



Inspection of
Youth
Offending

Archwilio Rhaglen Troseddwyr Ifanc



Arolygiad ar y Cyd Cyfiawnder Troseddol

Core Case Inspection of youth offending work in England and Wales

Report on youth offending
work in:

Suffolk

ISBN: 978-1-84099-527-5

2012

Foreword

Our Core Case Inspection of youth offending work in Suffolk was undertaken as part of our Inspection of Youth Offending programme. This inspection focuses exclusively on the work undertaken by Youth Offending Teams with children and young people who have already committed an offence.

Its purpose is to assess if the work is of a sufficiently high standard to protect both the public from any harm resulting from the child or young person's offending behaviour and the child or young person themselves, whether from their own behaviour or any other source.

The inspection is based on a rigorous examination of a representative sample of cases supervised by the Youth Offending Service. Our findings are shown in the table below, outlined against those for Wales and the regions of England inspected so far. A more detailed analysis is provided in the main body of this report, and summarised in a table in Appendix 1.

We found a Youth Offending Service that had developed a wide range of interventions to address offending behaviour. We were impressed by the commitment of staff to engaging with children and young people through these imaginative interventions. It was evident that children and young people had made progress and that factors linked to reoffending had reduced. Moving forward, work may be focused on improving the quality of some initial assessments and plans to manage the *Risk of Harm* and Safeguarding. Overall, however, we consider this a very creditable set of findings.

Liz Calderbank
HM Chief Inspector of Probation

May 2012

	Scores from Wales and the English regions that have been inspected to date			Scores for Suffolk
	Lowest	Highest	Average	
'Safeguarding' work <i>(action to protect the young person)</i>	37%	91%	67%	83%
'Risk of Harm to others' work <i>(action to protect the public)</i>	36%	86%	62%	79%
'Likelihood of Reoffending' work <i>(individual less likely to reoffend)</i>	43%	87%	70%	83%

Acknowledgements

We would like to thank all the staff from the Youth Offending Service, members of the Management Board and partner organisations for their assistance in ensuring the smooth running of this inspection.

<i>Lead Inspector</i>	<i>Iolo Madoc-Jones</i>
<i>HM Inspector</i>	<i>Joy Neary</i>
<i>Practice Assessors</i>	<i>Melanie Peace; Chris Simpson</i>
<i>Local Assessor</i>	<i>Jason Read</i>
<i>Support Staff</i>	<i>Andy Doyle</i>
<i>Publications Team</i>	<i>Alex Pentecost, Christopher Reeves</i>
<i>Assistant Chief Inspector</i>	<i>Julie Fox</i>

Contents

	Page
Acknowledgements	4
Scoring and Summary Table	6
Recommendations for improvement	7
Next steps	7
Making a difference	8
Service users' perspective	9
1. ASSESSMENT AND SENTENCE PLANNING	11
1.1 Risk of Harm to others (RoH):	11
1.2 Likelihood of Reoffending:	12
1.3 Safeguarding:	13
2. DELIVERY AND REVIEW OF INTERVENTIONS	15
2.1 Protecting the public by minimising Risk of Harm to others (RoH):	15
2.2 Reducing the Likelihood of Reoffending:	16
2.3 Safeguarding the child or young person:	17
3. OUTCOMES	19
3.1 Achievement of outcomes:	19
3.2 Sustaining outcomes:	20
Appendix 1: Scoring summary of sections 1-3	21
Appendix 2: Contextual information	22
Appendix 3: Inspection Arrangements	23
Appendix 4: Characteristics of cases inspected	24
Appendix 5: Scoring approach	25
Appendix 6: Glossary	26
Appendix 7: Role of HMI Probation and Code of Practice	28

Scoring and Summary Table

This report provides percentage scores for each of the 'practice criteria' essentially indicating how often each aspect of work met the level of quality we were looking for. In these inspections we focus principally on the *Public Protection* and *Safeguarding* aspects of the work in each case sample. Accordingly, we are able to provide a score that represents how often the *Public Protection* and *Safeguarding* aspects of the cases we assessed met the level of quality we were looking for, which we summarise here¹. We also provide a headline 'Comment' by each score, to indicate whether we consider that this aspect of work now requires either **MINIMUM, MODERATE, SUBSTANTIAL** or **DRASTIC** improvement in the immediate future.

Safeguarding score:	
This score indicates the percentage of <i>Safeguarding</i> work that we judged to have met a sufficiently high level of quality. This score is significant in helping us to decide whether an early further inspection is needed.	
Score: 83%	Comment: MINIMUM improvement required

Public Protection – Risk of Harm score:	
This score indicates the percentage of <i>Risk of Harm</i> work that we judged to have met a sufficiently high level of quality. This score is significant in helping us to decide whether an early further inspection is needed.	
Score: 79%	Comment: MINIMUM improvement required

Public Protection - Likelihood of Reoffending score:	
This score indicates the percentage of <i>Likelihood of Reoffending</i> work that we judged to have met a sufficiently high level of quality.	
Score: 83%	Comment: MINIMUM improvement required

We advise readers of reports not to attempt close comparisons of scores between individual areas. Such comparisons are not necessarily valid as the sizes of samples vary slightly, as does the profile of cases included in each area's sample. We believe the scoring is best seen as a headline summary of what we have found in an individual area, and providing a focus for future improvement work within that area. Overall our inspection findings provide the 'best available' means of measuring, for example, how often each individual's *Risk of Harm to others* is being kept to a minimum. It is never possible to eliminate completely *Risk of Harm* to the public, and a catastrophic event can happen anywhere at any time – nevertheless a 'high' *RoH* score in one inspected location indicates that it is less likely to happen there than in a location where there has been a 'low' *RoH* inspection score. In particular, a high *RoH* score indicates that usually practitioners are 'doing all they reasonably can' to minimise such risks to the public, in our judgement, even though there can never be a guarantee of success in every single case.

¹ An explanation of how the scores are calculated can be found in Appendix 5

Recommendations for improvement

(primary responsibility is indicated in brackets)

Changes are necessary to ensure that, in a higher proportion of cases:

- (1) A timely and good quality assessment of the individual's *Risk of Harm* is completed at the start of sentence and reviewed following significant changes (Head of Integrated Youth Support and Youth Offending Services)
- (2) Management oversight is effective in ensuring the quality of assessment and plans to address *Risk of Harm* and Safeguarding (Head of Integrated Youth Support and Youth Offending Services)
- (3) Plans to address Likelihood of Reoffending are integrated with risk management plans and vulnerability management plans. They are sequenced, prioritise *Risk of Harm* and reflect National Standards (Head of Integrated Youth Support and Youth Offending Services).

Next steps

An improvement plan addressing the recommendations should be submitted to HM Inspectorate of Probation four weeks after the publication of this inspection report. Once finalised, the plan will be forwarded to the Youth Justice Board to monitor its implementation.

Making a difference

Here are some examples of work at the Suffolk YOS that impressed us.

Assessment and Sentence Planning

General Criterion: 1.2

Robert was made subject to a referral order for two offences of violence. He was antagonistic towards authority and uncooperative with workers. At the panel hearing he was rude and aggressive and refused to engage in reparation. The panel decided to adjourn rather than return the order to court with a view to his case manager reassessing Robert and gaining his cooperation and agreement. The YOT worker discussed the order with him again - making suggestions about reparation and training and employment activities, including a football mentoring scheme. The motivational approach worked and Robert's behaviour at the reconvened panel was much improved and a plan was constructed which could be put into effect.

Delivery and Review of Interventions

General Criterion: 2.2

Jane, aged 18, was sentenced to a YRO for offending linked to her binge drinking and lack of constructive activities. She was supported by the YOS to find temporary employment at a local café whilst she also received intervention from the substance misuse worker. To support the positive changes she was making, Jane was referred to an outward bound project. With the overall aim being to instil work-related discipline in participants, young people on the project were required to attend three residential placements before going on a sailing expedition. Jane won an award for 'most improved person' on the project. She was kept on in employment at the café even after her trial period ended and had recently started a part-time beauty course.

Outcomes

General Criterion: 3.1

James, aged 16, received a referral order for his part in a large disturbance involving several young people and local police officers. As part of the work with James the case manager arranged for him and others involved in this offending to meet with two representatives of the local police in a restorative meeting. The ground rules were agreed by all parties and James was able to share his views of the police and why he held them. The police officers were able to offer their experiences of policing in James's home community and explain the challenges involved. As a result, James was better able to appreciate the role of police in his local community and told his case manager that he was sorry for his part in the disturbance. He then managed to distance himself from a similar event which occurred just after the restorative meeting had taken place.

All names have been altered.

Service users' perspective

Children and young people

Thirty-nine children and young people completed a questionnaire for the inspection.

- ◇ Of the children and young people who completed the questionnaire, 20 were on a referral order. All of these said they knew what a referral order contract was and all indicated that the contract had been discussed with them. Seventeen indicated they had received a copy of the contract.
- ◇ Of the 19 who answered the question, 14 knew what a supervision or sentence plan was. Of these, 13 indicated that the supervision or sentence plan had been discussed with them and 12 that they had received a copy of it. Of the 24 children and young people who answered the question, 21 indicated their supervision or sentence plan had been reviewed.
- ◇ In 95% of cases respondents indicated they felt the YOS staff were interested in helping them. In 92% of cases they felt the YOS staff listened to what they had to say. Of those who responded, 83% indicated that the YOS took action to deal with the issues they needed help with.
- ◇ Asked how easy YOS staff made it for them to understand how they could help them, all the children and young people indicated they made it either 'very' or 'quite' easy. One respondent commented "*they explained things to me in a more understanding and easier way so I knew what words and things meant*" and another that "*I had anger problems so my YOT worker got me help with what problems I had a referred me to programmes*".
- ◇ Five respondents indicated that they had felt afraid at some point during the time they were in contact with the YOS. All five indicated that YOS staff had helped them with the issues involved.
- ◇ The children and young people indicated that it was in the areas of understanding offending, making better decisions, and education or employment that the YOS had helped them the most.
- ◇ Of the 35 respondents who indicated they had problems related to education or work, 29 indicated that things were better for them in those areas since becoming involved with the YOS. One commented "*YOT helped me get into college on the course I wanted to do which was mechanics*" and another that "*After talking with (name omitted) about my unhappiness in college we established it was a certain subject making me think negatively...I then went and spoke to my head of sixth form and dropped that subject and now I'm a lot happier in college*".
- ◇ Asked whether life in general had got better as a result of being involved with the YOS, 76% of respondents answered that it had, 95% indicating that being involved with the YOS had made them a lot or a bit less likely to offend in the future. In this regard one respondent commented "*I know how to control my anger better and to deal with it in a positive manner*" and another "*I don't keep offending as I have learnt that my actions weren't any good*".

Victims

Fourteen questionnaires were completed by victims of offending by children and young people.

- ◇ Twelve respondents agreed that the YOS had explained the services that were available to them and had addressed their individual needs and worries.
- ◇ All but one said they had an opportunity to talk about their concerns in relation to the offence, or the child or young person who had committed the offence.
- ◇ Seven of the eight respondents who had concerns about their safety, for example about the child or young person who had committed the offence contacting them, said that the YOS had satisfactorily addressed these issues.
- ◇ Seven respondents said they had benefited from work done by the child or young person who had committed the offence.
- ◇ The respondents were asked to rate their level of satisfaction with the service they had received from the YOS, on a scale of one to four, where one was not at all satisfied and four was completely satisfied. One respondent indicated they were not at all satisfied. Three respondents scored their satisfaction as three and ten respondents scored their level of satisfaction as four. One of these respondents commented: "*The person who dealt with this case was very professional and had just the right amount of sympathy and hope all rolled in. I feel very positive about the whole experience*".

1. ASSESSMENT AND SENTENCE PLANNING

OVERALL SCORE: 78%

1.1 Risk of Harm to others (RoH):

General Criterion:

The assessment of RoH is comprehensive, accurate and timely, takes victims' issues into account and uses Asset and other relevant assessment tools. Plans are in place to manage RoH.

Score:

83%

Comment:

MINIMUM improvement required

Strengths:

- (1) A RoSH screening was completed in 98% of cases and in 94% of cases that screening was timely and accurate.
- (2) Where required, a full RoSH was completed in 88% of cases and 79% of these were timely. In 86% of cases we considered that the RoSH classification was accurate.
- (3) *RoH* assessments drew adequately on all available information in 82% of cases.
- (4) A RMP was completed in each of the 28 cases where one was required and 86% of these were completed on time.
- (5) Where there was no requirement for a RMP, the need for planning to manage *RoH* was nonetheless recognised and acted upon in 88% of cases.
- (6) Details of *RoH* assessments were communicated to relevant staff and agencies in 81% of cases.

Areas for improvement:

- (1) The RoSH assessment was not of a sufficient quality in 37% of cases and this was primarily because all relevant previous behaviour and/or the risk to victims had not been fully considered.
- (2) The RMP was not of sufficient quality in 36% of cases and this was primarily because the roles and responsibilities of those named in the plan was not clear and/or victim issues were not fully addressed.

- (3) We considered that management oversight of the RoSH assessment and RMP had not been effective in 39% and 37% of cases respectively.

1.2 Likelihood of Reoffending:	
General Criterion: <i>The assessment of the LoR is comprehensive, accurate and timely and uses Asset and other relevant assessment tools. Plans are in place to reduce LoR.</i>	
Score: 77%	Comment: MIMIMUM improvement required

Strengths:

- (1) An initial assessment of the LoR was completed in 98% of cases and in 94% of cases this was done on time.
- (2) Initial assessments of the LoR were of sufficient quality in 77% of cases.
- (3) Diversity issues were appropriately identified in all but one assessment.
- (4) In 85% of cases there was active engagement to carry out the initial assessment with children and young people and in 82% of cases there was the same engagement with parents/carers.
- (5) In 95% and 90% of cases the initial assessment was informed by contact with, or previous assessments from, social care services or ETE providers respectively.
- (6) The LoR assessment was reviewed at appropriate intervals in 74% of cases.
- (7) There was a community intervention/referral order plan in 98% of cases and in 74% of cases this plan was produced on time. There was an intervention plan completed on time in all 17 of the custody cases inspected.
- (8) In 69% of custody cases and 75% of community cases, we felt the community intervention/referral order plan sufficiently addressed offence-related needs.
- (9) In community cases, and where we felt it was relevant, 89% of plans targeted thinking and behaviour, 89% targeted needs related to ETE and 90% targeted substance misuse.
- (10) We considered that in 81% of community cases the intervention/referral order plan focused on achievable change and in 78% of cases this plan set relevant goals for the child or young person.

- (11) In custody cases, and where we felt it was relevant, 82% of plans targeted needs related to thinking and behaviour, 87% targeted needs associated with substance misuse, 88% targeted needs related to attitudes to offending and 100% of plans targeted needs related to ETE.
- (12) In custody cases the intervention plan was reviewed at appropriate intervals in a 100% of cases. This was also the case in 76% of community cases.

Areas for improvement:

- (1) In 38% of cases we considered that the case manager had not assessed the learning style of the child or young person.
- (2) A *What do YOU think?* self-assessment did not inform 51% of assessments.
- (3) In 48% of community cases and 54% of custodial cases the intervention plan did not integrate risk management plans. In 71% of community cases and 50% of custody cases objectives within the intervention plan were not prioritised according to *RoH*.
- (4) In 62% of relevant community cases the intervention/referral order plan did not sufficiently address needs associated with family and personal relationships. Respectively, in 44% and 47% of relevant community cases, the intervention/referral order plan did not sufficiently address emotional and mental health needs or needs arising from living arrangements.
- (5) In 59% of relevant custody cases the intervention plan did not sufficiently address needs associated with motivation to change.
- (6) In 47% of community cases, the intervention plan/referral order contract did not reflect National Standards for contact.

1.3 Safeguarding:	
<p>General Criterion:</p> <p><i>The assessment of Safeguarding needs is comprehensive, accurate and timely and uses Asset and other relevant assessment tools. Plans are in place to manage Safeguarding and reduce vulnerability.</i></p>	
<p>Score:</p> <p>78%</p>	<p>Comment:</p> <p>MIMIMUM improvement required</p>

Strengths:

- (1) An Asset vulnerability screening was completed in 98% of cases. This screening was on time in 92% of cases and was considered of sufficient quality in 89% of cases.

- (2) When required, VMPs were completed in 89% of cases. In 78% of cases the plan was completed on time and in 78% of cases we considered the plan to be of sufficient quality.
- (3) Copies of other relevant (care, pathway, protection) plans were on file in 90% of cases where such plans existed.
- (4) The YOS staff ensured that YOI establishments were aware of vulnerability issues prior to, or immediately after sentence in 93% of cases.
- (5) Contributions had been made to other assessments and plans to safeguard the child or young person in 87% of cases.

Areas for improvement:

- (1) VMPs did not contribute to and inform interventions in 45% of cases.
- (2) Whilst there was evidence of management involvement in assessing and planning for managing vulnerability, for example in entries on the care records, we considered that there was no effective management oversight of vulnerability assessments in 35% of cases.

COMMENTARY on Assessment and Sentence Planning as a whole:

Staff at the YOS produced good quality assessments and plans based on liaison and contact with a wide range of agency partners.

More recently they had begun to place greater priority on the *What do YOU think?* self-assessment process and on assessing a child or young person's learning style.

A tendency to pull through and add updates to an Asset in the cases of children and young people with complex and very dynamic needs predicated against some LoR assessments being considered of sufficient quality. There was some confusion in respect of the local practice to assess *RoH* and *RoSH* and how the distinction should be recorded and managed.

2. DELIVERY AND REVIEW OF INTERVENTIONS

OVERALL SCORE: 86%

2.1 Protecting the public by minimising Risk of Harm to others (RoH):

General Criterion:

All reasonable actions have been taken to protect the public by keeping to a minimum the child or young person's RoH.

Score:

79%

Comment:

MINIMUM improvement required

Strengths:

- (1) The *RoH* was reviewed thoroughly in line with required timescales in 69% of applicable cases.
- (2) Changes in *RoH* were anticipated whenever feasible in 82% of cases, were identified swiftly in 70% of cases and acted on appropriately in 67% of cases.
- (3) Case managers and all other relevant staff contributed effectively to multi-agency meetings in all custody cases and 88% of community cases.
- (4) Purposeful home visits had been carried out throughout the course of the sentence in accordance with the *RoH* posed in 82% of cases, and in accordance with Safeguarding issues in 80% of cases.
- (5) Sufficient attention was paid to assessment of the safety of victims in 82% of applicable cases.
- (6) Appropriate resources had been allocated throughout the sentence in accordance with the *RoH* in 93% of cases.
- (7) Specific interventions to manage *RoH* were delivered as planned in 89% of applicable community cases and 91% of custodial cases.
- (8) There was effective management oversight of the *RoH* in 71% of community cases and 75% of custody cases.

Area for improvement:

- (1) *RoH* was not reviewed thoroughly following a significant change in 39% of cases. Specific interventions to manage *RoH* in the community were not reviewed following a significant change in 43% of cases.

2.2 Reducing the Likelihood of Reoffending:

General Criterion:

The case manager coordinates and facilitates the structured delivery of all elements of the intervention plan.

Score:

90%

Comment:

MINIMUM improvement required

Strengths:

- (1) We assessed that the initial Scaled Approach intervention level was correct in all but one case.
- (2) Appropriate resources were allocated according to the assessed LoR throughout the sentence in 95% of cases.
- (3) Delivered interventions in the community were designed to reduce the LoR and implemented in line with the intervention/referral order plan in 83% of cases.
- (4) Delivered interventions in the community were appropriate to the child and young person's learning style and of good quality in 92% of cases. They incorporated diversity issues in 95% of cases.
- (5) The YOS had been appropriately involved in the review of interventions in custody in all cases.
- (6) The requirements of the sentence were delivered in all but one case.
- (7) Whether the child or young person was in custody or in the community, the YOS workers actively motivated and supported them and reinforced positive behaviour in almost all cases.
- (8) In 93% of applicable custody cases and 91% of applicable community cases, the YOS workers actively engaged with the child or young person's parents/carers.

Area for improvement:

- (1) Delivered interventions in the community were not reviewed appropriately in 28% of cases.

2.3 Safeguarding the child or young person:

General Criterion:

All reasonable actions have been taken to safeguard and reduce the vulnerability of the child or young person.

Score:

88%

Comment:

MINIMUM improvement required

Strengths:

- (1) All necessary referrals to ensure Safeguarding had been made to other relevant agencies in 89% of community cases and all the custody cases.
- (2) Where it was appropriate, the YOS worked together with ETE providers, the police and substance misuse services to promote the Safeguarding and well-being of the child or young person in 98%, 95% and 91% of cases respectively.
- (3) Where it was appropriate, the YOS worked together with ETE providers, the police and the secure establishment to promote the Safeguarding and well-being of the child or young person in all cases. To the same end, the YOS worked with substance misuse services in 83% of cases.
- (4) ETE providers worked together to ensure continuity in the provision of services in the transition from prison to the community in all custody cases. Substance misuse services, accommodation services and emotional/mental health services worked together in 91%, 91% and 86% of applicable cases respectively.
- (5) Specific interventions to promote Safeguarding in the community were identified in 84% of cases and delivered in 69% cases. Such interventions incorporated those identified in the VMP in 87% of cases and were reviewed after three months or following a significant change in 70% of cases
- (6) Specific interventions to promote Safeguarding in custody were identified and delivered in all relevant cases. Such interventions incorporated those identified in the VMP and were also reviewed after three months or following a significant change in all applicable cases.
- (7) There was effective management oversight of Safeguarding and vulnerability needs in all custody cases and in 77% of community cases.
- (8) All relevant staff supported and promoted the well-being of the child or young person throughout the course of the sentence in all custody cases and in 90% of community cases.

Area for improvement:

- (1) YOS workers were less likely to have worked together with emotional/mental health services to promote the Safeguarding and well-being of a child or young person in the community. They were less likely to have worked with children's social care services when a child or young person was in custody.

COMMENTARY on Delivery and Review of Interventions as a whole:

We saw good examples of case managers keeping in touch with and supporting children and young people in custody. The same staff took an assertive approach to case management and liaised effectively with prison staff. Effective case management was facilitated by YOS staff being seconded to one of the local secure establishments.

A range of interventions were delivered which engaged young people to reflect on a whole range of issues that might impact upon offending behaviour. Specific offence-focused and generic programmes were delivered to address the particular or developmental needs of children and young people supervised by the YOS.

3. OUTCOMES

OVERALL SCORE: 86%

Our inspections include findings about initial outcomes, as set out in this section. In principle, this is the key section that specifies what supervision is achieving, but in practice this is by necessity just a snapshot of what has been achieved in only the first 6-9 months of supervision, and for which the evidence is sometimes only provisional.

3.1 Achievement of outcomes:

General Criterion:

Outcomes are achieved in relation to RoH, LoR and Safeguarding.

Score:

82%

Comment:

MINIMUM improvement required

Strengths:

- (1) Where there was an identifiable victim or potential victim, we considered that the *Risk of Harm* to them had been effectively managed in 90% of cases.
- (2) We considered that all reasonable action had been taken to keep to a minimum a child or young person's *RoH* in 79% of cases.
- (3) All reasonable action had been taken to keep to a minimum the risk of a child or young person coming to harm, either from themselves or others, in 81% of cases.
- (4) Adequate reporting instructions that were sufficient to deliver the sentence plan were given in 93% of cases.
- (5) Where a child or young person did not comply with the requirements of the sentence we considered the response by the YOS to be sufficient in 83% of cases.
- (6) We considered that there had been progress on factors associated with LoR in 77% of applicable cases.
- (7) There appeared to be a reduction in the frequency of offending in 70% of cases and a reduction in the seriousness of offending in 81%. Both of these reductions were above the average (mean) reductions for the inspections we have conducted in England and Wales thus far.

Area for improvement:

- (1) There was no reduction in Asset scores in 53% of cases, which contrasted with the 77% of cases which we considered showed signs of progress.

3.2 Sustaining outcomes:	
General Criterion: <i>Outcomes are sustained in relation to RoH, LoR and Safeguarding.</i>	
Score: 97%	Comment: MINIMUM improvement required

Strengths:

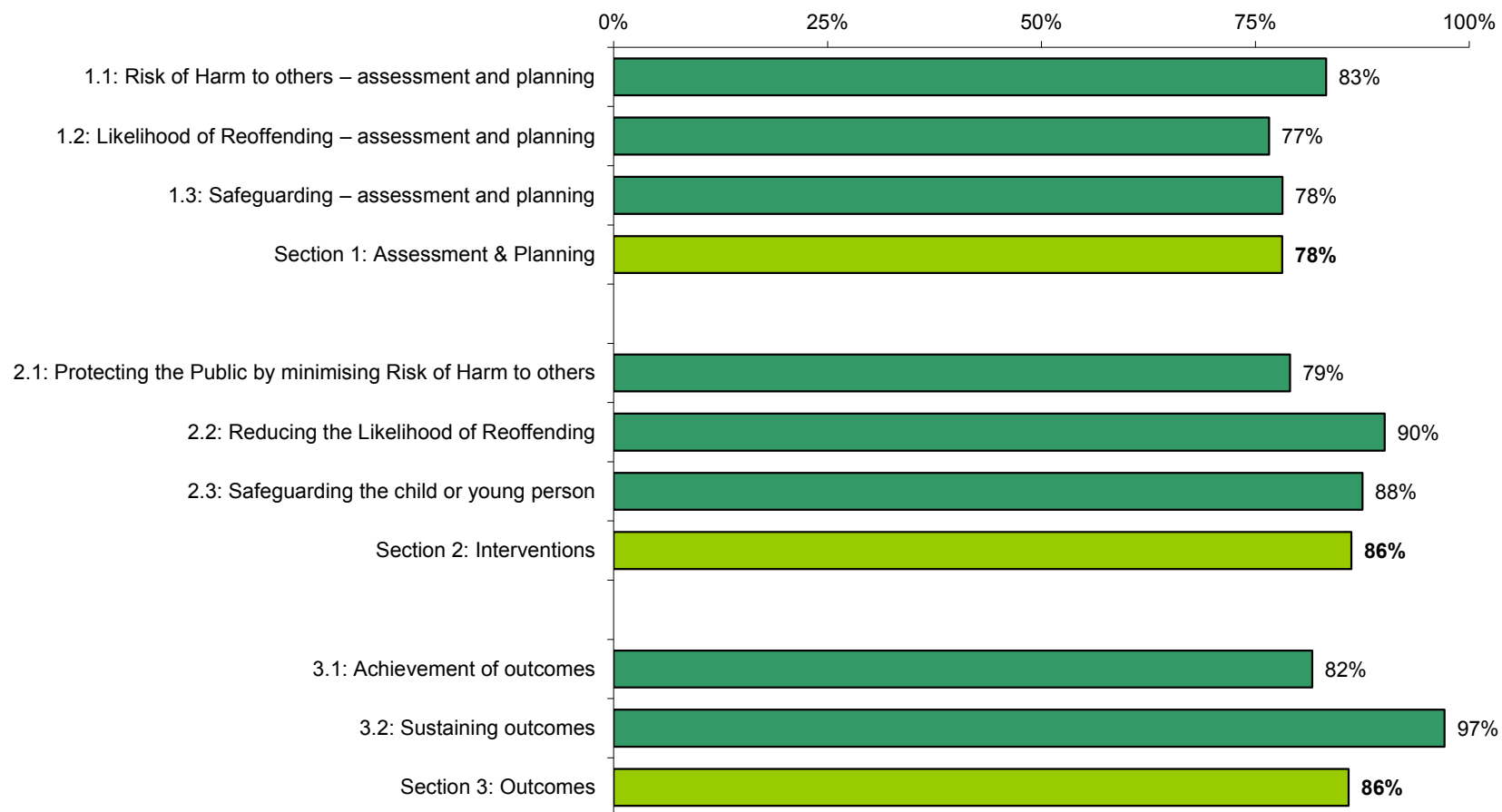
- (1) Full attention had been given to community integration issues during the custodial phase of all applicable cases and in 97% of community cases.
- (2) Action had been taken to ensure that positive outcomes were sustainable in all applicable custodial cases and in 96% of community cases

COMMENTARY on Outcomes as a whole:

Where children and young people did not willingly engage with the YOS we saw good examples of compliance meetings being used and of enforcement action being taken where necessary with a view to re-engaging them.

Appendix 1: Scoring summary of sections 1-3

CCI Suffolk General Criterion Scores



Appendix 2: Contextual information

Area

Suffolk YOS was located in the East of England.

The area had a population of 719,500 as measured in the ONS Mid Year Estimates 2010, 10.3% of which were aged 10 to 17 years old (Census 2001). This was slightly lower than the average for England/Wales, which was 10.4%.

The population of Suffolk was predominantly white British (93%) (Resident Population Estimates by Ethnic Group 2009). The population with a black and minority ethnic heritage (7%) was below the average for England/Wales of 12%.

Reported offences for which children and young people aged 10 to 17 years old received a pre-court disposal or a court disposal in 2009/2010, at 35 per 1,000, were better than the average for England/Wales of 38.

YOS

The YOS boundaries were within those of the Suffolk Constabulary. The Norfolk and Suffolk Probation Trust and Waveney and Suffolk NHS Primary Care Trusts covered the area.

The YOS was located in the Children and Young People's Services Directorate of Suffolk County Council. It was managed by the Head of Integrated Youth Support and Youth Offending Services and composed of four teams based in Lowestoft, Bury St Edmunds and Ipswich with a small team seconded to HMYOI Warren Hill.

The YOS Headquarters was in the town of Ipswich.

Youth Justice Outcome Indicators 2011/2012 onwards

The national youth justice indicators for England have been replaced by three outcome indicators. These indicators will also be used in Wales.

1. The reoffending measure is a count of the number of 10 to 17 year olds who reoffend within 12 months of their conviction.

2. The first time entrants measure counts the number of young people given their first pre-court or court disposal and thus entering the youth justice system within each year.

3. The use of custody for young people aged 10 to 17 years.

For further information about current data, the YJB and the performance management of YOTs, please refer to:

<http://www.yjb.gov.uk/en-gb/practitioners/Monitoringperformance/>

Appendix 3: Inspection Arrangements

Fieldwork for this inspection was undertaken in January of 2012 and involved the examination of 62 cases.

Model

The Core Case Inspection (CCI) involves visits to all 158 Youth Offending Teams in England and Wales over a three year period from April 2009. Its primary purpose is to assess the quality of work with children and young people who offend, against HMI Probation's published criteria, in relation to assessment and planning, interventions and outcomes. We look at work over the whole of the sentence, covering both community and custody elements.

Methodology

The focus of our inspection is the quality of work undertaken with children & young people who offend, whoever is delivering it. We look at a representative sample of between 38 and 99 individual cases up to 12 months old, some current others terminated. These are made up of first tier cases (referral orders, action plan and reparation orders), youth rehabilitation orders (mainly those with supervision requirements), detention and training orders and other custodial sentences. The sample seeks to reflect the make up of the whole caseload and will include a number of those who are a high *Risk of Harm to others*, young women and black & minority ethnic children & young people. Cases are assessed by a small team of inspection staff with Local Assessors (peer assessors from another Youth Offending Team in the region). They conduct interviews with case managers who are invited to discuss the work with that individual in depth and are asked to explain their thinking and to show where to find supporting evidence in the record. These case assessments are the primary source of evidence for the CCI.

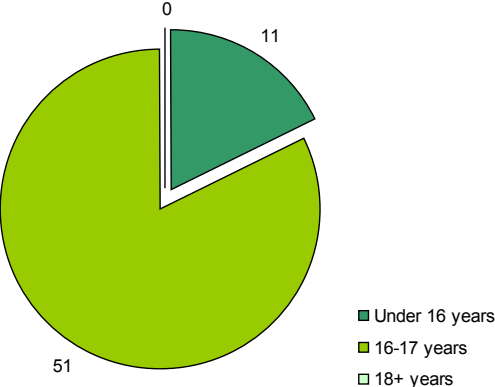
Prior to the inspection we receive copies of relevant local documents and a brief report from the Youth Justice Board. We also gather the views of service users (children & young people and victims) by means of computer and paper questionnaires.

Publication arrangements

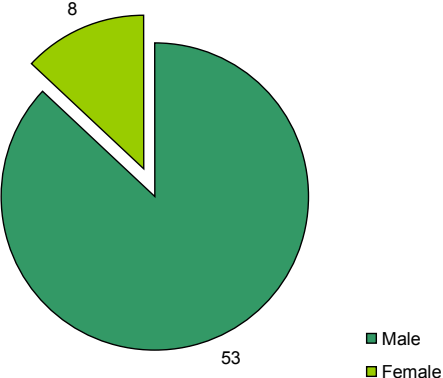
- Provisional findings are given to the YOS two weeks after the inspection visit takes place.
- A draft report is sent to the YOS for comment 4-6 weeks after the inspection, with publication following approximately 6 weeks later. In addition to a copy going to the relevant Minsters, other inspectorates, the Ministry of Justice Policy Group and the Youth Justice Board receive a copy. Copies are made available to the press and placed on our website.
- Reports on CCI in Wales are published in both Welsh and English.

Appendix 4: Characteristics of cases inspected

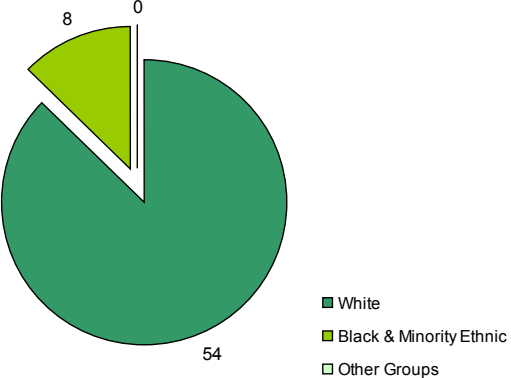
Case Sample: Age at start of Sentence



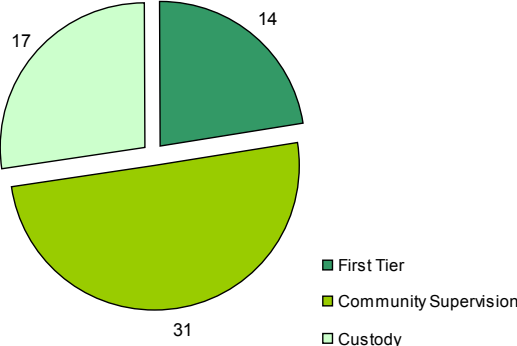
Case Sample: Gender



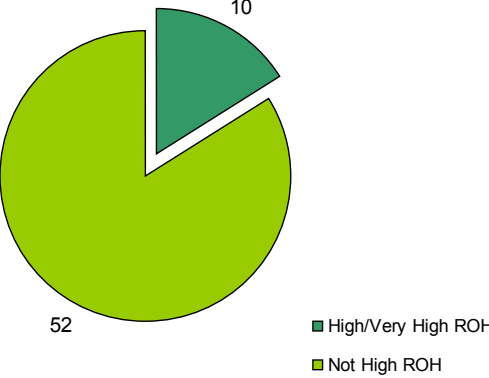
Case Sample: Ethnicity



Case Sample: Sentence Type



Case Sample: Risk of Harm



Appendix 5: Scoring approach

This describes the methodology for assigning scores to each of the general criteria and to the *RoH*, *LoR* and Safeguarding headline scores.

A typical case consists of elements of work that were done well enough and others where there is room for improvement. Therefore, the question "what proportion of cases were managed well enough?" does not itself provide a meaningful measure of performance and is not useful to inform improvements.

Rather HMI Probation measure the more focused question "how often was each aspect of work done well enough?" This brings together performance on related elements of practice from all inspected cases.

Each scoring question in the HMI Probation inspection tool contributes to the score for the relevant general criterion and section in the report. The performance of the YOT on that aspect of practice is described within the section of the report linked to that criterion. Key questions then also contribute to one or more of the headline inspection scores. In this way the headline scores focus on the key outcomes whereas the general criterion scores include the underlying detail.

The **score for a general criterion** is the proportion of questions relating to that criterion, across all of the inspected cases, where the work assessed by that question was judged sufficient (i.e. above the line). It is therefore an average for that aspect of work across the whole of the inspected sample.

For **each section in the report** the above calculation is repeated, to show the proportion of work related to that section that was judged 'above the line'.

Finally, for each of the **headline themes**, the calculation is repeated on the key questions that inform the particular theme, to show the proportion of that aspect of work that was judged 'above the line'; thereby presenting the performance as an average across the inspected sample.

This approach enables us to say how often each aspect of work was done well enough, and provides the inspected YOT with a clear focus for their improvement activities.

Appendix 6: Glossary

ASB/ASBO	Antisocial behaviour/Antisocial Behaviour Order
Asset	A structured assessment tool based on research and developed by the Youth Justice Board looking at the young person's offence, personal circumstances, attitudes and beliefs which have contributed to their offending behaviour
CAF	Common Assessment Framework: a standardised assessment of a child or young person's needs and of how those needs can be met. It is undertaken by the lead professional in a case, with contributions from all others involved with that individual
CAMHS	Child and Adolescent Mental Health Services: part of the National Health Service, providing specialist mental health and behavioural services to children and young people up to at least 16 years of age
Careworks	One of the two electronic case management systems for youth offending work currently in use in England and Wales. See also YOIS+
CRB	Criminal Records Bureau
DTO	Detention and training order: a custodial sentence for the young
Estyn	HM Inspectorate for Education and Training in Wales
ETE	Education, Training and Employment: work to improve an individual's learning, and to increase their employment prospects
FTE	Full-time equivalent
HM	Her Majesty's
HMIC	HM Inspectorate of Constabulary
HMI Prisons	HM Inspectorate of Prisons
HMI Probation	HM Inspectorate of Probation
Interventions; <i>constructive</i> and <i>restrictive</i> interventions	<p>Work with an individual that is designed to change their offending behaviour and/or to support public protection.</p> <p>A <i>constructive</i> intervention is where the primary purpose is to reduce Likelihood of Reoffending.</p> <p>A <i>restrictive</i> intervention is where the primary purpose is to keep to a minimum the individual's <i>Risk of Harm to others</i>. Example: with a sex offender, a <i>constructive intervention</i> might be to put them through an accredited sex offender programme; a <i>restrictive intervention</i> (to minimise their <i>Risk of Harm</i>) might be to monitor regularly and meticulously their accommodation, their employment and the places they frequent, imposing and enforcing clear restrictions as appropriate to each case. NB. Both types of intervention are important</p>
ISS	Intensive Surveillance and Supervision: this intervention is attached to the start of some orders and licences and provides initially at least 25 hours programme contact including a substantial proportion of employment, training and education
LoR	Likelihood of Reoffending. See also <i>constructive</i> Interventions
LSC	Learning and Skills Council
LSCB	Local Safeguarding Children Board: set up in each local authority (as a result of the Children Act 2004) to coordinate and ensure the effectiveness of the multi-agency work to safeguard and promote the welfare of children in that locality

MAPPA	Multi-Agency Public Protection Arrangements: where probation, police, prison and other agencies work together locally to manage offenders who pose a higher <i>Risk of Harm to others</i>
Ofsted	Office for Standards in Education, Children's Services and Skills: the Inspectorate for those services in England (not Wales, for which see Estyn)
PCT	Primary Care Trust
PPO	Prolific and other Priority Offender: designated offenders, adult or young, who receive extra attention from the Criminal Justice System agencies
Pre-CAF	This is a simple 'Request for Service' in those instances when a Common Assessment Framework may not be required. It can be used for requesting one or two additional services, e.g. health, social care or educational
PSR	Pre-sentence report: for a court
RMP	Risk management plan: a plan to minimise the individual's <i>Risk of Harm</i>
RoH	<i>Risk of Harm to others</i> . See also <i>restrictive Interventions</i>
'RoH work', or 'Risk of Harm work'	This is the term generally used by HMI Probation to describe work to protect the public, primarily using <i>restrictive interventions</i> , to keep to a minimum the individual's opportunity to behave in a way that is a <i>Risk of Harm to others</i>
RoSH	Risk of Serious Harm: a term used in Asset. HMI Probation prefers not to use this term as it does not help to clarify the distinction between the <i>probability</i> of an event occurring and the <i>impact/severity</i> of the event. The term <i>Risk of Serious Harm</i> only incorporates 'serious' impact, whereas using ' <i>Risk of Harm</i> ' enables the necessary attention to be given to those offenders for whom lower <i>impact/severity</i> harmful behaviour is <i>probable</i>
Safeguarding	The ability to demonstrate that all reasonable action has been taken to keep to a minimum the risk of a child or young person coming to harm
Scaled Approach	The means by which YOTs determine the frequency of contact with a child or young person, based on their RoSH and LoR
SIFA	Screening Interview for Adolescents: Youth Justice Board approved mental health screening tool for specialist workers
SQIFA	Screening Questionnaire Interview for Adolescents: Youth Justice Board approved mental health screening tool for YOT workers
VMP	Vulnerability management plan: a plan to safeguard the well-being of the individual under supervision
YJB	Youth Justice Board for England and Wales
YOI	Young Offenders Institution: a Prison Service institution for young people remanded in custody or sentenced to custody
YOIS+	Youth Offending Information System: one of the two electronic case management systems for youth offending work currently in use in England and Wales. See also Careworks
YOS/YOT/YJS	Youth Offending Service/ Team/ Youth Justice Service. These are common titles for the bodies commonly referred to as YOTs
YRO	The youth rehabilitation order is a generic community sentence used with young people who offend

Appendix 7: Role of HMI Probation and Code of Practice

Information on the Role of HMI Probation and Code of Practice can be found on our website:

<http://www.justice.gov.uk/about/hmi-probation/>

The Inspectorate is a public body. Anyone wishing to comment on an inspection, a report or any other matter falling within its remit should write to:

*HM Chief Inspector of Probation
6th Floor, Trafford House
Chester Road, Stretford
Manchester, M32 0RS*