

**Children's Services Statement:**

*'Children in Swindon have the best start in life and grow up in supportive, confident and resilient families and communities'.*



**YOT Statement:**

*'Children and young people who have offended, or are at risk of offending, will be offered the opportunities and support they need to become valued and productive members of our community and to repair the harm that they have caused'*

# RESTORATIVE YOUTH SERVICES PLAN

## 2015-16



**RYS Statement:**

*Correction, Prevention, Restoration, Integration.*

## GLOSSARY

<b>ABC</b>	Acceptable Behaviour Contract	<b>LASPO</b>	Legal Aid Sentencing & Punishment of Offenders Act	<b>SAVRY</b>	Specialist Assessment of Violence Risk in Youth
<b>AIM</b>	Assessment Intervention Moving On	<b>LSCB</b>	Local Safeguarding Children Board	<b>SEND</b>	Special Education Needs or Disability
<b>ASB</b>	Anti-Social Behaviour	<b>MAPPA</b>	Multi Agency Public Protection Arrangements	<b>SCI</b>	Swindon Crime Initiative
<b>ASSET</b>	Assessment Tool Planning, Interventions & Supervision	<b>MARAC</b>	Multi-agency Risk Assessment Conference	<b>SMU</b>	Substance Misuse
<b>BME</b>	Black & Minority Ethnic	<b>MARP</b>	Multi Agency Risk Panel	<b>SOS</b>	Signs of Safety (Safeguarding model of working)
<b>CAF</b>	Common Assessment Framework	<b>MoJ</b>	Ministry of Justice	<b>STC</b>	Secure Training Centre
<b>CAMHS</b>	Child and Adolescence Mental Health Service	<b>NEET</b>	Not in Education, Employment or Training	<b>STASTC</b>	See the adult, see the child
<b>CPN</b>	Community Psychiatric Nurse	<b>NOMS</b>	National Offender Management Service	<b>TAC</b>	Team Around the Child
<b>CPS</b>	Crown Prosecution Service	<b>NPT</b>	Neighbourhood Policing Team	<b>TaMHS</b>	Targeted Mental Health Service
<b>CSP</b>	Community Safety Partnership	<b>NS</b>	National Standards	<b>U-Turn</b>	Young Peoples drug service
<b>CSPPI</b>	Community Safeguarding & Public Protection Incident	<b>PHE</b>	Public Health England	<b>WLCJB</b>	Wiltshire Local Criminal Justice Board
<b>CV</b>	ChildView Case Management System	<b>OHFT</b>	Oxford Health Foundation Trust	<b>YEW</b>	Youth Engagement Worker
<b>DTO</b>	Detention and Training Order	<b>On Trak</b>	Youth Counselling Service	<b>YJB</b>	Youth Justice Board
<b>ETE</b>	Education, Training and Employment	<b>PACE</b>	Police and Criminal Evidence Act 1984	<b>YOT</b>	Youth Offending Team
<b>EWO</b>	Education Welfare Officer	<b>PCC</b>	Police & Crime Commissioner	<b>YP</b>	Young Person
<b>FTE</b>	First Time Entrant	<b>PRAISE</b>	Peer review audit tool	<b>YRO</b>	Youth Rehabilitation Order
<b>HMCTS</b>	Her Majesty's Courts and Tribunal Service	<b>PSR</b>	Pre-Sentence Report		
<b>HMYOI</b>	Her Majesty's Young Offenders Institution	<b>PVE</b>	Preventing Violent Extremism		
<b>IOM</b>	Integrated Offender Management	<b>RMP</b>	Risk Management Plan		
<b>ISS</b>	Intensive Supervision & Surveillance	<b>RJ</b>	Restorative Justice		
<b>KPI</b>	Key Performance Indicator	<b>RLAA</b>	Remand to Local Authority Accommodation		
<b>LAC</b>	Looked After Children	<b>RO</b>	Referral Order		
<b>LASCH</b>	LA Secure Children's Home	<b>ROSH</b>	Risk of Serious Harm		

## 1 - EXECUTIVE SUMMARY

**I am pleased to introduce this year's Youth Justice Plan** in my capacity as Chair of the YOT Management Board. As well as addressing the strategic direction and specific targets set by the Management Board across the **Youth Offending Team, young people's substance misuse service U-Turn, and On Trak youth counselling**, this Plan also reflects priorities arising out of a full joint inspection led by Her Majesties Inspectorate of Probation in April 2015.

**The Independent scrutiny carried out by the joint inspectorate reflected a high level of confidence in the leadership and delivery of work across the YOT.** Highest praise was reserved for staff 'working hard and effectively with young people and their families to build relationships', as well as 'accounting for individual needs and dealing with barriers across all ability and comprehension ranges, including diversity, as well as good at asking key questions around the young people's needs and aspirations'. The quality of interventions and ensuring the sentence is served was another area of strong working. The Plan for 2015/16 builds on these successes, but also recognises new priorities around safeguarding and protection for which new reporting measures are being built to enable the wider YOT partnership, via the Board, to direct, support and challenge all three services in the months ahead.

**The Board recognises a number of opportunities, challenges, and risks to delivery and achieving outcomes, including:**

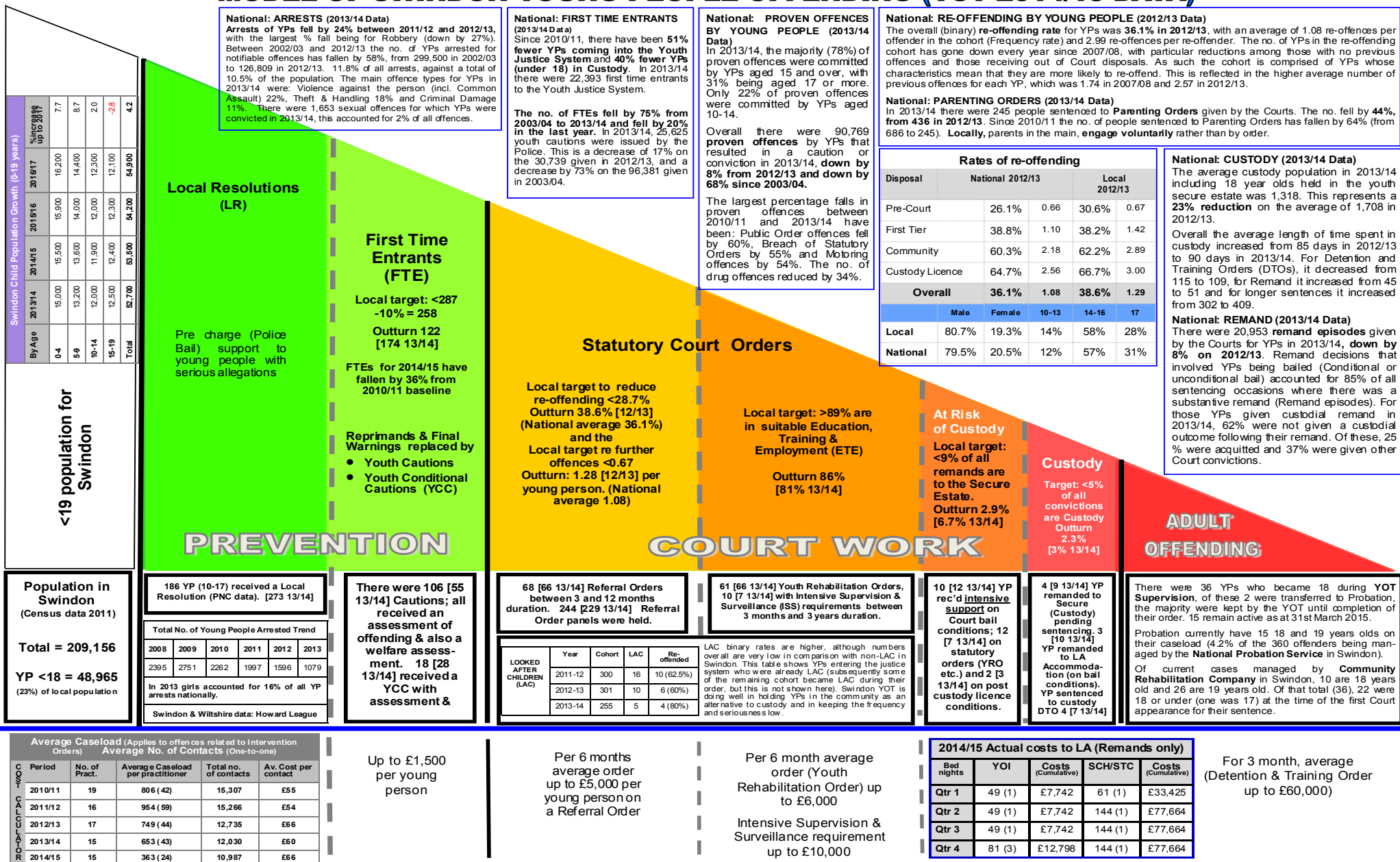
- Working with partners, schools and the community to prevent and divert young people from crime and anti-social behaviour.
- Strengthen involvement in Troubled Families as it develops in phase 2 and closer working with Community Safety teams in new ASB legislation.
- Using new tools to understand re-offending rates to keep them below national averages at a time when these are rising nationally and offending cohorts are reducing.
- Working together to keep vulnerable young people safe from harm, abuse, criminal and sexual exploitation, radicalisation, domestic violence and substance misuse.
- The drive to improve the communication and other core skills of young people using specialist speech and language services as well as the software program Rapid English.
- Resourcing and adapting RYS services to meet the changing demands of service users, keeping custody and remands low, reducing waiting times for counselling, addressing changes in offending and drug misuse habits.
- Reflecting on the recommendations of the recent inspection, producing a meaningful action plan, maintaining good practice and implementing improvements to practice and procedures that lead to positive outcomes.

**On behalf of the Board I would also like to acknowledge the value the YOT partnership places on the role of over 60 volunteers across all three services.** Ranging from aged just 10 to the 'third age', these volunteers are dedicated to the cause of diverting young people from harmful behaviour and on to a more enriched life where they can reach their full potential. I am heartened by the dedication and professionalism shown by these members of our local community, working in support of staff to help families in Swindon and make it a better place to work and live.

**Karen Reeve**  
**Head of Children, Families and Community Health**



# MODEL OF SWINDON YOUNG PEOPLE OFFENDING (YOT 2014/15 DATA)



### 3 - RESTORATIVE SERVICES IN CONTEXT

**'Restorative Youth Services', Swindon Youth Offending Team, Substance Misuse Service U Turn and the Youth Counselling Service On Trak are well placed to meet the Local Authority's drive to greater localism and accountability under the strategic direction 'Stronger Together'.** Under this initiative the Council seeks to change the way it operates as a public service, distinguishing between delivery and commissioning but promoting greater cooperation and efficiency via the **'One Swindon'** delivery plan. Restorative Youth Services will play a crucial role in supporting their strategic aims for a strong, safe community where fear of crime is low and there is a strong sense of civic pride in making Swindon 'a great place to live and work'. These aims also recognise that the population is becoming more diverse and is forecast to grow from 186,600 in 2007 to 250,000 by 2030. Although the town is recognised for creating an environment for good economic growth, there still remain areas of inequality and deprivation with low aspirations and attainment and this remains a significant challenge, as well as an opportunity to encourage local people to become more self-reliant and participate in decisions affecting their lives.

**There are many factors influencing this Plan**, including: funding pressures; reorganisation and restructuring by partners and changes in legislation which affect the way the RYS; (specifically the YOT) works with its justice partners, including sentencing in the Courts; the drive towards more use of restorative solutions to resolve conflict; expectations associated with inspection and audit regimes; and the drive for greater accountability by the Youth Justice Board and MoJ. Other factors include; understanding and reacting to the ever changing patterns of offending and social behaviours of young people so that the YOT, U Turn and On Trak retain their ability to work effectively and safely; the management of pooled funding and conditions attached; maintaining a skilled and motivated workforce and understanding the commitments needed to meet new challenges associated with the IT infrastructure; and training of key staff and volunteers.

**This Plan acknowledges YOT performance to date in each of the key areas associated with prevention, reoffending and custody** as well as making the best use of the synergy between the three teams that make up the Restorative Youth Service. A number of important trends are highlighted by YOT data which are in part associated with the use of local resolutions (by the police) and a reducing number of arrested young people being charged for offences, with the result that fewer young people are accessing services, being assessed or supervised. However, YOT workloads remain high due to recent reductions in staffing and a pattern of more complex and risky offending behaviour by young people. (a trend noted nationally). **U Turn** continued to see a positive shift in behaviour where Class A drug use by young people has been replaced by an increasing 'poly-drug' (mixing drugs) use with cannabis as the first drug of choice and alcohol second for boys and girls. **On Trak** has an increasing waiting list to access services due to increasing numbers of GP and self-referrals and the needs of their young people becoming more complex and subsequently, time in treatment being longer.

**The Plan is underpinned by a highly motivated and trained workforce, as well as a high number of local volunteers.** Maintaining and improving the skills of the workforce and volunteers in working with complex and sometimes vulnerable young people and their families is more important than ever. This Plan will provide the strategic and contextual setting to ensure our systems and processes are safe; that risk is well managed; that young people are rehabilitated; that victims have a say; and that our young people who come into contact with the justice system have every opportunity to become valued and productive members of the community. I am confident that we have the right model going forward to ensure that our staff and volunteers remain focused and stronger by virtue of the partnership formed by the teams that make up Restorative Youth Services.

*For more information contact; [kleaning@swindon.gov.uk](mailto:kleaning@swindon.gov.uk) or refer to the Council's web site <http://www.swindon.gov.uk/>*





## 4 - KEY LOCAL PARTNERSHIPS AND PLANS

**Swindon Borough Council as the relevant Local Authority is the statutory lead partner;** and has responsibility to the relevant Secretary of State to ensure that the Youth Offending Team is able to fulfil its requirements and deliver services as required under the Crime and Disorder Act 1998 and subsequent criminal justice legislation, and other relevant legislation applicable to young people. The statutory partners, (Children's Services, Police, Probation, Education and Health (Education and Health are now included in Children's Services)) also have a duty under the Act to ensure adequate provision of resources and other support is available so that the team's statutory requirements are met.

**The YOT continues to benefit from a supportive Management Board** who meet quarterly, chaired by the Head of Children, Families and Community Health (who also takes responsibility for the line management of the RYS Service Manager), and includes representation from Children's Services, Health and Education, Strategic Housing Services, Probation, Wiltshire Police, Police Crime Commissioner, HM Courts and Tribunals Service, and Children and Adolescent Mental Health Services. Board members are of sufficient seniority to ensure that YOT plans are co-terminus with wider strategic planning from the services they represent, ensure that the team is well managed, and adequately staffed with directly employed or seconded professionals.

**The YOT has a statutory duty under section 11 of the Children Act 2004 to safeguard and promote the welfare of the child.** Restorative Youth Services are well placed within Children's Services to deliver services to the standards required under the Children Act 2004 (and 1933, 1989) by contributing to the work of the Local Safeguarding Children's Board and related subgroups which include; training, trafficking, sexual exploitation, sexual offending (AIM assessments (specialist joint agency assessment)), missing runaways and serious case reviews.

**Restorative Youth Services are organised along targeted functional responsibilities** – principally YOT Prevention, Court & Post-Court and custody, U Turn substance misuse, and On Trak youth counselling teams as per the organisation chart (Page 7). Due to the relatively small size of the Service, many staff, particularly in the YOT, whether directly employed or seconded by statutory agencies, work both to their parent agency brief and also generically taking on other agency roles and responsibilities subject to the changing needs of young people. Some staff work *within* the service and some *alongside* or some even do both, (for example Health which includes a part time Children's Health practitioner (nurse) and key link Mental Health workers in the Children and Adolescent Mental Health service delivered by Oxford Health Foundation Trust). RYS teams co-located to Clarence House in the Town centre in October 2014. The benefits of closer working as a Service and alongside key partners were quickly realised by both staff and service users.

**The Restorative Youth Service has a wide and dynamic range of stakeholders** including the public, staff, service users, statutory partner agencies, volunteers and community groups. The Service values the importance of the continuing support and contribution to positive outcomes of stakeholders in raising awareness and contributing to a greater understanding of youth justice, health and related welfare issues. There is also a commitment to building on its positive information and media strategy which relies on regular accurate communication as well as accessing wider information and learning from the Swindon Borough Council, Local Safeguarding Children Board, Youth Justice Board, Ministry of Justice, National Health England training and briefings. This is supported by the regular generation of positive media articles and public engagement events. Stakeholders (including professionals and members of the community) are encouraged to attend one of the teams monthly 'information sessions' to promote understanding, dispel myths about young people, gain trust through openness, and promote their participation and the benefits of joint working.

A key partner contributing to the steering of the YOT since its inception in 1999 has been **Probation**. Recent changes in legislation 'transforming justice' have led to the formation of a National Probation Service and Community Rehabilitation companies. Seconded Probation Officers remain with the NPS. As CRCs develop, new partnerships will be formed in support of the community rehabilitation of prolific offenders.

*For more information contact; [kleaning@swindon.gov.uk](mailto:kleaning@swindon.gov.uk) or refer to the Council's web site <http://www.swindon.gov.uk/>*



# RESTORATIVE YOUTH SERVICES

Service Manager - Kevin Leaning



RYS PREVENTION				YOT COURT,SUPERVISION,THROUGHCCARE, REMAND & INTENSIVE INTERVENTION				RYS YOUTH COUNSELLING
Operational Manager – Dale Colsell				Operational Manager – Matt Bywater				Manager – Guy Pearson
<b>Tony Aldridge</b> Restorative Justice Co-ordinator (YOT P/T)	<b>Jill Wells</b> Education Welfare Officer (SBC/YOT P/T)	<b>Victoria Harvey</b> Parenting (YOT F/T)	<b>Denise O’Rafferty</b> YOT Worker (YOT F/T)	<b>John O’Hara</b> Probation Services Officer (Seconded F/T)	<b>Mel Norton</b> Probation Officer (Seconded F/T)	<b>Stephanie Gillett</b> Social Worker (Seconded F/T)	<b>Jayne MacLeod</b> Social Worker (YOT F/T)	<b>Kathleen Kinloch</b> Counsellor (On Trak P/T)
POLICE – PROJECT WORK / SCI		SUBSTANCE MISUSE		<b>Gail Martin</b> YOT Worker (YOT F/T)	<b>Valerie Mathe</b> YOT Worker (Unpaid Work) (YOT P/T)	<b>Karen Sercombe</b> ISS Worker (YOT P/T)	<b>Cathy Hill</b> ISS Worker (YOT F/T)	<b>Michael Bizley</b> Counsellor (On Trak P/T)
<b>Phil Elliott</b> Police Officer (Seconded F/T)	<b>Beccy John</b> Police Youth Justice Worker (Police F/T)	<b>Derryl George</b> Substance Misuse Worker (U-Turn F/T)	<b>Hannah Woloszczynska</b> Substance Misuse Worker (U-Turn F/T)					<b>Rachel Murphy</b> Youth Counsellor (On Trak P/T)
HEALTH				<b>Paul Hower</b> ISS Worker (YOT P/T)	<b>Julie Coleman</b> Bail Support and Intensive Interventions Co- ordinator (YOT F/T)	<b>Annette Harvey-Jones</b> Youth Justice Centre Officer-in-Charge (YOT P/T)	<b>Sessional Workers</b> U-Turn/ Troubled Families - 1 ISS/ Reparation – 1 Att. Centre – 2 On Trak – 5	<b>Melanie Richards</b> Youth Counsellor (On Trak P/T)
<b>Alan Dickens</b> Mental Health Practitioner (Oxford Health P/T)	<b>Rachel Steadman</b> Young People Health Nurse (SBC P/T)	<b>Clare O’Driscoll</b> Specialist Speech & Language Therapist (SBC P/T)						<b>Vacancy x 2</b> Youth Counsellors (On Trak P/T)

## COURT ADMINISTRATION, INFORMATION & VOLUNTEERS

Business Manager – Blair Staynings

<b>Julie Wordsworth</b> Performance & Information Officer (RYS F/T)	<b>Carla Da Silva</b> PA/Finance Assistant (RYS (F/T)	<b>Jeanette Glover</b> Court Admin/ Reception Supervisor (RYS P/T)	<b>Marilyn Boss</b> Statutory Referral Orders (YOT P/T)	<b>Yvette Bennett</b> Court/ On Trak Admin (RYS P/T)	<b>Isobel Rowand</b> Business Administration Apprentice (RYS F/T)	<b>Volunteers (51)</b> AA - 25 Community - 4 Mentors – 1 Panel Members – 12 On Trak – 13 (Some may have dual roles)	<table><tr><th colspan="7">RYS Staff (41 excl. 2 vacancies) and Volunteers (51)</th></tr><tr><th rowspan="3"></th><th colspan="2">Ethnicity</th><th colspan="4">Gender</th></tr><tr><th rowspan="2">Staff</th><th rowspan="2">Volunt</th><th colspan="2">Staff</th><th colspan="2">Volunt</th></tr><tr><th>M</th><th>F</th><th>M</th><th>F</th></tr><tr><td>White</td><td>95%</td><td>96%</td><td>29.3%</td><td>65.9%</td><td>18%</td><td>78%</td></tr><tr><td>Mixed</td><td>2.5%</td><td></td><td></td><td>2.4%</td><td></td><td></td></tr><tr><td>Asian</td><td></td><td>2%</td><td></td><td></td><td>2%</td><td></td></tr><tr><td>Black</td><td>2.5%</td><td>2%</td><td></td><td>2.4%</td><td>2%</td><td></td></tr><tr><td>Other</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>	RYS Staff (41 excl. 2 vacancies) and Volunteers (51)								Ethnicity		Gender				Staff	Volunt	Staff		Volunt		M	F	M	F	White	95%	96%	29.3%	65.9%	18%	78%	Mixed	2.5%			2.4%			Asian		2%			2%		Black	2.5%	2%		2.4%	2%		Other						
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## 6 – FINANCE & RESOURCING

### Youth Offending Team

Income and budgeted expenditure is as follows:

Agency	Staffing costs (£)	Payments in kind–revenue (£)	Other delegated funds	Total (£)
Local Authority	£140,200.00	£85,000.00	£117,300.00	£342,500.00
Police Service*	£75,000.00			£75,000.00
National Probation Service	£72,513.00		£19,067.00	£91,580.00
Health Service	£32,000.00		£13,700.00	£45,700.00
Police and Crime Commissioner*			£92,694.00	£92,694.00
YJB Grants.			£261,718.00	£261,718.00
Home Office (Att. Centre)			£20,718.00	£20,718.00
Other			£1,400.00	£1,400.00
<b>Total</b>	<b>£319,713.00</b>	<b>£85,000.00</b>	<b>£526,597.00</b>	<b>£931,310.00</b>

YOT BUDGET 2015/16	
Salaries (incl. R.J, Unpaid Work & contrib. to U-Turn)	£636,800.00
Equipment	£1,600.00
Accommodation	£0.00
Overheads	£25,397.00
Activity	£3,000.00
<b>Total</b>	<b>£666,797.00</b>

The YOT continues to comply with the requirements of the Crime and Disorder Act in terms of the staffing commitments from the funding partnership. Despite some increases in funding in key service areas, balancing the RYS budget has been challenged due to reductions in grants and some partner contributions this year.

**New Developments:** The YOT is preparing for an upgrade in its case management system ChildView to version 2 in the summer of 2015. This is a pre requisite for implementation of Asset Plus, and for which funds have been ring fenced to meet the costs of planning and delivery (including training). In a separate initiative, PCC funding has been secured to provide staff and young people with access to specialist speech and Language support to address the communication difficulties experienced amongst the offending population. This funding is also helping offenders (or those at risk of offending) to improve core skills in reading, writing and speaking using the software Rapid English. Other priorities include a continuing investment in the delivery of anti-crime messages across schools using year six pupils (an award winning programme); commissioning of educational material (including films); innovation in the use of social media to engage young people; and significant investment in the provision of unpaid work to juveniles in close consultation with courts.

Although the YOT's custody rates remain well below national averages, the YOT Board and the wider partnership are collaborating to reduce costs associated with remands into custody, and plans to support young people following resettlement.

**The Substance Misuse Service U Turn - This service is funded from three different sources:** Local Authority based Public Health accounts for £75,000, helping to ensure that this service is integrated with wider children's services; Youth Justice grant funding transferred from YOT income to U Turn (£13,000) and Children's Services core funding making a total budget of £118,450. The service has commissioned a short film to bridge a gap in educational resources aimed at helping key age groups to understand the implications of substance misuse.

**The Youth Counselling service On Trak** - On Trak has received increased funding in order to meet the recommendations arising out of an independent report commissioned as a result of growing waiting times for young people accessing the service. The budget overall has increased from £108,500 in 2014/15 to £205,400 (£134,000 from SBC and £70,000 from the CCG) in 2015/16 specifically to build service capacity and reduce waiting times.

These budgets are managed by the Restorative Youth Services Business Manager in partnership with Swindon Borough Council finance.

For more information contact; [BStaynings@swindon.gov.uk](mailto:BStaynings@swindon.gov.uk)





## 7.1A – YOT OVERVIEW

**The Ministry of Justice vision for the justice system, including youth justice, describes a determination to break the cycle of offending** by providing effective sentences and rehabilitation. It states that 'Youth justice is an important part of the criminal justice system. A successful youth justice system can be an effective preventative service for the adult criminal justice system; one that provides early intervention to stop problems before they become more serious, and maximising opportunities for diversion; an effective sentencing regime, including greater use of restorative justice where appropriate; greater parental responsibility; rehabilitation; [the use of payment by results to drive improvements in performance], and incentivise diversification of providers and to increase accountability. Subsequently, recent years have seen a number of significant changes in legislation with new ASB legislation, new national standards, reduction in funding and new conditions relating to grants and funding, changes to Police and Court related services, new inspection and key government initiatives, all of which require careful consideration and implementation.

**The team is structured to deliver against national indicators and in achieving the key outcomes of preventing offending in the following areas;**

**Prevention and early intervention:** YOT staff have a prevention role around ASB and school exclusions. Case workers (plan holders) take an active role in support of Troubled Families when already working with young offenders and their families who have been identified as 'Troubled families'. Increasingly, proactive preventative activity by the Police making use of Community Resolutions, has reduced first time entrants into the justice system. Those entering the justice system as 'First Time Entrants' are diverted from attending court to the **Swindon Crime Initiative (SCI)** where they are assessed, risks identified and an intervention programme (proportional to the offence) is offered. Engagement is voluntary and may often include signposting to other agencies such as health, education or parenting. This very efficient clinic-based intervention, delivering Cautions and Conditional Cautions, is run in partnership with the YOT, Restorative Justice worker, parenting support, Police and community volunteers.

**The core business of supervising young people on statutory Court Orders is the majority of the team's work. (see the model of youth offending, page 4)** Every young person has an in depth assessment of their offending, social, health, education, communication, accommodation and welfare needs that are presenting a risk of further offending, risk of harm to themselves or to others. Based on this risk assessment an intervention plan is put in place, either by a panel of Referral Order volunteers as a binding legal contract or by the allocated case manager, depending on the type of order made at court. The team applies a 'scaled approach' to interventions which means that more resources are available for the higher risk or chaotic young people, whilst remaining compliant with the statutory requirements of National Standards of supervision and contact.

**Custody:** The YOT has a close working relationship with the Courts and sentencers who need to be confident that the Team and its partners can safely and effectively manage the risks of harm by young people to themselves and others as well as deal with re-offending. The YOT strives to ensure that all sentencing options are available including Intensive Supervision and Surveillance (ISS) and bail and remand packages to ensure that young people remain in the community wherever possible. ISS is offered as a 'last chance' before custody and may involve 25 hours of work or supervision weekly, a curfew and electronic monitoring 7 days a week. In 2014 the YOT introduced Unpaid Work as an option and has seen useful restriction of liberty and a chance to learn new skills in the community. Those who do enter the secure estate remain under the supervision of the Team throughout their sentence both whilst in custody and on post release licence. ISS support is also offered to young people coming out of custody to ensure they get the best support and assistance in their reintegration back into the community.

**Volunteers:** Volunteers feature prominently in the YOT culture, and in Swindon up to 60 community volunteers of all ages and backgrounds are currently actively supporting positive outcomes through Referral Order Panels, Community Payback, Reparation, Appropriate Adult and Mentoring roles as well as being a 'critical friend'. The Investors in Volunteers standard was re-awarded in acknowledgement of the value placed on their contribution which means that they are trained, supervised and appraised to the same high standard as employed staff. RJ is a thread that runs through all intervention plans, the majority of which will involve volunteers in the RJ process or making reparation to the victim or the community.

## 7.1B – YOT DELIVERY PLAN

**Changing patterns of offending:** Targeted work in preventing offending and re-offending, changes in Police and CPS practice and social changes have led to a steady reduction in entrants into the justice system for petty and minor offences. However, the majority of those currently under the supervision of the YOT have characteristics that mean they are more likely to re-offend in that they score higher on their risk assessments due to complex needs, have more previous offences (national average of 1.74 in 2007/8 and 2.57 in 2012/13) and require a significantly higher level of supervision in order to effect change, rehabilitate and to protect the public.

**Target 1: National Indicator: Reduce first time entrants to the Youth Justice System by those who are at risk of offending or involvement in anti-social behaviour.** The Target set by the Management Board was to reduce FTEs below the 2013/14 out-turn of 174. The outturn for 2014/15 was 122 FTEs. This has been achieved through a combination of cultural change by young people, good partnership working and the use of community resolutions by the police. **The target for 2015/16 is to maintain low numbers of FTEs ideally to less than 122.** (<30 per quarter). 2014/15 saw a change in trend regarding pre court disposals with Youth Cautions up from 55 to 106, Youth Conditional Cautions down from 28 to 18 and Community Resolutions down from 273 to 186. The rise in Cautions is predictable as the number of young people already having received Resolutions increases. However, the reason for the recent steep reduction in the police use of Community Resolutions does need further understanding. Nationally, FTEs have fallen by 75% since 2003/4, but are expected to 'bottom out'.

**Activities planned** include joint working with the Police to engage young people in a pre-court clinic for those with conditional cautions; greater investment in volunteers including renewal of Investors in Volunteers (IIV); recruiting, training and deploying volunteers to increase mentoring support and Appropriate Adult (AA) cover; Restorative Justice (RJ) interventions; educational crime prevention workshops; and 'independent' feedback using new structured feedback forms at different stages of a young person's order. The majority of core staff are RJ trained and new staff will be trained in RJ as part of induction. New volunteers will also be trained within the next 12 months.

**Target 2: National Indicator: Reduce the rate of young people re-offending.** (Measured by 12 month PNC reconviction rate, based on a rolling 12 month cohort). The out-turn for 2012/13 was 38.6% (local data). **The target for 2014/15 is to be better than the national average of 36.1%.**

In support of the re-offending target a further national measure is: **The average number of further offences committed by the cohort within 12 months of the initial substantive outcome.** The out-turn for 2012/13 was 1.28 re offences per offender in the cohort. **The target for 2015/16 set by the YOT Management Board is for the rate to be better than the national average for further offending (1.08).** Nationally there were 2.99 re-offences per re-offender. Locally the figure was 3.33. Re-offending data is produced quarterly by the Ministry of Justice (MoJ) using police and YJB data and is based on a rolling cohort identified 24 months previously. Year on year Swindon YOT's re offending rate has been broadly in line or better than the national average. **During 2014/15 the local rate rose to a high of 41.7% in Q3.** Data suggests this is due to a small number of persistent offenders from 2011/12 working through the cohort timeframe. Re-offending rates are predicted to rise across the country due to the reducing and more complex cohort of young people entering the justice system. In March 2015 the YOT was subject of a full joint inspection which ascertained work to reduce offending was well up to expectations and that there were no practice or procedural issues of concern that were contributing to this rise at the time or in place currently.

**Plans here include raising the take up of Restorative Justice** and building closer ties with the Troubled Families initiative; including the training of Appropriate Adult volunteers to identify potential troubled families; training and deploying year 6/7 pupils to deliver education projects; working ties with private sector companies in deprived areas; supporting initiatives around sporting activities, and the 'Fresh Moves' youth project. In addition the YOT plans to provide for more in depth analysis of data/ trends; provide greater support for young people post custody; and provide Magistrates with feedback on outcomes from community sentences in order to promote compliance and reduce breaches, as well as deliver training to Magistrates in a joint initiative with HM Courts.

**Target 3: National Indicator: Reduce the number of young people receiving a conviction in Court who are sentenced to Custody.** The 2014/15 target was <5% of all sentencing results in custody. The out-turn for 2014/15 was 2.3%. This equates to 4 young people entering custody out of 173 sentencing episodes. Of these, 4 young people (out of 139 remand decisions) were remanded to secure accommodation by the Court which equates to 2.9% against a target of <9% being remanded). **The Local Custody target will continue to be <5%. In**

2012/13 the national average was 4.5% (Ranging from 0% to 12% in 132 English YOTs).

**Options in the Magistrates sentencing Matrix have been expanded to include Unpaid Work Orders.** New staff have been recruited and trained to manage these orders as part of our drive for more post custodial support for young people, and changes in the focus of pre and post-custodial support. This includes strengthening of bail and remand packages involving the additional training and development of staff in the Intensive Supervision and Surveillance Team in order to equip them to expand their role to through-care and post custody support. The use of compliance (breach) panels are now embedded to reduce sentencing to custody due to breaches. The team is building closer ties to Local Authority decision makers over access to more suitable accommodation in order to reduce overall costs and meet changes in legislation, including LASPO 2012 and PACE 1984. Finally, the YOT is engaging multi agency staff in custody panels, designed to examine each custody episode in detail and inform future practice.

**These key performance indicators are supported by a suite of targets set by the Management Board** and are monitored quarterly. These look at early intervention activity, raising awareness and confidence, access to education and employment, intensive supervision and surveillance, access to suitable accommodation, parenting, substance misuse, counselling, looked after children, risk of harm, vulnerability and quality audit activities. In addition the YOT is contributing to the HMIP Peer inspection programme and YJB's peer review methodologies, taking an active part in at least two YJB Peer Reviews.

**Victims are invited to engage in restorative justice** wherever possible. Victims are given the opportunity to meet young offenders face to face if preferred (unless it is not possible for safety issues) or victims can video record, voice record, write or use mediation to communicate how they feel and what they would like done to make good the harm. Meeting victims has a significant impact on a young person's behaviour and their understanding of how their behaviour has affected other people. As well as having benefits for the victim, RJ contributes towards reducing re-offending and the seriousness of further offending. The YOT produced new resources in 2014 aimed specifically at victims to help reassure them about Restorative Justice processes and its benefits. All panel members and case workers (plan holders) have received in-house training on RJ to update/ refresh their skills.

**Programmes and Interventions in support of national indicators and positive outcomes:** The YOT has a wide range of interventions available, both in-house and as part of partnership working to address the risk factors that lead to offending and re-offending. These include substance misuse (delivered via a partnership with U Turn); anger management (in-house); cognitive behaviour (ISS, Teen Talk programmes); sexual health (in-house and partner sexual health clinic; drop-in and outreach work); motoring offences (In-house and Fire Service); weapons crime (in-house); and parenting (in-house). Plans seek to build on positives gleaned from assessments and by referrals to positive activities such as sports, volunteering and special training such as Salamander, provided by the Fire and Rescue Service, and mentoring. Interventions and group programmes are delivered by Pre-court and Post court teams with specialist help from other specialists and volunteers. The majority of YOT staff are highly skilled in delivering a wide variety of interventions and most supervising staff are trained in solution focussed therapy, child protection, safeguarding, Signs of Safety (Safeguarding model of working), AIM (working with young people who display sexually harmful behaviour) and where relevant in the/Early help record, TAC, justice and welfare legislation, assessment, homelessness, exploitation, domestic violence, speech & language, victims, violent extremism, restorative conferencing and MAPPA as well as key agency competencies required of Social Workers, Health Workers, Police officers and Probation. Intervention programmes are also delivered on Saturday mornings at the Attendance Centre (Youth Justice Centre) or by ISS staff weekend surveillance contacts.

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## 7.1C - HMIP INSPECTION FINDINGS AND RECOMMENDATIONS

**The Youth Offending Team was subject to a full joint inspection in March 2015 after a period 5 years since the last inspection.** During the course of the inspection the reasons for an increase in re offending rates were attributed to a significant spike of re- offending in the 2011/12 cohort, the influence on data of small numbers in the cohort and disproportionate rates of offending for looked after children.

The inspection covered 6 key areas of interest, commencing with a week of case file audits and staff and service user interviews by HMIP. A further week involved deeper investigation and partnership interviews by inspectors from multiple inspectorates. **Key judgements were scored as follows; <50% = poor, 50 – 64% = unsatisfactory, 65 - 79% = satisfactory, 80%> = good.**

### **Theme 1: Reducing Re-offending. 74%.**

*'Overall work to reduce reoffending was satisfactory. Case managers had a good understanding of the reasons why children and young people offended. They used their knowledge to provide sound information to court both to inform sentencing decisions and to put appropriate intervention plans in place. A holistic approach with the family and specialist workers was taken to work to reduce the likelihood of reoffending. This led to a range of positive, sustainable outcomes that, some young people advised, could be accredited to their time with the YOT'.*

### **Theme 2: Protecting the Public 63%.**

*'Overall work to protect the public and actual or potential victims was unsatisfactory. The YOT often underestimated the level of harm a child or young person posed to others and the subsequent need to plan to manage this. Work relating to risk of harm was not always given sufficient priority, especially when there were other needs in a case to address. There was a lack of guidance and structures in place for managing high risk of harm cases and too little use was made of the expertise held by YOT police staff and the information they could access'.*

### **Theme 3: Protecting Children and Young People 64%.**

*'Overall work to protect children and young people and reduce their vulnerability was unsatisfactory. The YOT worked proactively to manage safeguarding issues as they arose. Case managers made determined efforts to link with partner agencies and contributed to interagency safeguarding processes in order to protect children and young people. However, case managers were not good at assessing the vulnerability needs in their cases. There were issues relating to the quality of planning, and delays in the delivery of some specialist interventions'.*

### **Theme 4: Ensuring the Sentence is Served 91%.**

*Overall work to ensure that the sentence was served was good. The YOT's key asset was its staff. The YOT worked holistically with other agencies to build effective relationships with children and young people and their families. Case managers worked flexibly to take the specific needs of a case into account and remove potential barriers to engagement in order to encourage engagement. They also took appropriate and effective measures to encourage and enforce compliance where necessary.*

### **Theme 5: Governance and Partnerships**

*'Overall, the effectiveness of governance and partnership arrangements was unsatisfactory. The YOT Management Board had a clear appreciation of the role and importance of the YOT's work. However, the success of the YOT was underpinned by strong, informal relationships and ambitions rather than governance, scrutiny and challenge by its Management Board. It's evident commitment to improving services lacked strategic direction and planning. Despite a range of internal assurance mechanisms, there was more to be done to ensure the effectiveness of work to protect the public and safeguarding'.*

## **Theme 6: Interventions 79%**

*'Overall, the delivery and management of interventions to reduce reoffending were satisfactory. The YOT had access to a good range of interventions to reduce offending behaviour, protect the public and safeguard children and young people. They also paid due consideration to addressing the needs of victims. Case managers gave thought to what should be delivered, and how, in order to achieve the greatest level of engagement by children and young people, many of whom showed positive progress in key factors linked to their offending behaviour'.*

### **Recommendations**

Post-inspection improvement work should focus particularly on achieving the following outcomes within 12 months following publication of this report:

- The work of the YOT should be targeted, meet local need, and driven by a clear YOT strategy and effective delivery plan (Chair of YOT Management Board)
- Governance arrangements, at all levels, should provide appropriate support, scrutiny and challenge to the YOT's work and outcomes (Chair of YOT Management Board)
- Systematic, effective critical oversight of the YOT's work should be used to identify and help to address areas for improvement in practice relating to safeguarding, protecting the public, and children looked after by the local authority (Chair of YOT Management Board)
- Effective YOT and partnership working arrangements should promote the safeguarding of children and young people and the protection of the public and victims: specifically, assessment, planning, and the delivery of interventions should be of good quality and underpinned by effective joint working structures, protocols and guidance (YOT manager).

**The HMIP recommendations will inform a post inspection action plan developed by the YOT Management Board and monitored by the YJB.**

Key areas of focus will be in the following areas:

- Seeking a greater take up of victim involvement in Restorative Justice.
- Improving staff skills in reflecting, analysing and recording risk of harm and vulnerability issues more widely and in more depth.
- Seeking to strengthen links to local colleges and education providers to better understand the quality of educational provision – to inform placements.
- Reviewing agreements and protocols with partners in regards to health provision, especially into the secure estate.
- Training related to the role of Police personnel with regards to intelligence sharing and risk management.
- Improving governance relating to Looked After Children, improving links with ICT and Social Care teams such as Family Contact Point.
- Improving communication with young people, mainly around understanding their Court Order.
- Review the working of the Board to ensure there is leadership and challenge from all agencies.



## 7.2A – U TURN OVERVIEW AND DELIVERY PLAN

**U Turn is a specialist service consisting of a RYS manager, two full time staff supported by trained volunteers.** They provide support, help and guidance to young people and their families in Swindon with alcohol or drug-related problems. The definition includes all illicit substances, solvents and prescribed medication but excludes the use of tobacco. The Service is targeted at 10 to 17 year-olds. It accepts referrals from all professionals and also encourages referrals direct from young people and their parents or carers. **U Turn provides a full assessment in relation to alcohol and substance misuse** in line with best practice and National Health England (NHS) requirements. Staff are skilled at cognitive-behavior interventions, motivational interviewing and specialist prescribing. They work with young people to help them to reduce the harm caused by alcohol and drug misuse and to improve their overall health.

**U Turn works proactively in preventing drug use and providing education** to children and young people, and provides training and consultancy for professionals on how to work with young people they have concerns about related to the misuse of alcohol and substances. In 2014/15 the team gave preventative talks and guidance in schools and colleges to 664 young people. Where there are trends emerging Uturn can reassure professionals with training, up to date information and de mystifying perceptions of use and potential harm.

**Drug trends have significantly changed amongst young people in Swindon**, with most young people known to the service now using cannabis as their first drug of choice, rather than Class A drugs. This has led to more transient behaviours amongst young people who are less inclined to maintain their engagement with the service and less motivated to cease their substance use, as they see it as less harmful. Subsequently, the process of engagement is taking longer to reach the critical point where young people want to stop using drugs. This is attributable to their individual needs and experiences, cultural acceptance, peer group behaviours and local influences. Legal highs have raised concerns as they have become readily available in Swindon. A proactive and coordinated partnership response has significantly reduced the availability of some legal highs and raised awareness with professionals, adults and young people of the potential dangers related to these unknown substances. Part of U Turn prevention work is to commission a film to bridge a gap in resources aimed at young people taking cannabis (Funded by a combination of YOT resources and Arts Council funding via Create Studios).

**A high number of young people in specialist drug and alcohol treatment services have other issues in their lives** including problems at school, poverty, marginalisation and a lack of access to training and employment. At times this can lead to risky behaviours and an involvement in crime. Since this behaviour is usually designed to fund their continuation of personal drug use, a high proportion of service users are also known to the YOT. The incorporation of U Turn with Restorative Youth Services in April 2012 has since proven beneficial in terms of economies of scale, sharing knowledge and increasing referrals.

**U Turn staff are highly trained in assessment, using nationally accredited tools.** Where relevant these are linked with other agency assessments in social work teams, health, YOT and Early Help processes used by integrated Children's services teams. In common with all Children's Services, the team consider the needs of parents and carers who may be experiencing SMU, mental health or learning difficulties and will draw in appropriate services in line with 'see the adult, see the child' guidance. Young people with more risky behaviours will receive a specialist assessment, one to one intervention, pharmacological intervention and detoxification programme, needle exchange, harm reduction advice, friendly support, information and guidance, as well as help in addressing wider needs such as mental health, accommodation, education and awareness of the consequences of offending. The quality and effectiveness of the work of U Turn was scrutinised as part of a CQC Inspection of Children's Services in 2014 and as part of the YOT inspection in 2015 where inspectors reported favourably on the service.

**Transition from young people's to adult services was an area for development** in 2013/14. Processes that support young people to access adult SMU services with CRI as they reach adulthood are now firmly established. More outreach work is planned in partnership with CRI in targeted prevention and harm reduction.

**In 2014/15 the team worked with 108 young people** (105 last year), 74 male and 34 females last year, predominantly aged 15 (25), 16(34) and 17(28), for cannabis and alcohol issues. Of these, 37 were involved in criminal activity at the start of their referral with U turn. These children and young people in treatment can have complex needs and threats to their safety and wellbeing requiring skilled multi agency working, especially where mental health issues or child criminal or sexual exploitation are identified. Maintaining contact with young people using cannabis or alcohol and who only partially engage with services, leaving in an unplanned way remain a challenge. A quarterly one page 'Dashboard' is produced to reflect these outputs and outcomes. (Available on request).



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### 7.3A – ON TRAK OVERVIEW AND DELIVERY PLAN

**Service Description:** The On Trak youth counselling service is a humanistic and integrative (primary care level) therapy service provided to young people and young adults who may be offered short, medium or long-term counselling. The service provides an initial assessment followed by weekly one to one counselling, and will make referrals/sign-posting to other services where appropriate. Management of the service is delivered through Children's Services under the umbrella of Restorative Youth Services.

**The service is available to young people aged 14-19** at the time of referral who are experiencing moderate, (but often complex) mental health problems likely to respond to the 'talk based' therapeutic interventions available. Referrals are encouraged from young people themselves, or from parents/guardians. On Trak also provides an out-reach model in association with other agencies. This includes various health agencies, usually following self-harm or depression. On Trak aims to ensure that all young people have access to the service free of charge regardless of age, gender, ethnic origin and sexuality, religious or cultural background.

**Eligible young people are provided with a service** for as long as the counselling remains therapeutically valuable even if this takes them past their 19<sup>th</sup> birthday, and are typically provided with a supportive relationship in times of crisis, including a safe place to express themselves; advice and guidance to promote good mental health; help with more effective ways to handle stressful situations; a better understanding of themselves and their relationship to the world; and a greater awareness of their personal resources, abilities, and ways to build self-esteem.

**An Independent review of On Trak** in 2014 by Dr Cathy Street, an independent children and young people's mental health consultant, revealed a well-regarded but 'under-sized' youth counselling service. The service was described as working effectively to best practice models, with consistently good outcomes. The team (of 1 full-time and 2 part-time) staff and volunteers work with around 110 young people a year, with a ratio of 3 female to 1 male clients. In an average month the team will see over 70 individual young people for assessments and counselling appointments. The waiting time from referral to assessment has risen to over 60 days on average, however the waiting time from referral to the first counselling session has decreased on average to 52 days.

**The priorities for the service during 2015 are based on the independent review recommendations.** These are to: significantly reduce the waiting times experienced by young people by adding capacity, and to meet an increase in the more complex needs of young people by providing more frequent contact and a longer period of time with experienced counsellors.

**Capacity building delivery plan.** On Trak is funded by SBC based on an annual budget of £105,450 with an additional one-off contribution of £30,000 to help deliver the 2015/16 YJ Plan. In addition, the CCG committed to funding an extra £70,000 per year which will enable On Trak to recruit 4 x 20 hour counsellors and maintain a greater pool of student counsellors on placement (currently 10). In advance of this recruitment On Trak has invested in the training of staff in clinical supervision skills, and recruited a part-time administrative assistant.

One of the principal service improvements (during 2014) was the co-location of On Trak to Clarence House alongside the Youth Offending Team, U Turn, and other teams from Children, Families and Community Health thereby promoting easier and more effective access for young people and their families in Swindon. Extra rooms were accommodated and refurbished to make them more suitable for counselling, with access now available evenings and weekends to extend both capacity and accessibility. In late 2014 a pilot commenced with On Trak working in partnership with TaMHS to improve triage processes so that young people are screened and signposted to the most appropriate service to meet their needs. This is proving to be successful and will be continued throughout 2015.

**Performance Monitoring.** On Trak utilise a specialist counselling data base 'Core' to collate output and throughput data, but also (and more importantly) to collect data on **key outcomes** intended to evidence the difference which the service has made to the lives of the young people in need of help and support. This 'patient experience' information will inform future service delivery. A quarterly one page 'Dashboard' is produced to reflect these outputs and outcomes. (Available on request).

*For more information contact the On Trak manager, Guy Pearson at [gkpearson@swindon.gov.uk](mailto:gkpearson@swindon.gov.uk)*



## 8 – DIVERSITY STATEMENT

### Restorative Youth services are committed to:

- Challenging any behaviour that perpetuates discrimination and which limits individuals from realising their potential.
- Ensuring that no one will be discriminated against on the grounds of their race, gender, disability, sexual orientation, age, HIV status, marital status, class, religion or beliefs.
- Carrying out service audits and maintaining monitoring arrangements designed to identify areas of equality development and to support relevant action plans.
- Consulting service users, staff, community groups and partner organisations on developing equality and diversity policies and action plans.
- Tackling areas of discrimination and social exclusion to ensure that all its services are delivered in a fair and equitable manner.
- Securing support of external partners and contractors for its equality and diversity objectives.

A diversity impact assessment of this plan has been completed to ensure that it meets our equality duties and gives proper consideration to how the service will affect the life chances of different groups and the impact the service will have on the 10 Dimensions of Equality. This exercise shows improvements in service user accessibility since relocating to Clarence House. Ensuring fairness and equality throughout the justice system has been met by interviewing service users and analysing the feedback and sharing directly to partner justice agencies where there are issues. Remembering the need to understand a young person's communication and individual learning style and adjusting how we work accordingly was considered a strength by HMIP. Service user access to RYS does not reflect the full ethnic and cultural diversity of the citizens of Swindon. These services are monitoring and collating diversity information, but will need to understand why young people from some ethnic communities are over and underrepresented.

Building on our culture of continuous improvement, the Team's operational plans take account of both national and local trends, and innovation in practice. For example:

- Nationally there is an overrepresentation of BME young people in the Justice System. YOT Court staff have a raised awareness of this and are proactive in Court promoting fairness and proportionality in sentencing. Case Managers (writing sentencing reports) are held to account via checks and balances which include management oversight and sign off for all reports relating to BME young people.
- A bespoke staff focus group is actively reviewing services and interventions specifically for girls, and employing the most recent best practice to ensure that the needs of girls in the Justice System are identified, understood and catered for.
- Young people with undiagnosed communication difficulties are screened and helped with reading, writing, speaking and listening as part of the Rapid English improvement programme. Young people can be further assessed and helped by the RYS Speech and Language Therapist and Interpretation Services.
- RYS are beginning to understand that the way service users wish to communicate with services is changing significantly, especially in the area of social media and the use of smart phones. We are currently working with a Swindon wide forum of young people who will be guiding us on communications methodology and future engagement.

2011 Census data on Swindon Population Ethnicity	Swindon Population aged 10-17 (20,167)	Restorative Youth Services (2014-15 data)			
		YOT – Community Sentence 186 (298)	YOT – Custody 4 (7)	U-Turn 108 (105)	On Trak 110 (133)
<b>White</b>	87.2%	86% (92%)	75% (100%)	91.5% (89%)	90% (84%)
<b>Mixed</b>	3.4%	2% (2%)	0%	1.9% (2%)	0% (10%)
<b>Asian</b>	7.6%	1.8% (1.3%)	0%	1.9% (4%)	3.6% (5%)
<b>Black</b>	1.4%	8.6% (4%)	25% (0%)	3.7% (2%)	0% (0%)
<b>Other</b>	0.4%	1.6% (0.7%)	0%	1% (3%)	6.4% (1%)

RYS Staff (41 excl. 2 vacancies) and Volunteers (51)						
Ethnicity			Gender			
	Staff	Volunt	Staff		Volunt	
			M	F	M	F
<b>White</b>	95%	96%	29.3%	65.9%	18%	78%
<b>Mixed</b>	2.5%			2.4%		
<b>Asian</b>		2%			2%	
<b>Black</b>	2.5%	2%		2.4%	2%	
<b>Other</b>						

To find out more go to SBC [equality@swindon.gov.uk](mailto:equality@swindon.gov.uk)

Review and sign-off						
Gavin Jones John Gilbert	Job Titles	Chief Executive Of The Local Authority Board Director Commissioning, DCS and DASS, SBC	Signature	Gavin Jones John Gilbert	Date	23/07/15
Mark Sellers	Job Title	Superintendent, Swindon Police Operations Local Policing North	Signature	Mark Sellers	Date	23/07/15
Mark Scully	Job Title	On behalf of National Probation Service	Signature	Mark Scully	Date	23/07/15
Karen Reeve	Job Title	Head of Children, Families and Community Health, SBC	Signature	Karen Reeve	Date	23/07/15
Paul Bearman Gill May	Job Titles	Executive Director of Commissioning, NHS Swindon Clinical Commissioning Group Executive Nurse, NHS Swindon Clinical Commissioning Group	Signature	Paul Bearman Gill May	Date	23/07/15

## VOLUNTEERS SUPPORTING THE WORK OF THE YOT

- 434 (266 13/14) hours of Community Payback.
- 106 (131 13/14) Appropriate Adult call outs to Custody.
- 244 (282 13/14) Community Panels.

## EDUCATION TRAINING & EMPLOYMENT

Of the 140 orders closed in 14/15 there were 121 young people (86%) in ETE at the end of their order and 10 young people who were SEN.

## HMIP eSURVEY 2015

- "The YOT has helped me lots, been happier, no interest in crime, settled down and grown up."
- "I can control strange or upsetting thoughts now."
- "The YOT arranged a fork left driver course. Passed at test yesterday."

## WHAT YOUNG PEOPLE SAY

Young person on a Youth Rehabilitation Order said 'Until I started doing victim empathy work I never realised how direct and indirect victims could be affected both short and long term. It really made me think'.

## VOLUNTEER POWER

On Trak volunteer student Counsellors helped On Trak to offer 1062 (1402 13/14) appointments in 2014/15.

## INTENSIVE SUPERVISION & SURVEILLANCE

ISS is an alternative to risk of Custody. In 2014/15 there were 9 ISS completions - 4 were successfully completed, 4 were breached, revoked and re-sentenced to custody, 1 was breached, revoked and re-sentenced to a community penalty.

## DRUGS

"Cannabis messes with your head - don't use it. I ended up with psychosis and extreme paranoia." - 15 year old boy.

## HEALTH MATTERS

"I used 54 substances in 28 days. I tried all sorts of help but only On Trak and U-Tum understood me - It took a long time but I am on the road to recovery now." - 16 year old boy.

## PARENTS

29 (31 13/14) parents regularly received help, information, support and guidance from the Parenting Worker. 6 (3 13/14) Parents were ordered by Court to engage.

- The average age to enter the YOT: 16 for Boys & 15 for girls.
- 66% (71% 13/14) of offences are by 15-17 year old boys.
- 4 (7 13/14) Boys went to custody (100%).

## RESTORATIVE JUSTICE

123 (188 13/14) victims were contacted and offered the opportunity to participate in RJ. 53 (62 13/14) asked for the offender to make good the harm in the community. 20 (57 13/14) asked the RJ worker to represent their views to the offender.

## HMIP eSURVEY 2015

- 89% of young people said they had been treated fairly by people who worked with them.
- 93% of young people said their work with the YOT has made them less likely to offend.
- 77% think the service given to them by YOT is very good.

## RESTORATIVE CONFERENCES

10 (18 13/14) victims elected to meet the offender or use 'shuttle mediation'. "I was very impressed with the whole process and thank you for your support" - mother of a 13 year old male victim of a robbery who represented him at an Restorative Conference with a 17 year old male offender.

## HEALTH MATTERS

In 2014/15 there were 15 (28 13/14) referrals made to the YOT Nurse.

One young person said "I didn't realise how many units I drank and how unhealthy it is for me, I will try to drink less when out with friends after today's session".

## UNPAID WORK

"It's interesting - We do different things and learn new stuff we would never get to do, like working with the Park Rangers".