



# Lanarkshire CJA Annual Report 2008/09



## Foreword

Welcome to the second annual report of the Lanarkshire Community Justice Authority (LCJA) covering the period April 2008 – March 2009. This report lays out the progress and achievements made against the LCJA area plan 2008 -11 and our 2008/09 action plan. The National Strategy for the Management of Offenders describes how we are expected to tackle crime and reduce re-offending in Scotland and sets out twenty three outcomes against which we should measure our progress.

LCJA brings together North and South Lanarkshire Councils, the Scottish Prison Service, Strathclyde Police and other key partners. LCJA advocates the maintenance and development of an integrated approach with a shared task, to reduce re-offending by making sure the right services are in the right place at the right time.

The action plan, covering 2008-09, served as our workplan, setting out our tasks and aims for the year, and laying out the objectives we needed to achieve in order to progress towards our aim of reducing re-offending and increasing public protection.

This annual report is intended to be an objective and transparent account of our work to date. It details the achievements we have made in our first year of operation, and also areas for future development.

I would like to take this opportunity to thank all of those involved, who have supported LCJA in its development and continue to offer valuable support and advice as we move forwards.



A handwritten signature in blue ink that reads "Brian McCaig". The signature is written in a cursive, flowing style.

**Brian McCaig**  
**Convenor**  
**LCJA**

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## Introduction

The purpose of this report is to highlight the progress made against the action plan 2008/09, the first year of the Lanarkshire CJA Area Plan 2008-11. It is the view of LCJA that many changes and improvements have come about through strong relationships with all the partner agencies. The report looks at:

- Who we are and our focus
- The difference that we are making through our approach to partnership,
- What we are doing to achieve these changes,
- How we make sure resources are aligned to our priorities and
- The areas we have identified for future action and improvement.

### Who are we?

Lanarkshire Community Justice Authority covers the local authority areas of North and South Lanarkshire. Membership of LCJA comprises of 3 elected members each from North and South Lanarkshire Councils:



Convenor  
Councillor Brian McCaig  
South Lanarkshire Council



Vice Convenor  
Councillor Bob Chadha  
North Lanarkshire Council



Councillor John Anderson  
South Lanarkshire Council



Councillor Tom Lunny  
North Lanarkshire Council



Councillor Harry McGuigan  
North Lanarkshire Council



Councillor Graham Scott  
South Lanarkshire Council

As well as the elected members those in attendance at the quarterly board meeting include senior officers from Social Work, Scottish Prison Service (SPS), Strathclyde Police, the Crown Office & Procurator Fiscal Service, NHS Lanarkshire, Independent Sector and Victim Support Scotland.

The Lanarkshire CJA staff are Tony McNulty - Chief Officer, Amanda Coulthard - Planning and Development Adviser and Joanne Plunkett – Clerical Assistant.

### What is our focus?

All 8 CJAs in Scotland were tasked with providing a co-ordinated approach to planning and monitoring the delivery of offender services, underpinned by the National Strategy for the Management of Offenders. The aim is to target services to reduce re-offending and to ensure close co-operation, in particular between community and prison services to aid the rehabilitation of offenders. Through these responsibilities we promote good practice and effective information sharing. Our common purpose is to protect our citizens and effectively manage offenders.

Given the need to protect communities from those who cause the greatest harm and the associated need to maintain public confidence, LCJA's first priority is the protection of the public from violent, serious and sex offenders. We also are fully aware of the need for legislative requirements to be met through, for example, the provision of reports to the courts and parole board and supervision through probation, community service and post release arrangements. These services, which are crucial to public protection, need to be carried out in line with national standards.

A further priority for us is to reduce re-offending by targeting those less serious/first time offenders, including persistent and young offenders and women offenders, who need help in desisting from a cycle of crime often associated with chaotic lifestyles. We recognise that these groups of offenders do not necessarily present a high risk of harm to others in terms of violence but they do cause a great deal of distress to the community due to the nature and frequency of their criminal activity.

A reduction in reoffending is built on good offender management and requires joint work with other agencies. Effective offender management is predicated both on professional assessment of risk and need, and also the delivery of interventions that reduce the likelihood of reoffending.

## Making a Difference

The National Strategy for the Management of Offenders sets out twenty three outcomes which can be used to illustrate whether progress is being made towards a reduction in reoffending. These outcomes link to the thirty two actions set out in our action plan 2008/09 (a progress report is attached as appendix 1). In working to achieve the actions we set ourselves for 2008/09 a number of areas have been developed across both LCJA and our wider partners.

### Community Facing Prisons



Her Majesty's Prison Addiewell, Scotland first fully 'community facing' prison, opened in December 2008, gradually increasing numbers until reaching capacity of 700 in March 2009. LCJA has been fully involved in developments for the prison, ensuring that local community based services are fully integrated into the delivery of offender management services within the establishment.

Prior to the prison opening there was a link established between the Lanarkshire social work throughcare team and the prison to enable better information sharing, risk assessment and partnership working as prisoners return to the community.

Through working together the prison and community developed a protocol for professional visits to HMP Addiewell. This protocol covers the access and security arrangements for all professionals visiting the prison and the responsibilities of all those involved.

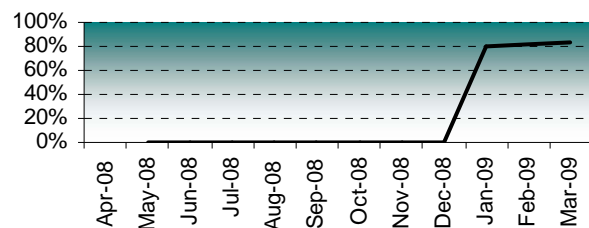
### MAPPA

Multi Agency Public Protection Arrangements (MAPPA) are fully implemented in Lanarkshire and working well with the first annual report being submitted to government and published on LCJA website in October 2008. The Lanarkshire MAPPA Memorandum of Understanding was the first in Scotland to be signed by all partner agencies, an example of the strong joint working between all agencies involved.

Demands on MAPPA have been high in Lanarkshire and to support this extra demand LCJA has made funds available to employ an extra administrative worker to ensure compliance with strict reporting timescales.

The MAPPA office is co-located in what is increasingly becoming known as the Lanarkshire Public Protection Office, alongside child protection and vulnerable adult staff from local authorities, NHS Lanarkshire and Strathclyde Police. This co-location of staff

Lanarkshire prisoners as % of total population of Addiewell



supports enhanced joint working and allows increased access to information for partners through the Violent and Sex Offender's Register (ViSOR) terminal in the office.

### Routes out of Prison (ROOP)

The Routes out of Prison (ROOP) project was operational across all of the Lanarkshire CJA area for 2008/09, an extension of the service provided in the previous year. As reported last year this extension in service was a result of additional funding allocated to the project from the LCJA development monies.

The ROOP service was also established in HMP Addiewell from opening in December 2008, meaning all eligible Lanarkshire prisoners were offered a service. As ROOP has continued to expand across Scotland LCJA supported a successful bid to Big Lottery Fund & European Social Fund. This resulted in a ROOP securing funding of £2.5m for a further 3 years of operation.

### Lanarkshire ROOP

By March 202 prisoners had engaged with ROOP in Lanarkshire, 105% of the target set.

112 of these prisoners (55%) engaged with ROOP on liberation.

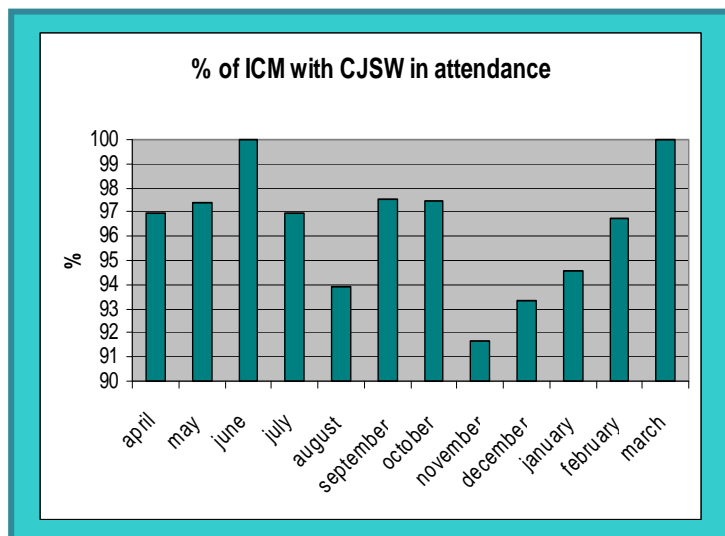
“The impression gained is of a highly committed and motivated organisation with a strong culture of empowering service users...”  
ROOP Evaluation report 2009

### Partnerships

LCJA is involved in the establishment of the new Lanarkshire Alcohol and Drug Partnership – including full involvement in the development of the new strategy - and became fully involved in the community planning and community safety agendas in both local authorities during 2008/09, with involvement in the writing of the Single Outcome Agreements for each partnership.

The Literacies, Employability, Accommodation and Financial outcomes (LEAF) group established in 2008 has continued to meet regularly, bringing together a range of partners involved in service delivery across the relevant outcomes. To increase partnership with the new prison LCJA hosted a meeting of the LEAF group in HMP Addiewell in November 2008, encouraging contacts to be made between the community based services and the prison establishment.

Social Work attendance at Integrated Case Management (ICM) case conferences for the planning of release for prisoners has been successful, with Lanarkshire significantly exceeding the national target of 85%; performance is at 94% - the best in Scotland.



LCJA has been fully involved in developing and co-ordinating partnerships with the community, including work currently underway to establish a local victims' forum. LCJA also plays a full part in representation of the reduction of reoffending agenda nationally – through involvement in a number of strategic groups with Scottish government and other national organisations.

A key aim of LCJA is to increase and enhance partnership working wherever possible. In 2008/09 we funded a multi agency table top event, attended by over 250 delegates, looking at domestic abuse; this event was further enhanced by area specific workshops hosted by both constituent local authorities.



Work also began in this year to bring the Network Rail sponsored 'No Messin' event to Lanarkshire. This event will involve multi agency participation across a number of local agencies, both statutory and voluntary sector, and is fully supported by LCJA as a means of contributing to reducing reoffending.

Our partners, particularly the Local Authorities and the SPS, continue to provide their core services along with developing innovative practice. LCJA has also revisited communication and liaison arrangements with partners in NHS Lanarkshire, which will lead to full involvement in the development of the next 3 year Area Plan.

### Communication

LCJA has worked to further increase public understanding of our work and the criminal justice system as a whole at a number of events involving the public, elected members and our partners. As part of this approach we have organised for elected members to visit the 3 main establishments housing Lanarkshire prisoners – HMP Addiewell, HMP Cornton Vale and HMYOI Polmont.

LCJA have also received presentations from a number of partner agencies, including Routes out of Prison, HMP Addiewell and MAPPA. This leads to increased information being available in the public domain as all CJA papers and relevant partner information is published on the LCJA website.

In order to increase knowledge about LCJA we have made both our Area Plan 2008-11 and our Annual report 2007/08 available at a number of national conferences and events, and have undertaken to engage with the local media on issues we consider to be of interest or value to the local community. This is further enhanced through the coverage of the community service team in NLC which won a Herald Accolade award during the year.

### Development Monies

As well as the very successful extension to Routes out of Prison (ROOP) mentioned above LCJA funded a further three pieces of work in 2008/09. Firstly the North Lanarkshire employability project, which was an innovate pilot project emphasising

strong partnership working between the Local Authority and Voluntary Sector providers. It diverted offenders into real qualifications and jobs. The Phoenix Futures conservation school also received funding, which enhanced provision for clients working on recovery from drugs and alcohol misuse. Finally LCJA funded a development between the ROOP service at HMP Addiewell and North Lanarkshire Council, allowing stronger communication and partnership working through information sharing advances.

During 2007/08 LCJA developed a funding proforma to make sure that development monies were allocated in a way which ensured best value, reduced duplication and enhanced work towards reducing reoffending. As a result of the comprehensive response to the request for bids LCJA agreed in March 2009 to fund seven projects aimed at reducing reoffending in Lanarkshire.

These projects relate to the offender outcomes, covering housing, literacies, employability and advice. They are partnership focused as far as possible and take account of the needs of victims, with specific funding in both North and South Lanarkshire Councils to work with the perpetrators of domestic abuse. A number of the projects have received joint funding from other organisations, and many of those operating in partnership with HMP Addiewell involve a joint working arrangement between North and South Lanarkshire Councils, West Lothian Council, Lanarkshire CJA and Lothian and Borders CJA.

### Developments

A number of reviews have been conducted over the year, both locally in Lanarkshire and nationally with an input from LCJA. The Scottish Government has been reviewing the effectiveness of the Youth Court pilot which operates in Lanarkshire. LCJA has made a representation to the review process with regards to concerns for the future of services. Both North and South Lanarkshire Councils conducted reviews of contracted services, with the result that, in terms of best value reviewing, funding has been redirected.

There were a number of developments in relation to training over the year, with the LCJA Training and Development Officer coming into post. Regular meetings have taken place between LCJA, Training and Development Officer and Social Work Manager, covering issues such as a local Training Needs Analysis and the development of a local training plan. A national training group was also established to co-ordinate training & development partnership working across all CJA areas.

Work has been underway to prepare for community payback, with a focus on implications from "Protecting Scotland's Communities- Fair, Fast and Flexible Justice". The proposals to allow a proportion of community service hours to be directed towards employability reflect an objective set out in the LCJA Area Plan 2008-11. An audit of community service has been conducted, allowing baseline information to be established in the area ahead of changes to service provision.

## Resources

### How we manage our resources

Lanarkshire Community Justice Authority receives almost £10.5million in Section 27 funding, for allocation to North and South Lanarkshire Council for the delivery of Criminal Justice Social Work Services. This funding is split between core (70% approx) and non core (30% approx) services. The core element of section 27 money has so far been allocated using a Scottish Government workload based formula, allocated to take account of local needs, with ongoing non-core service commitments being honoured. We would wish to note at this point that the review of Youth Court pilot has a large potential financial implication which is significant in context of the S27 budget.

LCJA also received an administrative budget of approximately £200,000 for 2007/08, which covers the costs of LCJA, including staff and running costs for the office. LCJA employs a Chief Officer, Planning and Development Adviser and Clerical Assistant, all of whom are full-time.

Each of the partner agencies has made a significant contribution to the development of LCJA over 2007/08, both in terms of commitments and resources. All agencies have made a significant contribution both in terms of staff training and development of new joint working arrangements.

The audited annual accounts for 2008/09 are not yet available for publication, however the accounts from 2007/08 are published on LCJA website and an extract from these is available at appendix 2. LCJA wants to note at this point the significant contribution that the LCJA Financial Adviser makes to the allocation and management process for the Section 27 budget, alongside the work and commitment of the local authority finance departments responsible for the day to day oversight and reporting of the budget.

## Working in partnership

Lanarkshire CJA aims to maximise its effectiveness and impact whilst fulfilling its statutory objectives and duties. In order to do this everyone must be clear on their roles, knowledge must be maximised and all partners must have confidence in LCJA. To this end LCJA has spent 2008/09 developing and enhancing relationships with partners and raising awareness of the role of LCJA with a variety of stakeholders.

As the development of HMP Addiewell prison has progressed LCJA have been involved in bringing together the key local organisations and stakeholders to look at the community focussed development of services for Lanarkshire prisoners in HMP Addiewell. We have also ensured that members and partners are aware of the capacity for partnership working at HMP Addiewell, through organised visits for our elected members and the hosting of partnership meetings in the prison.

As has been mentioned previously a number of the projects being funded from development monies are in partnership with HMP Addiewell, ensuring that offenders are targeted with services from the Lanarkshire area while in custody. Work has also commenced to develop stronger links with families of prisoners, including work to ensure appropriate public transport arrangements are in place for visits.

## Priorities for 2009/10

This section highlights the main areas that will impact on the work of LCJA over the coming year.

### External influences –

Legislative changes through “Scotland’s Choice” and “Protecting Scotland’s Communities - Fair, Fast and Flexible Justice” will all result in activities to be undertaken by LCJA.

### Key developments –

Strengthening joint work with HMP Addiewell prison - the Community Facing prison for the Lanarkshire CJA area. LCJA to date has played a leading role in facilitating joined up services between community based agencies and HMP Addiewell. It is anticipated this work will be ongoing.

LCJA will wish to explore with partners further opportunities for developing multi agency approaches to tackling and managing offending behaviour. We are of the view that information sharing and joined up working as exemplified through MAPPA and MARAC can be a valuable tool in protecting the public and tackling reoffending.

The work of criminal justice agencies and the wider partners of LCJA is carried out on behalf of victims of crime in Lanarkshire and we must therefore ensure that the victims voice is to the fore when we consider how best to tackle offending. LCJA plans to facilitate a Lanarkshire Victims forum in partnership with Petal and Victim Support Scotland, with membership of sufficient seniority to ensure that the forum can actually influence services on the ground and actively promote good practice and initiatives.

The roll out and implementation of the new performance framework will be a major task during the year. The integrated framework pulls together national and local measures. We need to ensure that these measures are relevant to the local needs of the Lanarkshire area.

### Resources-

LCJA recognises that in the current climate allocation of resources is a major issue across all partners. As a public organisation LCJA is committed to ensuring best value for money. A working group will be established this year, chaired by the LCJA Convenor, to assess non core allocations against best value criteria.

### Communications –

As anticipated communications will always be an ongoing area of development. Whilst we have achieved developments such as our website and newsletter along with hosting and attending various events, we recognise the need to continually seek opportunities to publicise what we and our partners do to contribute to community safety.

## Action Plan 2008/09

Our progress for 2008/09 shown as appendix 1, in the following section, has seen us complete all but a handful of the thirty two targets we set ourselves in the action plan, with only one outstanding action still to be carried forward.

We are on track to deliver against the challenging issues we set ourselves in our 3 year plan for 2008 - 11. The one outstanding issue being carried forward to 2009/10 is action seven from the progress report:

“Facilitate the development of ‘diversion’ for appropriate offenders at all stages of the criminal justice system”

This issue will be addressed with our full range of partners at the forthcoming planning seminar in July 2009.

The actions stills being progressed from the action plan are as follows:

Action ten – “facilitate improved links from compulsory work in the community into permanent employment for offenders”

Action twelve – “Ensure agencies take account of the needs of the families of the offenders”

Action thirteen – “facilitate the improvement of visiting facilities”

Action fourteen – “Ensure the effective implementation of NASSO”

Action twenty – “Facilitate the development of services for victims of domestic abuse”

Action thirty – “Monitor current quality assurance systems”

## Progress Report 2008/09

## Appendix 1

**Key:** **Achieved** – action complete  
**In progress** – action partially complete  
**Carried forward** – action has not been achieved and will be carried 2009/10 action plan

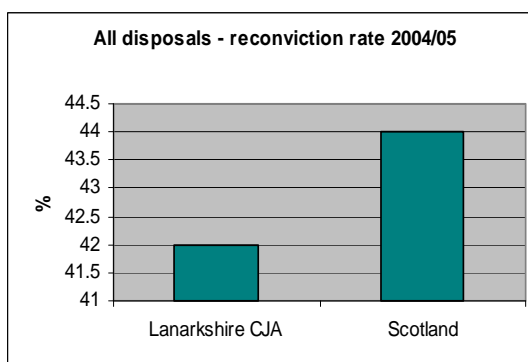
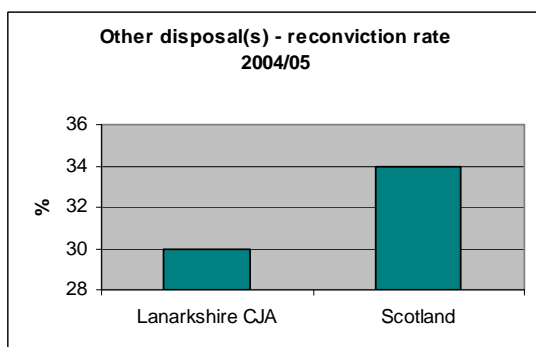
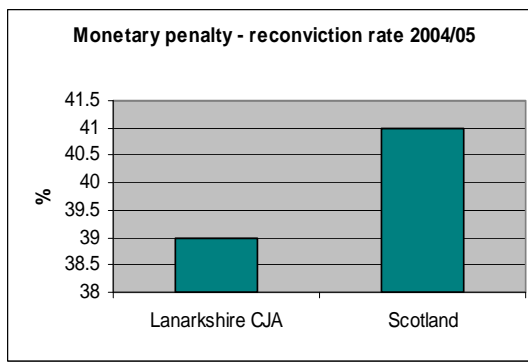
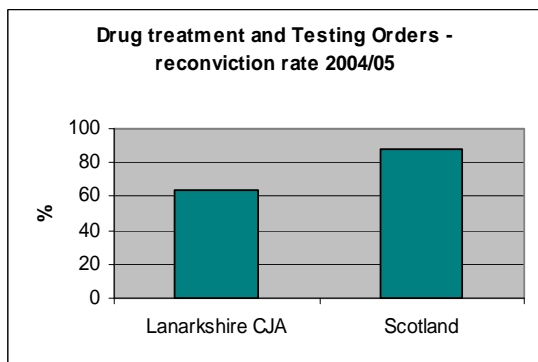
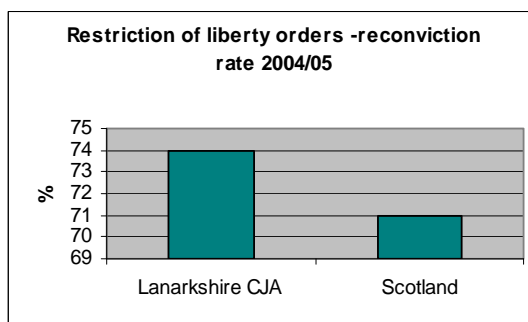
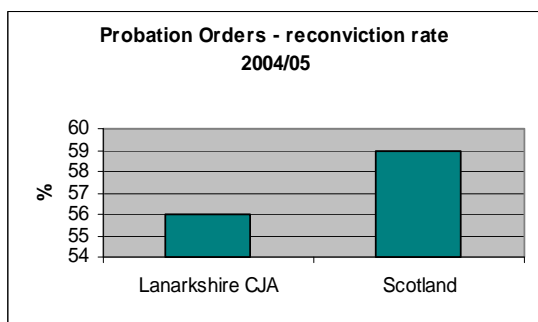
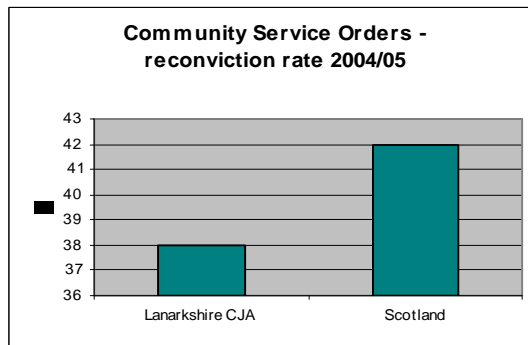
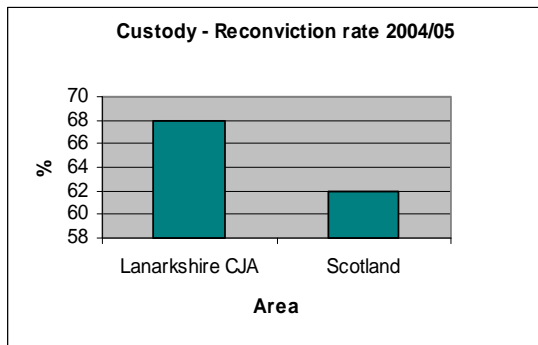
Action Number	Action planned for 2008/09	Progress	Comments
1	Monitor the continued effectiveness of MAPPA arrangements put in place 07/08 and the proposed extension to violent offenders during 08/09	<b>Achieved</b>	
2	Monitor the operation of the integrated case management throughcare processes	<b>Achieved</b>	
3	Facilitate the development and implementation of risk assessment tools and implementation of groupwork programmes.	<b>Achieved</b>	
4	Monitor the range and suitability of community sentences for women	<b>Achieved</b>	
5	Monitor that women from Lanarkshire are able to access services from their local community, while in custody	<b>Achieved</b>	
6	Establish the most effective model of voluntary throughcare for Lanarkshire and facilitate the take up of this service.	<b>Achieved</b>	
7	Facilitate the development of "diversion" for appropriate offenders at all stages of the Criminal Justice System.	<b>Carried forward</b>	This action was delayed in its implementation and will be undertaken in the 2009/10 action plan
8	Facilitate the audit of any overlap between agencies with regards to substance misuse.	<b>Achieved</b>	
9	Monitor effective partnership working in relation to mentally disordered offenders.	<b>Achieved</b>	
10	Facilitate improved links from compulsory work in the community into permanent employment for offenders.	<b>In progress</b>	Both LA's presenting to LCJA on impact of reform and revitalise and plan for implementation - This work will be progressed fully through the LEAF sub group of LCJA
11	Maximise the information currently supplied to families of prisoners by partner agencies.	<b>Achieved</b>	
12	Ensure agencies take account of the needs of the families of offenders.	<b>In progress</b>	Work will be progressed on this issue in line with the CAB project being funded through 2009/10 additional monies
13	Facilitate the improvement of visiting facilities.	<b>In progress</b>	Work ongoing with HMP Addiewell to address travel issues for visitors to

			the establishment
14	Ensure the effective implementation of NASSO.	In progress	NASSO guidance being implemented in accordance with MAPPA in relation to housing both sex and high risk offenders. Information sharing procedures being developed.
15	Facilitate the development of accommodation advice services within prisons.	Achieved	
16	Ensure all work with offenders includes victim awareness.	Achieved	
17	Facilitate partners' intention to contribute to community safety.	Achieved	
18	Ensure victims obtain appropriate information/support.	Achieved	
19	Ensure appropriate care is in place for victims of crime	Achieved	
20	Facilitate the development of services for victims of domestic abuse.	In progress	Chief officer attending domestic abuse events / meetings to gather information
21	Facilitate effective information sharing.	Achieved	
22	Facilitate effective mechanisms for involvement and communication from the independent sector.	Achieved	
23	Facilitate the development of the community facing prison approach.	Achieved	
24	Ensure effective links with the community planning and public protection agenda.	Achieved	
25	Facilitate opportunities for joint training between agencies.	Achieved	
26	Ensure relevant national training has a local focus, including venue.	Achieved	
27	Establish a communications protocol.	Achieved	
28	Facilitate public understanding of the criminal justice system.	Achieved	
29	Monitor all partner agencies compliance with this plan.	Achieved	
30	Monitor current quality assurance systems.	In progress	Work ongoing through development of integrated performance framework
31	Ensure compliance with the management statement/ financial memorandum provided by the Scottish Government.	Achieved	
32	Establish LCJA position within current community safety structures.	Achieved	

## Summary Annual Accounts 2007/08

2006/2007 Actual £000		2007/2008 Actual £000
56	<b>Employee Costs</b>	132
3	<b>Property Costs</b>	9
12	<b>Supplies and Services</b>	22
20	<b>Administration Costs</b>	19
0	<b>Payment to Other Bodies</b>	5
0	<b>Payments to Contractors</b>	10,214
2	<b>Financing Charges</b>	(2)
<b>93</b>	<b>Total Expenditure</b>	<b>10,399</b>
<b>(93)</b>	<b>Income</b>	<b>(10,399)</b>
<b>0</b>	<b>Net Cost / (Return) of Service</b>	<b>0</b>
0	<b>Return on Pension Assets</b>	0
0	<b>Interest Cost on Pensions</b>	2
<b>0</b>	<b>Net Operating Expenditure (Deficit / (Surplus))</b>	<b>2</b>

# Reconviction Rates of Each Court Disposal



(Source: Scottish Government, Reconviction Statistics 2007/08, Published 2009)

## Glossary and Key Terms

### GLOSSARY

#### Common Acronyms

ADAT	Alcohol and Drug Action Team
ADP	Alcohol and Drug Partnership
CJA	Community Justice Authority
COPFS	Crown Office and Procurator Fiscal Service
CSO	Community Service Order
DTTO	Drug Treatment and Testing Order
HDC	Home Detention Curfew
ICM	Integrated Case Management
LCJA	Lanarkshire Community Justice Authority
LCJB	Local Criminal Justice Board
LS-CMI	Level of Service – Case Management Inventory
MAPPA	Multi-Agency Public Protection Arrangements
MARAC	Multi-Agency Risk Assessment Conferencing
NASSO	National Accommodation Strategy for Sex Offenders
NLC	North Lanarkshire Council
RMA	Risk Management Authority
SACRO	Safer Communities: Reducing Offending
SCRA	Scottish Children's Reporter Administration
SLC	South Lanarkshire Council
SPS	Scottish Prison Service
TAS	Throughcare Addiction Service
VISOR	Violent and Sex Offenders Register

#### Common Terms

**Arrest Referral Scheme** – A voluntary option which does not form a part of the formal criminal process, but which gives opportunity to offer drug misusers who have been arrested to get treatment for their drug problem, with a view to reducing their offending behaviour.

**Child Protection** – Is the process for ensuring children are protected from all forms of harms and abuse, for example neglect, physical, emotional or sexual abuse.

**Diversion** – A voluntary option which offers the individual the opportunity to engage and co-operate with care or treatment services, in return for which the Crown Office and Procurator Service will, in the public interest, either waive or defer prosecution for reported offences.

**Drug Treatment and Testing Orders** – Drug Treatment and Testing Orders are only suitable for a limited number of offenders with drug related problems. They are only used in cases where the person is highly motivated to deal with their behaviour and is living in reasonably stable circumstances that will enable them to comply with everything that's involved and where the offending behaviour is directly related to drug misuse.

**High-Risk Offenders** – This term is used when referring to violent offenders or sex offenders that pose a high risk to the public.

**Integrated Case Management** – Is a multi-agency approach that is focused on reducing re-offending by ensuring, where possible, risks are identified and a plan is in place to reduce risk in a sequenced and co-ordinated manner.

**Memorandum of Understanding** – A formal agreement between agencies regarding how they will cooperate to best protect the public

**Order** – A legal requirement placed on an offender by the court or Parole Board.

**Rehabilitation** – The process of developing a law-abiding lifestyle.

**Resettlement** – The tasks required to improve offenders' chances of rehabilitation.

**Risk Assessment** – Is the process that assesses how likely it is for an offender to re-offend, the seriousness of any future crimes and the impact on public safety.

**Risk Management** – Is to manage the risk assessment process.

**Restorative Justice** – An approach that balances the concerns of the victim with the needs of the offender.

**Single Outcome Agreement** – A single document encompassing statutory and voluntary agencies commitment to achieving specific aims and objectives

**Supervision** – Communication with an offender and others about the offender's conduct in relation to their order.

**Throughcare** – The transition process for the offender between the community – prison – community.

**Training Needs Analysis** – a tool to establish priorities for staff with regards to their developmental requirements.

**Youth Court** – A pilot Youth Court in Hamilton set up by the Scottish Government to provide a quicker response to young people's offending behaviour by fast tracking persistent young offenders into and through the criminal justice system.

**Contact Details**



If you would like to comment on this report or any other work that we are involved in please contact us on the following details:

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Your comments are important to us

