

**Justice Social Work Recovery Strategy Group**

**COVID-19 Routemap**

**Version 1**

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# 1 Introduction purpose and background

## 1.1 Purpose of this paper

The Scottish Government released the COVID-19 Routemap[[1]](#footnote-2) at the end of May 2020. The Routemap sets out four phases between lockdown and the resumption of life without restrictions linked to the pandemic.

The Routemap refers to the justice system in terms of the resumption of court business and “greater contact for social work and support services with at risk groups and families with physical distancing and hygiene measures” in Phase 1. Social Work Scotland has identified a need to flesh out the implications of the Routemap for Justice Social Work (JSW) in Scotland. HM Prison and Probation Service has published their Probation Roadmap to Recovery [[2]](#footnote-3) which offers high level principles and guidance to their staff.

This paper:

* defines the elements of JSW in Scotland impacted by the pandemic
* indicates how capacity to deliver these services is reduced by physical distancing and other pandemic related health requirements
* shares practice that may help to increase capacity
* explores more generally the issues around trying to improve capacity in justice social work services both locally and nationally
* recognises that different local authority areas will experience the Phases differently due to characteristics such as size, rurality, etc.
* may be revised and re-published as we move through the Phases and gain knowledge and experience.

## 1.2 Principles underpinning JSW service recovery

The intentions of this paper are to support justice social work services in the wide range of environments in which those services are delivered so that they:

1. Work in ways that protect the health of the workforce, people using services and the public by following national and local guidance and protocols designed to reduce transmission, outbreaks and deaths from COVID-19.
2. Protect the public and work to help people in the justice system to reduce harm and to offer a service that helps people to lead full and active lives. This often means focusing resource on those who present the highest risk to others or themselves and those who have high levels of health and social care needs.
3. Can manage the capacity of the justice workforce to respond to court orders by being transparent about what Local Authorities can deliver during the phases of the recovery programme.
4. Can explore and share solutions and creative practices thereby helping to promote consistency across services delivered by 32 separate local authorities across Scotland.

## 1.3 Summary of JSW tasks

To help us describe the range of services, environments and activities delivered by justice social work, we have assigned the tasks across a number of domains which each present common issues and potentially similar solutions.

|  | **Domain**  | **Issues of physical distancing** | **Activities affected by COVID-19** |
| --- | --- | --- | --- |
| 1 | Community and post release supervision, drug treatment and testing orders | **Office based interviews reduction in capacity**All assessments, report and supervision affected by reduction in office space. **Home visits**Reduction in visits due to physical distancing and risk of infection by going into other people’s homes.  | Diversion assessmentsBail supervision and assessmentsCJSW reports Structure deferred sentence assessments and interventionsCPOs including supervision and unpaid work (UPW) and Drug treatment and testing orders (DTTOs)Provision of support and supervision for: * Statutory throughcare licence supervision
* Voluntary throughcare

Parole dossiersRisk Assessment and Management Work |
| 2 | Unpaid work (UPW) and other activities (OA) | **Capacity reduced in work vans and all placements** * Squad/group activities
* Individual placements
* Inside and outside
 | Transport to activity Completion of hours:* Backlog of hours to complete
* Impact of new orders as the courts resume activity

Number of placement providers able to follow physical distancing measures.Availability of opportunities for other activities. |
| 3 | Programmes | **Group work rooms**Capacity reduced due to physical distancing. | Capacity reduced in the following areas:* MF:MC and Caledonian programmes
* Other group work as part of supervision
* Drug Treatment and Testing Orders (DTTOs)
 |
| 4 | Prisons both prison based social work (PBSW) and community based social work services (CBSW) | **Prison**Reduced numbers of staff in prison offices as most staff working from home. Access to people in person reduced.Dependent on limited technology for contact with people in prison. | Prison based social work Risk Assessment and Management WorkAttendance at Risk Management Teams Meetings (RMTs) and contribution to Integrated Case Management (ICMs)Parole dossiersCJSW reportsVoluntary throughcare delivered directly |
| 5 | Court based services | **Courts**Court business has reduced and changed the way it is delivered. As this increases through the phases, the need for service at Court and after sentencing will increase. Social workers need to be able to access people in the cell areas for interview. | Stand-down reportsInformation for the CourtNumber of CPOs to be delivered by JSW |
| 6 | Public protection | **Multi-agency meetings**Moved to virtual meetings by video and telephone Lack of access to the ViSOR system for staff working from home. | Multi-Agency Public Protection Arrangements (MAPPA)Multi-Agency Risk Assessment Conferences (MARAC)Multi-Agency Tasking and Coordination (MATAC)Violent and Sex Offender Register (ViSOR, UK Home Office)  |
| 7 | Workforce | **Workforce capacity*** Staff ill, shielding or self-isolating
* Staff with childcare responsibilities

**Work environment capacity** impacted by physical distancing | RecruitmentInductionWorkforce development and trainingQuality and consistency of serviceSupport for staff wellbeing |
| 8 | Partnership working and communication | **Office meetings and joint working**: Significantly affected by physical distancing.**Capacity of other organisations:** Multi-agency justice approaches depend on capacity of other organisations. | Community Justice PartnershipsJoint work with health, other social work teams and third sector partners especially around housing, addictions and mental healthOther interdependencies such as Courts, Scottish Prison Service (SPS), Crown Office and Procurator Fiscal Service (COPFS), and Parole Board |
| 9 | General | **Toilet provision** both in offices and when out doing UPW activitiesManagement of **reception areas** to ensure physical distancing is maintained.Balance the expectation of the Courts and the public that community sentences continue to be served against the public duty to reduce all but essential travel (for work that cannot be carried out at home) and individual health issues that increase risk. Scottish Government may deliver further advice on this from the perspective of the wider justice system.  |

## 1.4 Physical distancing

Whilst the intensity of physical distancing will decrease in many circumstances as we go through the phases, it is clear that planning for business as usual over the foreseeable future must be based on the premise that physical distancing will be a part of our lives and work. There are national guidelines around physical distancing that organisations will be using to develop protocols and guidance.

This paper assumes that different areas will have different premises and numbers of people with whom they work. Solutions need to fit the local environment and be delivered within local resources according to local procedures. The paper presumes the Phase 1 restrictions as the base point and then collates the ways we might begin to extend practices safely through the other phases. We stress that until physical distancing measures are significantly lessened, every aspect of JSW service is affected resulting in a significant reduction in capacity at local and national levels.

The guidance on physical distancing recommended by Scottish Government is [here](https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-physical-distancing) on the NHS Inform website.

## 1.5 People “at risk”

People who come into contact with the justice system come from various backgrounds, experiences and vulnerabilities. They are part of family and friendship groups and their wider communities. We know that people may present a risk of offending again; the likelihood of that and the harm caused by that is assessed and addressed by JSW assessments and interventions. A significant proportion of people who come into the justice system also have health and social care needs that may or may not directly relate to offending; addictions/substance use, homelessness, mental health problems. They may also be victims of crime, domestic violence, financial abuse and so on.

In terms of COVD-19, we know that age, sex, being of BAME background and poverty[[3]](#footnote-4) increase the risk of being infected, needing hospital treatment and dying. Where people’s lives are chaotic, where basic daily needs are not met and where health is not well managed, the risks from COVID 19 increase.

The Government Routemap refers in Phase 1 to social work increasing contact with “at-risk groups and families with physical distancing and hygiene measures”. Within the meaning of the Routemap, the phrase “at risk” appears to mean people and families who are vulnerable due to health, disabilities or other reason and those in need of child and adult protection services.

What does this mean in terms of JSW? The people we work with present risk and often are at risk themselves. Risk may extend into their families and friendship groups and beyond. Defensible decisions need to be taken within the existing context and recorded; service level principles about prioritisation and risk management should be written down and disseminated to staff, case management decisions about people on orders should be recorded in individual case files. Frequency and the manner of contact should be clear to workers and to people on licenses or orders. Local risk frameworks should be widely shared so that front-line workers, first-line and senior managers understand the expectations. At each level, the workforce needs to be both supported and accountable. Discussion in supervision, team and executive meetings will help to generate local consistency and a supportive and managed risk culture.

The SWS JSW Recovery Group recognises that this places a responsibility on local social workers, managers and others to make decisions based on balancing the risks:.

* of re-offending and causing harm
* of catching or transmitting the virus
* of increased vulnerability due to lack of support from social work services
* loss of credibility of community based disposals with the Courts and Judiciary
* loss of trust from the public.

Rising levels of domestic abuse[[4]](#footnote-5) particularly against children and women during lockdown are a significant issue for social work across all practice specialisms.

COSLA and the Scottish Government have developed [supplementary guidance](https://www.cosla.gov.uk/__data/assets/pdf_file/0023/17762/COVID-19-Supplementary-VAW-Guidance-FINAL.pdf) to [Equally Safe: Scotland’s Strategy to Prevent and Eradicate Violence Against Women and Girls](https://www.gov.scot/publications/equally-safe-scotlands-strategy-prevent-eradicate-violence-against-women-girls/) to support a sustainable and joined up approach by local authorities and other community planning partners in safeguarding the needs of anyone experiencing domestic abuse during COVID-19.

## 1.6 Prioritising

JSW teams are already skilled in using risk management and prioritisation techniques to use the available capacity most effectively. At the beginning of the pandemic, areas reviewed people on their caseloads ensuring that locally, there is a consistent approach to the expectations of face to face, home contact and home visits.

JSW and UPW managers will need to make decisions about who will restart orders first based on criteria including:

* the length of time left on the order
* the number of hours to be completed
* the need to enable individuals to complete their orders in a reasonable timescale
* the types of UPW that can be delivered most effectively
* the needs of people on orders.

Your decisions will also be informed by levels of risk and compliance. A clear rationale will promote an approach that is as fair as possible in the circumstances.

## 1.7 Transparency and resources

We all hope that, as we move through the Routemap Phases, the ways we are able to support and supervise the people we work with in the justice system will improve through the reconfiguration of our infrastructure and the use of technology. However, our work is firmly based in relationships. Face to face assessment and programme work is where we deal with the most complex and challenging elements of our work. Home visits are vital if we really want to understand the personal and social lived experience so that we can focus on those needs and behaviours likely to lead to re-offending.

For the foreseeable future, COVID 19 will continue to affect the way we do this work. In addition, the Presumption Against Short Sentences (PASS) which was extended to sentences of less than 12 months from July 2019 and recent focus of ensuring the prison population can be supported safely during the pandemic means that it is possible that Courts may wish use community based sentences more than previously. As the Courts begin to sit again, it is important that we can be honest with our local judiciary about what they can expect from community based orders during this time. It may, therefore, be appropriate to ensure that Justice Social Work Reports address these expectations directly. Nationally, there is regular contact and discussion between Scottish Government, Social Work Scotland, Scottish Courts and Tribunal Service, Community Justice Scotland and the Judicial Institute to ensure information is shared across key stakeholders. This range of local and national communication is vital in order to mitigate any risk that, if community based sentences are not as accessible as previously, short custodial sentences increase.

A letter to Chief Social Work Officers (CSWOs) from Scottish Government on 18 June 2020 noted that most UPW had stopped as the country entered lockdown and recommends that, as we enter Phase 2, the delivery of UPW and other order requirements restart on a limited basis and increase incrementally as we move through the phases. The letter recognises the challenges, encourages creative and flexible approaches and commits to continued monitoring of capacity in JSW to deliver unpaid work as well as overall capacity.

There are too many differences in local arrangements, workforces and environments to realistically set an expectation for each domain of the level of capacity for each Routemap phase nationally. Locally, JSW departments may wish to set out what they believe they can and should be delivering to share with their stakeholders as part of local communication strategies.

Find below some suggested formats for ways to include clarity about the nature or our capacity to deliver some CPO requirements in criminal justice social work reports to the courts. Please use and amend as you see fit. The examples are not exhaustive and if you develop your own examples, Social Work Scotland can help to support national good practice and consistency by sharing these on your behalf – please let us know.

## 1.7.1 CPOs with a supervision requirement

*If the Court choses to impose a requirement of supervision please note that the way that this is delivered may be affected by physical distancing and other impacts of the coronavirus pandemic. Scottish Government guidance will be followed to ensure the safety of the person serving the Community Payback Order, the justice social work team and the public. At the point of sentence this means that:*

*The person serving the CPO will have contact from the community justice social work team at least x each week/month to address the needs, offending behaviour and its causes already identified in this report.*

*These contacts will consist of:*

* *mainly/some telephones calls at pre-arranged times*
* *office visits x times every week/month as pubic transport and office interview space allow*
* *home visits x times over the course of the order of which the timing is likely to depend on immediate risk and/or physical distancing requirements. When it is not deemed safe from a COVID-19 perspective to go inside someone’s home, there will be a doorstep discussion.*

*Please find attached a plan for contacts and the focus of the supervision requirement for the first six weeks should it be imposed. .*

## 1.7.2 CPOs with a programme requirement

The methods of delivery of MF:MC and Caledonian may change and develop over the coming months so this suggestion may need revision over time.

*If the Court choses to impose a programme requirement please note that the way that this is delivered may be affected by physical distancing and other impacts of the coronavirus pandemic. Scottish Government guidance will be followed to ensure the safety of the person serving the Community Payback Order, the justice social work team and the public. At the point of sentence this means that:*

* *There may be a delay to starting the groupwork component of the programme due to the significant reduction in our capacity due to the need to physically distance. Currently the waiting time is approximately x weeks.*
* *When it starts, the programme sessions will take place x times per week/month.*
* *The programme will be delivered individually to two people face to face/on-line.*
* *Some elements of the programme will be achieved through worksheets being completed by the person themselves and a session by telephone or video reflecting on their answers.*

## 1.7.3 CPOs with a requirement of unpaid work (UPW) or other activity

*If the Court chooses to impose a requirement of unpaid work, please note that the way that this is delivered may be affected by physical distancing and other impacts of the coronavirus pandemic. Scottish Government guidance will be followed to ensure the safety of the person serving the Community Payback Order, the justice social work team and the public. At the point of sentence this means that:*

* *There may be a delay to starting an unpaid work placement because of the significant reduction in our capacity due to the need to physically distance. Currently the waiting time for the type of UPW recommended for this person is approximately x weeks and the Court can be assured that any order imposed will start as soon as possible.*
* *We are trialling the use of a variety of opportunities that would count towards “other activities” including, for example, volunteering on both an informal and formal basis and on-line educational activities to promote engagement with the local community and personal and educational development.*
* *If the requirements of unpaid work cannot be completed in the timescale due to restrictions on placements, the Court will be kept informed and any review of requirements deemed appropriate may be sought at a later date.*

# 2 Phase 1

## 2.1 Phase 1 advice from Scottish Government:

**Protective measures**

Physical distancing requirements in place.

Frequent handwashing and hygiene measures for all.

Cough etiquette is maintained.

Face coverings in enclosed public spaces, including public transport.

**Seeing family and friends**

More outdoor activity permitted – such as being able to sit in the park, as long as physically distanced.

Meeting up with another household outdoors, in small numbers, including in gardens, but with physical distancing required.

**Getting around**

Where home working is not possible businesses and organisations are encouraged to manage travel demand through staggered start times and flexible working patterns.

Permitted to travel short distances for outdoor leisure and exercise but advice to stay within a short distance of your local community (broadly within 5 miles) and travel by walk, wheel and cycle where possible.

International border health measures are introduced.

**Schools, childcare and educational settings**

School staff return to schools.

Increased number of children accessing critical childcare provision.

Re-opening of child minding services and fully outdoor nursery provision.

Transition support available to pupils starting P1 and S1 where possible.

**Working**

Remote working remains the default position for those who can.

For those workplaces that are reopening, employers should encourage staggered start times and flexible working.

Non-essential **outdoor** workplaces with physical distancing resume once relevant guidance agreed.

Workplaces resuming in later phases can undertake preparatory work on physical distancing and hygiene measures.

**Sport, Culture and Leisure**

Unrestricted outdoors exercise adhering to distancing measures.

Non-contact, outdoor activities in your local areas e.g. golf, hiking, canoeing, outdoor swimming, angling.

**Community and public services**

Gradual resumption of key support services at the community level with physical distancing and hygiene measures.

Restarting face-to-face Children’s Hearings with physical distancing.

Greater direct contact for social work and support services with at-risk groups and families with physical distancing and hygiene measures.

Access to respite/day care to support unpaid carers and for families with a disabled family member.

Household Waste Recycling Centres open.

Re-opening of court and tribunal buildings, with limited business and public access.

**Public gatherings**

No public gatherings permitted except for meetings of two households, outdoors and with physical distancing.

**Health and Social Care**

Beginning to safely restart NHS services, covering primary, and community services including mental health.

Phased resumption of some GP services supported by an increase in digital consultations.

Roll out the NHS Pharmacy First Scotland service in community pharmacies.

Increase care offered at emergency dental hubs as practices prepare to open.

Restart, where possible, urgent electives previously paused.

## 2.2 What this means for Justice Social Work

2.2.1 All local areas will be using many or all of these approaches already. Where further creative approaches are tested out, they can be added to future versions of this paper. In Phase 1, there are, comparative to Phases 2-4, the greatest restrictions on the ways we can work.

|  | **Domain**  | **Phase 1 options/solutions** |
| --- | --- | --- |
| 1 | Community and post release supervision, drug treatment and testing orders | **Local approaches:**Increase ability for staff to work from home and access the systems they need remotely.Suitable PPE for each activity.Consider guidance on perspex screens.Ensure [appropriate PPE](https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19) is available for the task - this is especially important when dealing with oral swabs for DTTOs. Follow clinical guidance on testing methods to be used. Consider alternative methods of testing, e.g. urine samples. Identify suitable spaces for interviewing and record the impact on your local capacity.Where face to face is necessary, interview rooms need to be large and have good ventilation. Allow time between interviews to clean room and wash hands.Interview remotely where possible. Be transparent about the potential impact on quality of risk assessment and other judgements. Home visits (where workers enter the home of the person) should be avoided unless risk assessed to be necessary in this phase but, where necessary, follow [SG guidance](https://www.gov.scot/publications/coronavirus-covid-19-social-worker-guidance-on-safe-contact/).[Use doorstep discussions](https://www.gov.scot/publications/coronavirus-covid-19-social-worker-guidance-on-safe-contact/) where home visits are necessary but recognising the impact on quality of risk assessment and issues of confidentiality and trust. Continue to work with other agencies, e.g. police to share responsibilities in assisting with high-risk client monitoring.Individual revocation or extension of orders taking into account work completed, risk level and other individual factors.**National approaches:**SWS regular weekly communication with Scottish government community justice division. SWS attendance at Justice Board Covid-19 sub-group.SWS weekly communication with SPS. Guidance on the management of people who offend on line is planned for release by CJS and other partners.Support for [workers using technology](https://www.khub.net/group/thecaledoniansystemmensworkersnetwork/group-library) (you will need an account) to work with people remotely. SWS will support the collation of information on interview space capacity when that will enable the national approach.SWS communications with the Judicial Institute and Scottish Courts and Tribunals Service to explain the capacity issues.SWS contributing to Scottish Government consideration of whether powers under the Coronavirus (Scotland) Act 2020 (for example, to vary certain community orders) require to be used, taking account of JSW capacity and anticipated demand. Changes to supervision are not expected.  |
| 2 | Unpaid work (UPW) and other activities (OA) | **Local approaches:**Increase scope of OA to count towards the UPW order eg shopping for neighbour.Ensure workplace risk assessments cover COVID 19 risks for the environment, individuals and the public.Appropriate PPE for the work, in relation to the virus and where using public transport.Increase opportunities for outside work and explore increasing appropriate indoor individual placements where possible.Reduce numbers in squad to enable physical distancing. It may not be possible to supervise more than one person at a time in this Phase.Move to “muster points” near to work venue rather than van transport from a central location – relies on public or personal transport, however. Hire different vehicle types to enable travel.Consider running half rather than full days and/or staggering arrivals at the placement.Identify larger more suitable premises and placements for the future.Invest in portable toilets to support UPW projects.Individual revocation or extension.**National approaches:**SWS regular weekly communication with Scottish government community justice division. SWS attendance at Justice Board Covid-19 sub-group.SWS Justice Standing Committee Unpaid Work Subgroup is a potential vehicle for sharing practice and identifying further solutions. SWS communications with the Judicial Institute and Scottish Courts and Tribunals Service to explain the capacity issues.SWS contributing to Scottish Government consideration of whether any powers under the Coronavirus (Scotland) Act 2020 (for example, to vary certain community orders) require to be used, taking account of JSW capacity.  |
| 3 | Programmes | **Local approaches:**Deliver remotely using worksheet, video conferencing and telephone calls.Identify bigger premises for group work. Individual revocation or extension of orders based on how much of the programme has been completed and the level of risk remaining for each individual.**National approaches:**SWS regular weekly communication with Scottish government community justice division. Caledonian SOG and operation group - Caledonian can be delivered 1:1 or 2:1 in person and can be continued remotely should full lockdown recur. MF:MC advisory board- MF:MC can be delivered 2:1 in person.  |
| 4 | Prisons both prison based social work (PBSW) and community based social work services (CBSW) | **Local approaches:**Increase ability for staff to work from home and access the systems they need remotely.Ensure good communication with the local prison so that it is possible to use communication improvements as they happen.Continue to use the data on people going into and leaving. prison to support liberation planning and support across the prison estate.**National approaches:**SWS regular weekly communication with Scottish government community justice division. SWS attendance at Justice Board Covid-19 sub-group.SWS weekly communication with SPS. SPS has produced a contact list to help CBSW to access people in prison.Licences and laptops for all PBSW.SPS digital strategy (longer term) for better links. |
| 5 | Court based services | **Local approaches:**Ensure your local Court understands issues around your capacity to deliver particular about what we are able to restart and improve the availability of community based options. Keep them informed as things change. Respond to local approaches to make use of facilities to interview people by virtual Courts and the custody hubs across the country.Where face to face is necessary, interview rooms must be large and have good ventilation. Masks/gloves and hand gel available.Local risk assessment of court building accommodation. Identify suitable interview rooms. Remote interview facilities for when people do not attend Court themselves.**National approaches:**SWS liaison with the Courts and Tribunals Service.SWS letters to the Judicial InstitiuteSWS regular weekly communication with Scottish government community justice division. SWS attendance at Justice Board Covid-19 sub-group.[SCTS](https://www.scotcourts.gov.uk/about-the-scottish-court-service/scs-news/2020/06/01/sheriff-courts-business-update) have their own risk assessments of buildings but partners who also use those buildings are responsible locally for undertaking their own risk assessments. Discussions with Police Scotland exploring opportunities to use the virtual courts space and technology being put into their custody centres to connect with people appearing from custody.  |
| 6 | Public protection | **Local approaches**Meetings moved on-line.Agreement of alternative methods of inputting agreed minimum standards, e.g. MAPPA staff.MAPPA strategic oversight groups and equivalent MARAC/MATAC groups.**National approaches**MAPPA National Strategic group. SWS regular weekly communication with Scottish government community justice division. SWS attendance at Justice Board Covid-19 sub-group.SWS weekly communication with SPS.  |
| 7 | Workforce | **Local approaches:**Move to more on-line methods for recruitment, training and supervision. [Community Justice Scotland](https://communityjustice.scot/learning-hub/) and others are developing options around remote training opportunities. Coaching and mentoring development.Staff should feel confident to tell their line manager of any special circumstances that affect their work or the people they live with who are vulnerable to the virus. Individual risk assessments are advised where there are potential vulnerabilities. Learn from organisations already using remote working successfully.Ensure staff members have resources and people to turn to for both personal and professional support. Regularly review local capacity to inform the national capacity.**National approaches:**SWS regular weekly communication with Scottish government community justice division. SWS attendance at Justice Board Covid-19 sub-group.SWS will support the collection of workforce data when it is required to inform the national picture. |
| 8 | Partnership working and communication | **Local approaches:**Work virtually. Many public bodies are moving to Microsoft Teams as the main method of communication.Explore the ways the local Community Justice Partnership can engage with and behalf of its members to share creative ideas that might support the local justice system as a whole. Where it is useful, share this paper with colleagues and stakeholders who may not have access otherwise. Encourage your teams to share with other agencies and to develop understanding across services of the impact of moving through the Phases.**National approaches:**SWS regular weekly communication with Scottish government community justice division. SWS have linked into recovery work being undertaken by Community Justice Scotland and have shared this paper.SWS attendance at Justice Board Covid-19 sub-group.SWS weekly communication with SPS. |
| 9 | General | Only staff whose presence is necessary for critical operational tasks should be in the office. They should be there for as short a time as possible.Identify those people who present the most serious risk of harm: sex offenders, violence, domestic abuse. Be clear with your workforce the expectations of supervision across these categories.Regularly review local and national capacity in terms of the available capacity based on interview space, group work space, transport and toilet arrangements. Services may want to gather feedback from service users (and staff) on what’s working/not working in remote supervision and use this to inform priorities and the most effective methods of working over the course of the phases. |

# 3 Phase 2

## 3.1 Phase 2 advice from Scottish Government:

**Protective measures**

Physical distancing requirements in place.

Frequent handwashing and hygiene measures for all.

Cough etiquette is maintained.

Face coverings in enclosed public spaces, including public transport.

**Seeing family and friends**

Able to meet with larger groups including family and friends **outside** with physical distancing.

Meeting people from another household **indoors** with physical distancing and hygiene measures.

**Getting around**

Consistent with the reopening of workplaces set out in this phase, where home working is not possible businesses and organisations are encouraged to manage travel demand through staggered start times and flexible working patterns.

People are permitted to drive locally for leisure purposes.

Public transport operating increased services but capacity still significantly limited to allow for physical distancing. Travel at peak times discouraged as far as possible.

May be geographical differences depending on circumstances.

**Working**

the default position for those who can.

Non-essential **indoor non-office-based** workplaces resume once relevant guidance agreed – including factories & warehouses, lab & research facilities – to re-open with physical distancing.

Construction sector to implement remaining stages of phased return.

Relaxation of restrictions on housing moves.

**Sport, Culture and Leisure**

Reopening of playgrounds and sports courts.

Resumption of professional sport in line with public health advice.

**Community and public services**

Further scaling up of public services from Phase 1 where it is safe to do so.

**Health and Social Care**

Remobilisation plans implemented by Health Boards and Integrated Joint Boards to increase provision for pent up demand, urgent referrals and triage of routine services.

Reintroduce some chronic disease management which could include pain services, diabetic services.

All dental practices open to see patients with urgent care needs. Urgent care centres provide urgent aerosol generating procedures.

Prioritise referrals to secondary care begin.

Increase number of home visits to shielded patients.

Continue to plan with COSLA and Scottish Care to support and, where needed, review of social care and care home services.

Phased resumption of some screening services.

Expand range of GP services.

Phased safe resumption of essential optometry/ ophthalmology services.

Phased resumption of visiting to care homes by family members in a managed way where it is clinically safe to do so.

## 3.2 What this means for Justice Social Work

Phase 2 requires the maintenance of physical distancing but allows more people to meet up outside and supports public transport operating increased services. Non-essential Indoor work in factories and warehouses can start up.

To avoid repetition, as the phases progress, we only add in those areas of practice we anticipate being able to progress and increase delivery levels.

|  | **Domain**  | **Phase 2 options/solutions** |
| --- | --- | --- |
| 1 | Community and post release supervision, drug treatment and testing orders | **Local approaches:**Continue to use remote communication for most people but begin to improve the quality of interventions especially for people assessed as high risk by:* Increasing the use of home visits and doorstep discussion to deliver a more blended but risk assessed approach.
* Beginning to use office based face to face meetings in appropriate environments. Consider the frequency of face to face meetings, for example alternate with remote contact.

Consider changes to office opening hours to accommodate reduced interview and transport opportunities.Reduce number of physical contacts by developing the use of technology (eg video conferencing in interview rooms) to enable people on orders to come into the office and use technology to contact workers who may be in the building or working from home.As drug treatment and testing resumes, follow clinical guidance. |
| 2 | Unpaid work (UPW) and other activities (OA) | **Local approaches:**Continue with the approaches in Phase 1 where you haven’t yet been able to do so.Supervise more people outside in small groups (SG guidance will indicate numbers of unrelated household appropriate may be 1:1 or 1:2). Continue to avoid using group transport in mini buses.Return to large indoor facilities for placements.Use back to back or side to side working arrangements.Identify more indoor warehouse-like placements.Liaise with partners to see how/whether OA have progressed particularly around education, training and employment and substance misuse services.  |
| 3 | Programmes | Keep up to date with programme accreditation updates that support delivery on 1:1 or 2:1 basis. |
| 4 | Prisons both prison based social work (PBSW) and community based social work services (CBSW) | **Local approaches:**Begin to use safe closed interview spaces in prisons where these are available.Continue with telephone interviews for home background reports and home detention curfew assessments but consider “drive by” for visual assessment of the environment around the home.**National approaches:**SPS digital strategy (longer term) will support better links. |
| 5 | Court based services | Some local courts have started hearing custody some criminal cases and their capacity will continue to develop. The number of virtual court hubs is increasing and SCTS will keep SWS and local areas updated.It is difficult to estimate the level of reports for the courts and the number of CPOs that may arise in this phase and beyond.  |
| 6 | Public protection | Attend working groups virtually.Reinstate some face-to-face attendance at risk management meetings (MAPPA). |
| 7 | Workforce | **Local approaches:**Based on any national instructions for this Phase, more staff may be in offices. Recommend staged return to the office environment:* Team split into two or more groups to avoid cross-contamination
* One day per week in the office but numbers restricted to ensure physical distancing
* Dedicated desk spaces with access to hygiene resources and PPE
* Follow local Council/H&SCP guidance

Reinstate formal supervision of staff using virtual or office-based meetings where distance can be maintained (worker preference).Keep a regular eye on worker capacity; both social workers and UPW teams especially. Where there are any issues of vulnerability for the worker or the people they live with, a risk assessment should be undertaken before they return to the office.Consider desk arrangements to ensure infection control means are in place particularly where people need to share desks.Configuration of offices and desks as more people return should be planned to reduce face to face situations. Use more side to side configurations. |
| 8 | Partnership working and communication | We need to work with the full range of justice partners and take a whole systems approach as to how each service emerges from the pandemic given the inter-dependency nature of our business. **Local approaches**Ensuring local partners are clear about what they can expect from our services as we progress through the Phases.Attend working groups virtually.Consider plans for shared staff support within the local authority and across local authority boundaries in case of a second wave or significant staff illness ([SG Test & Protect Agenda](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/)).Review current national and local working groups – move towards recovery rather than containment agenda.**National approaches**SWS liaison with SCTS as the Courts begin to sit will help plan around capacity issues. |
| 9 | General | For all activities promote staggered start times to enable both workforce and clients to avoid rush hour traffic and public transport if they need to travel. Liaise for shared digital platform across key partners – SWS, CJS, Police Scotland, JSW, SPS, NHS, SG etc. |

# 4 Phase 3

##  4.1 Phase 3 advice from Scottish Government:

**Protective measures**

Physical distancing requirements in place.

Frequent handwashing and hygiene measures for all.

Cough etiquette is maintained.

Face coverings in enclosed public spaces, including public transport.

**Seeing family and friends**

Able to meet with people from more than one household **indoors** with physical distancing and hygiene measures.

**Getting around**

Can drive beyond local area for leisure and exercise purposes.

Public transport operating full services but capacity still significantly limited to allow for physical distancing. Travel at peak times discouraged as far as possible.

May be geographical differences depending on circumstances.

**Schools, Childcare and educational settings**

Children return to school under a blended model of part-time in-school teaching and part-time in-home learning. Public health measures (including physical distancing) in place.

Subject to the progress of the scientific evidence, schools are expected to open on this basis on 11 August.

All childcare providers reopen subject to public health measures, with available capacity prioritised to support key worker childcare, early learning and childcare (ELC) entitlement and children in need.

Universities and colleges phased return with blended model of remote learning and limited on campus learning where priority. Public health measures (including physical distancing) in place.

**Working**

Remote working remains the default position for those who can.

Non-essential **indoor office** workplaces can open, once relevant guidance agreed, including contact centres with physical distancing.

**Sport, Culture and Leisure**

Museums, galleries, libraries, cinemas open, subject to physical distancing and hygiene measures.

Gyms open subject to physical distancing and hygiene measures.

Relaxation of restrictions on accommodation providers.

Live events permitted with restricted numbers and physical distancing.

**Community and public services**

Further resumption of justice system processes and services.

**Health and Social Care**

Emergency and planned care services delivered.

Expansion of screening services.

Adult flu vaccinations including in care homes and care at home.

All dental practices begin to see registered patients for non-aerosol routine care. Urgent care centres to provide aerosol generating procedures.

All community optometry reopens with social distancing safeguards.

Some communal living experience can be-restarted when it is clinically safe to do so.

## 4.2 What this means for Justice Social Work

Phase 3 brings the further resumption of justice services and processes but there is no national definition of this at the time of writing. It allows people from more than one household to meet indoors with physical distancing, enabling more retail business, pubs and restaurants and live events. Public transport is expected to be operating full timetables but with reduced capacity to allow distancing. Education is using blended models of remote and campus based learning and health related services such as dentists, (limited) vaccinations and optometry can extend their services. Physical distancing is still the basis of all interaction and the resumption of many activities is caveated by the need to take clinical safety into account.

|  | **Domain**  | **Phase 3 options/solutions** |
| --- | --- | --- |
| 1 | Community and post release supervision, drug treatment and testing orders | Progression to face-to-face contacts with amber/medium risk service users – alternate face to face meetings with telephone contacts.If areas have capacity, consider and plan for contact with people assessed as green/lower.Increase in-house home visits – primarily for Throughcare cases or CPOs where the home environment is critical to effective order management. |
| 2 | Unpaid work (UPW) and other activities (OA) | Possible return to a wider range of placements dependent on their risk assessments.Continue to expand 1:1, 1:2 and, if possible, increase group size to 1:3.Are there opportunities to increase capacity by hiring alternative vehicles and/or recruiting? Continue to promote self-travel rather than reliance on service mini-buses.  |
| 3 | Programmes | As Phase 2 but making adjustments should physical distancing guidance allow. |
| 4 | Prisons both prison based social work (PBSW) and community based social work services (CBSW) | Attend appropriate pre-release multi-agency meetings – this will be based on SPS risk assessments and H&S guidance at the time.Re-instigate initial release appointments for people on statutory Throughcare. These should be face-to-face to agree a programme of contacts. |
| 5 | Court based services | Bail Supervision Assessment timescales to return to nearer the usual.Face-to-face CJSWR interviews can be used more.Diversion Reports likely to still be virtual although can be face-to-face depending on local capacity. |
| 6 | Public protection | In person attendance at risk management meetings can increase where access to appropriately ventilated rooms and other appropriate hygiene measures have been arranged. |
| 7 | Workforce | Increase the percentage of time people are in the office.Increase access to more specialist DSE and home working risk assessments. |
| 8 | Partnership working and communication | Arrange mix of actual and virtual attendance at appropriate working groups.Ongoing communication with all stakeholders is vital to ensure recovery plans are aligned where possible. |
| 9 | General | All activity is underpinned by government guidance and local health and safety protocols. |

# 5 Phase 4

## 5.1 Phase 4 advice from Scottish Government:

**Protective measures**

Physical distancing requirements to be updated on scientific advice.

Frequent handwashing and hygiene measures for all.

Cough etiquette is maintained.

Face coverings may be advised in enclosed public spaces, including public transport

**Seeing family and friends**

Further relaxation on restrictions on gatherings.

Continued importance of hygiene and public health emphasised.

**Getting around**

Public transport operating full service.

Physical distancing may remain in place.

**Schools, Childcare and educational settings**

Schools and childcare provision, operating with any necessary precautions.

College and university campuses open – including key student services with any necessary precautions.

**Working**

Remote and flexible working remains encouraged.

All workplaces open with improved hygiene and in line with public health advice.

**Sport, Culture and Leisure**

Further relaxation of restrictions on live events in line with public health advice.

**Community and public services**

Public services operating fully, in line with public health advice, with modifications and changes to service design, including increasing use of digital services.

**Health and Social Care**

Full range of health and social care services provided and greater use of technology to provide improved services to citizens.

## 5.2 What this means for Justice Social Work

At the time of writing, it is not clear what the physical distancing advice will be in Phase 4 but it is this advice that will determine the key differences between Phases 3 and 4. As we reach Phase 4, the infrastructure to enable moves between phases should be built into our business as usual and our future planning for buildings and services.

|  | **Domain**  | **Phase 4 options/solutions** |
| --- | --- | --- |
| 1 | Community and post release supervision, drug treatment and testing orders | **Local approaches:**Progression to face-to-face contacts with all service users – alternate face to face meetings with telephone contacts/other digital platforms.Return to expected (NOS) level for home visits in line with risk and need. Provision of increased welfare, advocacy, social inclusion supports – support service user attendance at meetings (actual and virtual) in line with national expectations for social contacts. |
| 2 | Unpaid work (UPW) and other activities (OA) | Programme of unpaid work and OA delivery – likely 1:3 or similar group sizes.Identify and embed muster points or similar for self-travel.Develop larger projects.Seek more placements.Consider online and partner access to eLearning modules (or similar) for OA.  |
| 3 | Programmes | Continuing to use and develop digital approaches. |
| 4 | Prisons both prison based social work (PBSW) and community based social work services (CBSW) | Expand VTC face-to-face contacts pre and post release.Return to service user contacts whilst in custody.Increased pre-release planning activities (lessons learned from ER) with partners. |
| 5 | Court based services | Consider whether workforce capacity is in keeping with increasing workload from the courts.  |
| 6 | Public protection | Increased face to face risk management meetings but in line with Government guidance for the Phase.  |
| 7 | Workforce | Increasing time working from office environment.Complete necessary DSE and home working risk assessments – where home working is normalised staff will need appropriate equipment and utilities remuneration.Continued development and access to online and digital training, mentoring, coaching and PDP opportunities.Embed system of online staff/peer support and management oversight/guidance. |
| 8 | Partnership working and communication | Return to working groups, committees and boards – likely mix of actual and virtual attendance.Consider SWS Lessons Learned Short Life Working Group and support and contribute to partners undertaking similar work.  |
| 9 | General | Change in expected working patterns for all JSW Staff – likely move to more flexible provision with contacts in different formats as well as home working. Review capacity for provision of all JSW functions – collate and report on the changing face of provision/delivery.Request/agree a common digital platform.Review JSW funding – acknowledges additional costs and expectations from Covid-19 but also in line with Future of JSW discussions. |

# 6 Links, references and resources

BASW: Resources specifically for social work settings

<https://www.basw.co.uk/coronavirus-updates/social-work-resources-during-coronavirus>

Scottish Government

<https://www.gov.scot/coronavirus-covid-19/>

<https://www.gov.scot/publications/coronavirus-covid-19-social-worker-guidance-on-safe-contact/>

<https://www.gov.scot/publications/equally-safe-scotlands-strategy-prevent-eradicate-violence-against-women-girls/>

Community Justice Scotland (CJS)

<https://communityjustice.scot/news/covid-19/>

CJS– Learning Hub

<https://communityjustice.scot/learning-hub/>

Health Protection Scotland

<https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19>

Scottish Courts and Tribunals Service

<https://www.scotcourts.gov.uk/about-the-scottish-court-service/scs-news/2020/06/01/sheriff-courts-business-update>

Care Inspectorate

<https://www.careinspectorate.com/index.php/coronavirus-professionals>

Scottish Social Services Council

<https://www.sssc.uk.com/covid-19/>

COSLA

<https://www.cosla.gov.uk/covid-19-information-for-councils>

<https://www.cosla.gov.uk/__data/assets/pdf_file/0023/17762/COVID-19-Supplementary-VAW-Guidance-FINAL.pdf>

1. <https://www.gov.scot/publications/coronavirus-covid-19-framework-decision-making-scotlands-route-map-through-out-crisis/> [↑](#footnote-ref-2)
2. <https://www.gov.uk/government/publications/covid-19-probation-roadmap-to-recovery> [↑](#footnote-ref-3)
3. https://www.thetimes.co.uk/article/how-age-poverty-and-ethnicity-affect-coronavirus-survival-rate-nxpz8f9k2 [↑](#footnote-ref-4)
4. <https://www.nspcc.org.uk/about-us/news-opinion/2020/Calls-about-domestic-abuse-highest-on-record-following-lockdown-increase/>

<https://www.independent.co.uk/voices/coronavirus-covid19-pandemic-domestic-violence-commonwealth-a9540091.html> [↑](#footnote-ref-5)