared equalities outcomes.
- 3.2 With the identification of the need for a partnership approach to equalities to support partner recovery planning and delivery, activity to progress the development of a shared set of equalities principles was remitted to this group.
- 3.3 In developing a set of equality principles consideration was given to the respective legal duties, together with the practicalities and complexities within the prioritisation of the re-opening of services.
- 3.4 From initial discussions, the group produced a draft set of principles which were considered at a round table discussion event involving a wide range of officers from across the Council and partners organisations. Feedback from this discussion has informed the draft principles as set out in appendix 1.

Next steps

- 3.5 The proposed principles require the consideration and agreement of the Council together with each of the partner organisations through their governance arrangements. This work will be carried out during September and October 2020.

4. Contact

Communities Team, City of Edinburgh Council
communityplanning@edinburgh.gov.uk

Partner shared equality principles – August 2020

We want all citizens to live and work in a place where they can live long, happy and healthy lives – no matter what their background or circumstances are.

Together, we have agreed a common set of principles to help each of us prioritise the actions we take within the redesign and re-opening of services – principles that will enable us to confront these injustices and inequalities head on throughout the re-enabling phases and beyond to help improve outcomes for the people most affected by them.

We recognise the importance of strengthening our joint working arrangements and having a common approach to equalities issues - whilst at the same time - we appreciate each of our organisations are different and that our priorities and actions may not always perfectly align.

These following statements outline our principles in the key areas we have agreed to address and the additional steps we will take together towards achieving positive equality outcomes.

1. We will increase the visibility of the injustices that people experience by: -

- Scrutinising the potential to tackle discrimination and advance and address the challenges of inequality before any decision is made in the re-design and re-opening of our services.
- Ensuring citizens can feel comfortable and can easily highlight any inequity or discrimination.
- Being accountable and transparent for equality and justice in our decision-making processes across our recovery planning.
- Prioritising opportunities for the most disadvantaged groups who share protected characteristics and vulnerabilities.
- Proactively identifying and acting upon opportunities to advance equality within all our areas of work.

2. We will ensure our planning is developed by involving communities affected by: -

- Investing in our communities to help build their capacity and resilience.
- Engaging with people from across our communities and across groups who share protected characteristics; are vulnerable or disadvantaged.
- Listening to the voices of those who have not engaged previously.
- Using language that everyone can understand.

3. We will challenge and re-examine our internal practices and processes by: -

- Prioritising provision of services that actively meet the needs of groups protected under The Equality Act 2010 and others who may face discrimination.

- Examining where institutional discrimination still exists – where it does, we do all we can to eliminate it.
- Improving our understanding of how our profile reflects the wider community.
- Building an inclusive culture where each individual feels valued, included and able to be themselves.
- Attracting and retaining a diverse workforce through our approach to talent and resourcing.
- Extending our inclusive approach beyond the scope of the legislation to support colleagues more broadly around e.g. carer responsibilities, adoption, paternity, social mobility and wellbeing.

4. We will invest in the skills and awareness of our staff to help them tackle discrimination and advance equality by: -

- Actively welcoming the involvement and input of trade unions and representatives of employee safety.
- Supporting colleagues to influence positive change through employee networks.
- Ensuring we are complying with Equality legislation.
- Challenging our behaviours.
- Sending clear and highly visible messages that difference is celebrated and respected.
- Offering learning opportunities to support cultural change.

5. We will measure and evidence our success based on the experiences of the people most affected by change by: -

- Using comparators and the National Performance Framework outcomes.
- Examining studies of society as a whole.
- Sharing real life stories in designing change and articulating progress.
- Asking ourselves ‘in 50 years’ time – how will others perceive the work that we are doing?’