

Glasgow Community Reparation Service

Providing assistance with small household tasks and maintenance



Information for support providers
and referring agencies April 2010

> Payback that benefits the community

Sacro, in partnership with Criminal Justice Social Work, are delivering a Community Reparation Service. The aim of this service is to support individuals who have been involved in offending to complete Community Service court orders, creating opportunities to give something back to the community and to deliver a service of real benefit to members of the community.

> Who benefits from Community Service?

- > **The individuals** on placement through completion of their court order and the opportunity to work within the community undertaking unpaid work. Learning a range of skills, including practical tasks, communication and team working.
- > **The Community** – Individuals in the community can request work to be undertaken in or around their home or community project and this work will be carried out by individuals on community service, supervised by Sacro.
- > A great free resource, easily accessible for a wide range of organisations and support providers.
- > An opportunity for individuals who have offended to “pay back” to the community and for members of the Community to benefit.

> What does the service offer?

This is a positive way for individuals to make amends by providing a service to those in the community who have difficulty in getting small jobs done around their home.

The service is flexible in the type of tasks it can undertake but common tasks include:

- > Basic repairs and maintenance such as securing or fitting shelves, hanging pictures/ mirrors, secure a curtain rail.
- > Moving of furniture in the home, or to a new home.
- > Painting, basic décor e.g. when an individual is moving to a new home, from temporary accommodation to a permanent unfurnished home.
- > Basic tidying up of outdoors, bin area, sheds etc.

> How does the service work?

The Sacro Community Reparation Service will provide the labour and tools to undertake tasks. All we ask is that the individual provides materials for the job such as paint, fixings, wood etc. Water, power and toilet facilities should also be available. Requested tasks should not duplicate the responsibility of the local authority or housing association and should be of direct benefit to members of the community.

The service is small with limited service delivery days each week. Frequency may change due to levels of funding and available resources so please contact Sacro directly for details.

Service delivery is currently on Tuesday, Wednesday, Thursday, Saturday and Sunday.

> How is the service accessed?

If you, someone you know or work with, e.g. one of your service tenants or service users, would benefit from assistance in their home, please make a referral to Sacro by completing and returning a referral form which can be found on our website www.sacro.org.uk

Alternatively,

please contact: Support Services on 0141 248 1763 or email crs@glasgow.sacro.org.uk

> What to expect from the service

Please advise the person for whom you are making a referral of the following:

Although Criminal Justice Social Work staff will assess the suitability of individuals placed on Community Service to undertake a placement with Sacro, it is essential the person understands the unpaid work will be carried out by individuals who have been placed by a court on a Community Service Order.

Sacro Community Reparation Officers when visiting the recipients home will always have identification, The householder should not give access to their home to strangers. Access should only be given to Sacro staff when they have shown satisfactory identification.

Sacro staff will conduct a Pre-work Assessment for every referral, this involves two staff visiting the householder to assess the suitability of the referral, to consider tools and materials required, risk assessment etc.

Following the Pre-work Assessment, arrangements will be made to undertake the job. You will normally receive a copy of the letter sent to the householder with a start date.

Community Service Placements start at 9:30am and finish at 3:30pm, therefore they should arrive at your home shortly after 9:30am and leave by 3:15pm.

Please note the start date and timescales for work to be completed are an estimate, based on a number of factors including attendance by Community Service Placements.

All work will be completed to the best of the groups ability.

Recipients of the Community Reparation Service should not allow Community Service placements into their home unless accompanied by a Sacro Community Reparation Officer.

Community Service placements should not be left in an individuals home, without the presence of a member of Sacro staff.

The householder should remain at home whilst the team is completing the work unless otherwise arranged with Sacro.

The recipient should not leave keys to their home with Sacro staff or Community Service placements.

If it is not appropriate or possible for the recipient to give access and be at home while work is carried out, please discuss with Sacro when making the referral.

Before Sacro's Community Reparation Service can commence with the tasks requested the householder should carefully read their leaflet and be prepared for their arrival.

Preparation is required, as is the case with any tradesmen going in to a home to carry out work, please help the recipient to prepare for the work to start in the following ways:

- Pack away belongings and clear work area, unless this is part of the work to be carried out specified in the referral.
- Ensure any pets are removed from the work areas.
- Ensure all valuables, money, jewellery, alcohol and medication are removed or secured.
- Ensure letters or items containing personal details are also removed or secured.
- Encourage the individual not to discuss personal business with placements and staff.
- Ensure the recipient is comfortable having a person or persons in their property that have offended and been given a Community Service Order by the Courts.
- We ask that adult males that may live in the household are not at home while the work is being carried out.
- Ensure that toilet facilities, water and electricity are available.
- Please do not give the team any gifts or donations.

When the Sacro Community Reparation Officer arrives to begin work they will be accompanied by a maximum of five Community Service Placements. Where possible the same member of staff will be present for the duration of the work being carried out however this is not always possible.

➤ Work Completion

Once the job has been completed you will be asked to complete a short survey form for our records, we want to know about your experience of the service and appreciate your comments or suggestions about the service.

A survey is also left with the householder/recipient, we would appreciate if you can encourage or support them to complete and return this.

Sacro may also ask the recipient for their permission to take a photograph of the work before and after completion or may contact you at a later date to ask about the service received.

Thank you for recommending Community Service placements supported by Sacro.

If you are uncertain about anything you have read in this leaflet or require further information, please do not hesitate to get in touch with the service at:

Sacro Community Reparation Service

2nd Floor, Central Chambers, 93 Hope Street, Glasgow G2 6LD

Tel: 0141 248 1763
Fax: 0141 248 1686
Email: crs@glasgow.sacro.org.uk
Web: www.sacro.org.uk

