



Ministry of
JUSTICE

National Offender
Management Service

Warwickshire
Probation Trust



Warwickshire Probation Trust

Community Payback Annual Report 2010



**Community
Payback**

Foreword



Liz Stafford, Chief Executive writes:

2010 was a significant year for Probation in Warwickshire with the transition to the Warwickshire Probation Trust from 1 April 2010. The new Trust builds on our past success and exploits all the opportunities offered by Trust status to deliver the best possible probation services for the people of Warwickshire.

Our Trust is part of the Warwickshire family of public and community services, working collaboratively through effective local agreements with a clear focus on reducing reoffending and cutting crime.

An important part of the work of the Trust is Community Payback which is responsible for the delivery of the Unpaid Work requirement sentence from the courts. The work is carried out under the direct supervision of probation staff or by beneficiaries of the scheme closely supported by our employees. The projects are made visible by the use of Community Payback signs and offenders wearing branded high visibility jackets.

In 2010 there were 76,827 hours of Community Payback completed by offenders in Warwickshire. This equates to £455,584 of free labour provided to local communities as offenders payback for the crimes they have committed. The work ranged from litter removal to clearing dense undergrowth, and environmental projects through to refurbishing community centres or removing graffiti. The beneficiaries included neighbourhood groups involved with crime prevention, charitable organisations, members of minority black and ethnic communities, and individuals subject to particular disadvantages where Payback could provide a solution.

The Trust is proud of the achievements of Community Payback and it is our intention to continue to be the service provider of choice through strong performance and cost effectiveness. This does not imply that we will do everything ourselves. We will work in partnership with the statutory, voluntary and private sectors locally, sub-regionally and regionally, where appropriate to provide the services which offer best value for money. Public confidence in Warwickshire Probation Trust will be promoted through visible Community Payback projects that meet local needs. Most importantly our staff will be proud ambassadors for the Trust and its services.

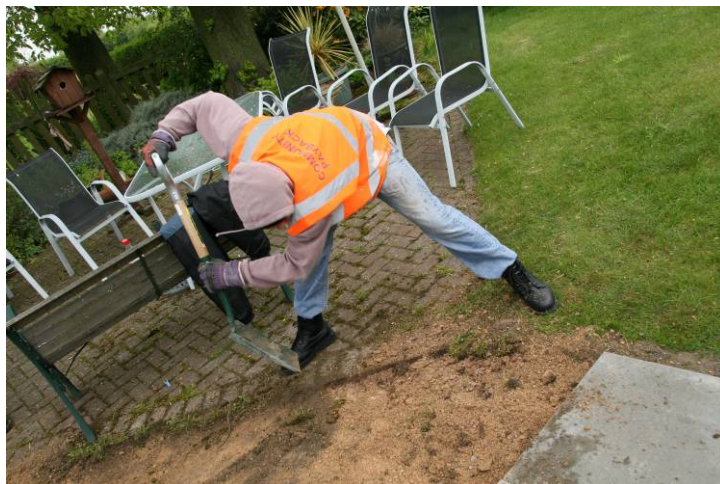
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Overview

Probation Trust and Geographic Area

- The Warwickshire Probation Trust is an innovative, high performing service with a clear vision for the future and strong values.
- The Trust comprises of a single Local Delivery Unit covering the whole county. Service delivery of Community Payback is provided from three sites within the county that all correspond with the main population centres in Nuneaton, Leamington, and Rugby. Community Payback staff are co-located with other probation staff and criminal justice partners in new and highly innovative Criminal Justice Centres.
- The county of Warwickshire has a population of approximately 530,000 and is mainly rural by nature, with concentrations of urban areas within the five local authority districts and boroughs across the county. A key feature of the county is its diversity which adds to the challenges in providing services. From rural to urban, affluent to deprived, Warwickshire represents the full spectrum of society.
- The Trust is responsible for over 1800 offenders subject to community supervision, and prepares over 1500 reports for the courts.



Unpaid offender hours 2010

- There were a total of 76827 offender hours completed in 2010
- 34572 of these offender hours were completed in individual placements
- This includes 600 offender hours in conjunction with ETE*

*The offender hours recorded are those where there is direct contact with an ETE provider. Offenders have additional learning opportunities as part of their involvement in placements and projects.

There has been a steady increase in the number of offender hours over the past three years.

	2008	2009	2010
Unpaid work hours	60997	72515	76827
Value to community at minimum wage* .	£ 349,513	£ 420,587	£ 455,584

* Minimum wage of £5.73 in 2008; £5.80 in 2009; £5.93 in 2010

Projects Completed

- 108 projects were completed in 2010. These were a combination of individual and group projects.
- The projects were varied and in a range of locations involving numerous beneficiaries. The work included environmental conservation, waste recycling, graffiti removal, site clearance and preparation, social care, painting and decorating, property maintenance and general labouring.



Successful completion of Community Payback sentences

In 2010 there were 436 Unpaid Work requirements completed which represents 78% of all requirements commenced.*

*All requirements that fail to be completed are subject to enforcement action through the courts.

Beneficiaries

- Community Payback has worked in partnership with over 70 beneficiaries throughout the county during 2010.
- Our beneficiaries are local people or organisations who we work with to address numerous tasks they have identified as needing attention within their communities. This is work that without the help of Community Payback may never be completed.
- Community Payback promotes public confidence through its interaction with beneficiaries and attracts positive feedback and publicity. Feedback forms are considered by staff locally so that any issues identified can be addressed and are then input into a central database. The overwhelming majority of beneficiaries are satisfied with the service they receive. 97% considered the work to be of a reasonable standard and 94% considered the supervision to be adequate.
- Satisfaction with the work of Community Payback is expressed in the examples that follow:

The Manager of the Satkaar Asian Elders Day Care Services responded *"Can I thank you and your team for the work that you carried out for us here at the Sydni Centre. I was most impressed by the way in which your team managed the project. Everyone worked extremely hard over the three days, the result being the Centre was painted throughout"*.

Wellesbourne Church: *"Excellent Work. Excellent liaison. Would like a regular 3 monthly session. The work carried out was to a high standard. Efficiently done. the offenders were polite and thanked us for the provision of refreshments."*

Mayday Trust: *" The quality of the work your team completed for us was **outstanding**. It had gone beyond my expectations what they had achieved, and they had got stuck in and got on with it despite the*

weather!! It poured down, a real credit to both your team members on both days and to the lads completing the work. I joined them several times during both days and talking to the lads involved they were really interested in what we were about and for the cause. I would just like to thank the whole team again for all their efforts and to let them know how much the residents appreciate the work they have done for us. we can now go out and buy our chickens and fill our run."

St Paul's School: *"We have been thrilled with the improvements to our school.....areas have been transformed.... We Want More! "*

Avon Dassett Parish Council: *"As usual the work was completed to a very good standard. Contact before and during the work was good. As a village with a very small precept this service represents an excellent use of our budget and gives good value for money. We would be happy to recommend this service to other Parish Councils or private enterprises."*

County Foresters. WCC Countryside and Recreation: *" The project at Europa Way will, when completed, help to restore an unmanaged mixed woodland. It will improve the quality of the trees in the future and aid access and deter previous anti-social behavioural practices that were occurring."*



DEVELOPMENTS

New Initiatives

There have been new initiatives developed in relation to community liaison, enforcement, and visibility.

- **Community Forums.** Warwickshire County Council has promoted the development of neighbourhood community forums to facilitate dialogue with local residents. Community Payback has participated both to ensure visibility but also in order to further enhance our ability to respond to community beneficiary demands at a local level.
- **Enforcement.** The option of a curfew order is now available to the courts to deal with offenders who are in breach of the unpaid work requirements on a second occasion. It takes effect on the night prior to the offender reporting to Community Payback. The new initiative is widely publicised to offenders so they are aware of the consequences of continued non-compliance and acts as an incentive to maximise attendance.
- **Visibility.** Individual placements in charity retail units display posters that are visible to their customers indicating the use of offenders on Community Payback in their enterprise and advertising their support for the local scheme. The signs also invite members of the public to make direct contact with Community Payback through the use of the Trust website. This is in addition to the use of high visibility jackets and prominent notice boards that are used on work projects in the community.



Working with Criminal Justice Partners

Community Payback in Warwickshire has developed strong links with its criminal justice partners.

- All staff are co-located in criminal justice centres allowing for easy access to colleagues from partner agencies. In the community there is clear evidence of joint working in a solution focused way to provide safer and sustainable neighbourhoods for the people of Warwickshire.
- The unpaid work requirement commands confidence with magistrates and the judiciary as is evidenced by the current rate of sentencing to this disposal. The work of Community Payback is understood through its visibility within the county and attracts the support of the police and their partners in promoting community safety.
- There are close working arrangements with Police Community Support Officers who undertake visual audits and consult with local people. Where there is work identified that will contribute to improving the environment they will work with local authority partners and Community Payback to ensure the required work is undertaken.



Warwickshire Justice Centre, Leamington Spa

Work with other organisations

Community Payback works with a number of organisations within the community including the local authority.

- This is the second consecutive year that Community Payback has had a Service Level Agreement with Warwick District Council on grounds maintenance projects. The work is focused on blocked garages, car parking areas, walk through alleyways, public footpaths, overgrown shrub areas, drying areas and community garden plots. These had previously only received occasional attention when in a state of disrepair but are now recorded within the work schedule undertaken by the District Council's Senior Estates Supervisor and are completed on a weekly basis by Community Payback in the south of the county.
- There is a Service Level Agreement with Warwickshire County Council to work on projects identified at Community Forums or Resident Association Meetings.
- There has been ongoing work with Nuneaton and Bedworth Borough Council on our graffiti busting project that was financed through the Office of Communities and the Regions (OCR) as part of the "Cashback" campaign.
- There is regular contact with charitable and voluntary organisations from a range of different backgrounds. The work may involve making adjustments to properties to facilitate access by disabled users, improving the facilities for a community initiative, or providing the labour to ensure that important tasks can be completed.



Joint work with Skills and Employment or ETE

Community Payback employs supervisors with a range of practical skills gained from their experience of working in different jobs. This provides offenders with the opportunity to learn new ways of working whilst completing their Community Payback hours. The experience, knowledge, and skills gained by offenders from working alongside our supervisors can assist them in their lives beyond their contact with our scheme.

In addition offenders have the opportunity to access specialist ETE advice.

- All unemployed offenders on Community Payback are referred to a partner training and job brokerage agency. As part of this contact they receive comprehensive information, advice and guidance sessions in order to assist them with obtaining relevant education, training and employment.
- We also have our own ETE staff visiting employed offenders on Community Payback work-sites at week-ends to assess and identify their current skills. This can assist with sustaining individuals in their current employment as well as signposting them to new opportunities.



ACHIEVEMENTS

Since 2008 demand for Community Payback increased by about 20%. The Warwickshire Probation Trust has contributed to this increased demand due to its promotion of its work to courts, criminal justice agencies, other partners and local people. It has taken advantage of opportunities to attract publicity through local media outlets, and has encouraged residents of Warwickshire to contact Payback directly with nominations for further work. The increase in demand has been met by increased efficiency within

the Community Payback Unit as well as more flexible use of staff, and increased partner contributions to projects.

The number of offenders we are able to allocate to placements catering for one or two offenders has continued to remain high. This represents 45% of the total workload. Beneficiaries are able to provide direct supervision of offenders with the knowledge that they can rely on the support and guidance from trained Community Payback staff when required.

Community Payback has made important contributions to charities and social enterprises through the regular placement of offenders. Over £230,000 was raised for a local hospice in one placement. On another placement £130,000 was raised for further investment in local recycling projects – this placement contributed to preventing 240 tonnes of waste being deposited in landfill.

Local community centres have benefited from property maintenance work being completed by Community Payback teams. These are centres that provide facilities to local residents and attract additional resources to prevent isolation and deprivation. Bath Place is a formerly disused college building in Leamington that has been transformed in its appearance with the help of Community Payback. The links have resulted in further developments in partnership working to increase services to other offenders – in particular providing facilities to deliver a programme for women offenders.

Community Payback transforms an alleyway in Stockingford, Nuneaton



Before

After

CASE STUDIES

Case Study 1: Punishment Focus.

Mrs W had been a repeat victim of crime for some time with things being stolen from her garden and nuisance youths getting into her garden and rattling her doors and windows. She was disabled following major heart surgery and was also responsible for caring for her son with learning difficulties. The additional impact of being victimised had left her feeling very frightened and struggling to remain positive. Mrs W discussed her problems with a local organisation that assists people to maintain an independent lifestyle in their own homes. A referral was then made to Community Payback. We agreed to offer support and a total of 28 offenders completed 164 hours of work over several days. Debris was cleared from a fallen wall and a 6 foot high featheredge board fence complete with posts and Arras rails was built. We also cleaned up an adjoining wall to the next property which had been subjected to damage by vandals. In a letter of thanks, Mrs W said, *"I am amazed that the lads have all worked so hard, non-stop in the terrible freezing cold and snow and were still able to do such a fantastic job. I do not feel so frightened, I feel safe and secure, I cannot thank you all enough."*

This letter was displayed in the reporting yard and all the offenders were very pleased with it. Most of them commented that it was a good project to work on as they were able to see the progress they had made and they also felt that Mrs W was a very deserving case.

Case Study 2: Community Benefit Focus.

Stratford-on-Avon is internationally famous for its connections with William Shakespeare and is visited by hundreds of thousands overseas visitors each year. The Payback team were very happy to be approached by the Stratford Rotarians to see if they could do something about keeping the River Avon and its banks clean and tidy. After several months of working with British Waterways, Avon Navigation Trust, Rotarians, Avon Boat-hire, Stratford Canal Society, Stratford Town Trust and the District and Town Councils significant progress was made. Payback now have a boat so that we can access all areas on a weekly basis and keep the river and the town looking presentable. Offenders are learning new skills in helmsmanship and are very visible in their orange branded jackets.

Case Study 3: Rehabilitation Focus.

Miss P came to Community Payback with 200 hours Unpaid Work as well as a supervision requirement following her conviction for an offence of dishonesty arising out of the debt problems she had got into. She completed her hours intensively, 3 times per week, and never missed an appointment. Through the Trust's ETE department we were also able to get her to join two women's programmes where she improved her own self-esteem and engaged well with the rest of the group. She was referred to CAB who advised her on her debt problems and arranged affordable repayments. Our education worker also helped her with her dyslexia and by the time Miss P finished her supervision requirement she was attending a local college course in beauty and hairdressing.

Images of Warwickshire Community Payback



If you would like to contact us for further information about Community Payback please go to www.warwickshireprobation.org.uk