



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:

North Somerset

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Foreword

This Core Case Inspection of youth offending work in North Somerset took place as part of the Inspection of Youth Offending programme. We have examined a representative sample of youth offending cases from the area, and have judged how often the Public Protection and the Safeguarding aspects of the work were done to a sufficiently high level of quality. Our findings will also feed into the wider annual Comprehensive Area Assessment process.

We judged that the Safeguarding aspects of the work were done well enough 60% of the time. With the Public Protection aspects, work to keep to a minimum each individual's *Risk of Harm to others* was done well enough 46% of the time, and the work to make each individual less likely to reoffend was done well enough 69% of the time. A more detailed analysis of our findings is provided in the main body of this report, and summarised in a table in Appendix 1.

These figures can be viewed in the context of our findings from the regions inspected so far. To date, the average score for *Safeguarding* work has been 64%, with scores ranging from 38-82%, the average score for *Risk of Harm* work has been 60%, with scores ranging from 36-85%, and the average score for *Likelihood of Reoffending* work has been 66%, with scores ranging from 50-82%.

Overall, we consider this a relatively disappointing set of findings.

We are particularly concerned about the effectiveness of oversight provided by middle managers, which is a key theme repeated from our previous inspection four years ago. However we were impressed by the understanding of case managers of the need to develop their practice, and their commitment to the delivery of effective and sustainable work with children and young people who have offended. This commitment, alongside the planned implementation of a revised risk management policy, suggests there are reasonable prospects for the future.

Andrew Bridges
HM Chief Inspector of Probation

March 2010

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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 here.

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: 60%	Comment: MODERATE 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: 46%	Comment: SUBSTANTIAL 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: 69%	Comment: MODERATE 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.

Recommendations (primary responsibility is indicated in brackets)

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

- (1) there is effective management oversight of screening decisions, the analysis of *Risk of Harm to others*, the production of management plans in cases of raised vulnerability or *Risk of Harm to others*, and the ongoing delivery of these plans. Oversight should be focused specifically on the assurance and improvement of the quality of practice, with its outcomes recorded in the case file (YOS Manager)
- (2) a timely and good quality assessment, using Asset, is completed when the case starts, which includes consideration of learning styles and takes full account of the views of the child or young person (YOS Manager)
- (3) timely and good quality assessments of the individual's vulnerability and *Risk of Harm to others* are completed at the start, as appropriate to the specific case (YOS Manager)
- (4) following initial assessments, good quality management plans are put in place to address vulnerability and *Risk of Harm to others* as appropriate to the specific case (YOS Manager)
- (5) the intervention plan is specific about what will now be done in order to safeguard the child or young person's well-being, to make them less likely to reoffend, and to minimise any identified *Risk of Harm to others*, integrating all other relevant plans concerning that child or young person (YOS Manager)
- (6) interventions are delivered in-line with the plan and, along with *Risk of Harm to others* and Safeguarding needs, are regularly reviewed and recorded in Asset with a frequency consistent with the national standard (YOS Manager)
- (7) purposeful home visits are carried out consistent with the *Risk of Harm to others posed* by the child or young person and any Safeguarding needs (YOS Manager).

Furthermore:

- (8) the revised local policy on risk management should be completed, implemented and adherence to it effectively monitored (YOS Manager).

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.

Service users' perspective

Children and young people

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

- ◇ Five out of six children or young people, who received a referral order, knew what the contract was; all except one had discussed it with their case manager and each had their own copy. Of those who had received other sentences, 55% knew what a sentence plan was, however, all except one of the respondents had discussed it with their case manager and two-thirds had their own copy.
- ◇ Almost all children and young people said that YOS staff were really interested in helping them and listened to them. They said that the YOS took action to deal with things they needed help with, made it easy for them to understand how the YOS could help them and explained things clearly. One said: *"He reminds me more than once. I get my timetable...and I get phone calls to make sure I understand and in case I have an issue."*
- ◇ Seven identified problems that would make it harder to benefit fully from their work with the YOS. Six then stated how the YOS had helped them overcome these problems. One said: *"I was working away from Weston-Super-Mare. The YOS saw me first thing in the morning so that I didn't miss work."*
- ◇ Of the six respondents who identified things in their life that had made them feel afraid, five said that that the YOS helped them with these.
- ◇ Help with family or relationships, making better decisions, understanding their offending and help with 'feeling happier' had each been received by over half of the children and young people supervised by the YOS. Help around school, training or getting a job had been received by almost half and over half said that these aspects of their life had improved. Drug use, alcohol use and feeling less stressed had each been addressed with over one-third of children and young people. Over half with such a need said that their health had improved. In almost one-third of cases help had also been received to address housing and lifestyle problems.
- ◇ Almost three-quarters said that their life had gotten better, as a result of their work with the YOS and almost all said they were less likely to offend. Many referred to improvements in family relationships. One young person said: *"I now know what to do if I am with [my friends] when they are getting into trouble."*
- ◇ Over two-thirds were largely or fully satisfied with the service they had received from the YOS. One young person said: *"Everyone I have worked with has been nice to me and have tried to help me."*

Victims

Ten questionnaires were issued to victims of offending by children and young people. One was completed and returned.

- ◇ The victim said that the YOS had taken her needs into account and she had benefitted from work undertaken by the child or young person.
- ◇ However, the victim also said that she had not had the chance to talk with the YOS staff about her worries about the offence or the offender.

Sharing good practice

Below are examples of good practice we found in the YOS.

Delivery and Review of Interventions

General Criterion:
2.2a

Working with diversity

Case managers used non-white paper when producing letters or other documents for children or young people who suffered from dyslexia, as these were often easier for them to read.

Delivery and Review of Interventions

General Criterion:
2.2a

Anger management workbook

A locally devised workbook on anger management had helpful tips and hints in it. For example, it included red coloured thoughts for 'what makes you angry' and green coloured thoughts for 'what calms you down'. This approach was well received by children and young people, with evidence of them putting a lot of thought into their answers.

Outcomes

General Criterion:
3.2a

Agencies working well together

Emma was a vulnerable young woman who's early and more recent life experiences had left her with emotional difficulties, such that she found it hard to understand her own behaviour. A number of different agencies were involved with Emma. All worked together well to promote her well-being and to challenge her behaviour. Supported by her carers and a range of professionals Emma successfully completed her order and was beginning to understand the consequences of her behaviour. As she still needed support in her efforts not to reoffend the YOS arranged for Emma to carry on working with one of its staff, on a voluntary basis, which she welcomed and engaged with them positively.

1. ASSESSMENT AND SENTENCE PLANNING

1.1 Risk of Harm to others:

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:

45%

Comment:

SUBSTANTIAL improvement required

Strengths:

- (1) An Asset RoSH screening had been completed in 92% of cases and on time in 84% of cases.
- (2) The Asset RoSH classification recorded by the YOS was correct in 78% of cases.
- (3) The RoSH was forwarded to the custodial institution on time in all relevant cases, where one had been completed.
- (4) In the one case that met the criteria for MAPPA an appropriate and timely notification and referral had been made, and the assessed MAPPA level was appropriate.

Areas for improvement:

- (1) The Asset RoSH screening was accurate in only 45% of cases. The most common reason identified for inaccuracy was that relevant information from previous offences or other sources had not been included.
- (2) A full RoSH analysis had been completed in less than two-thirds of those cases where this was required by the Asset RoSH screening. 52% of relevant cases did not have a timely RoSH analysis and only 24% of cases had a RoSH analysis completed to a sufficient standard. The most common reasons for this deficiency, apart from where they were not completed at all, were insufficient regard given to victim issues and inadequate consideration of previous relevant behaviour. Two-thirds of RoSH assessments did not draw adequately on other assessments and information available.
- (3) A timely RMP was completed in only one case where this was required. There were 16 other cases where a timely RMP was required, but had not been

completed. No case had an initial RMP of sufficient quality. As a consequence, no intervention plan was sufficiently integrated with a RMP.

- (4) Management oversight of the RMP had been insufficient in all cases and of the *RoH* assessment in all but one case. Use of the YOIS+ audit facilities confirmed that in a number of cases a manager had never accessed the Asset RoSH assessment and that the apparent countersigning was, in fact, a pull-through from a previous assessment. The knowledge of middle managers about the effective use of Asset, YOIS+ and other tools, along with how to deliver effective oversight, was inconsistent.
- (5) In those instances where no RMP had been indicated, but there were still *RoH* issues, the need for planning to manage these had been recognised in only 2 out of 12 cases.
- (6) Details of RoSH assessment and management had been appropriately communicated to all relevant staff and agencies in only 38% of applicable cases. In a number of cases the RoSH classification recorded on the YOIS+ front screen differed from that recorded on the most recent assessment. Indeed, many other inconsistencies were found between the front screen and other parts of the case record.

1.2 Likelihood of Reoffending:	
<p><i>General Criterion:</i></p> <p><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></p>	
<p>Score:</p> <p>65%</p>	<p>Comment:</p> <p>MODERATE improvement required</p>

Strengths:

- (1) An initial assessment of LoR had been completed in all cases. 84% of these were completed on time. Almost all were reviewed at appropriate intervals.
- (2) There had been active engagement to carry out the initial assessment with the child or young person, and where relevant with their parents/carers, in almost three-quarters of cases.
- (3) The initial assessment had been informed by contact with, or relevant information from: ETE providers in almost three-quarters of cases; the police in all but one relevant case; and substance misuse services in almost all cases.

- (4) The assessment had always been forwarded to the custodial institution in a timely manner.
- (5) An intervention plan or referral order contract had been completed in over 80% of cases, with almost three-quarters of cases having a plan that had been produced on time. Almost two-thirds sufficiently addressed the key factors related to offending; in particular where these related to thinking and behaviour (93%); substance misuse (92%); attitudes to offending (90%); motivation (89%); physical health (86%); perception of self and others (84%); and lifestyle (74%).
- (6) Most intervention plans/referral order contracts reflected the sentencing purposes and focused on achievable change. Approximately three-quarters sufficiently reflected national standards, set relevant goals and gave clear shape to the order. Victim issues were taken account of in over two-thirds.
- (7) The child or young person had been actively and meaningfully involved in the planning process in over two-thirds of cases.
- (8) In all but one case physical health services had been involved in planning, where this was required, and substance misuse services in over two-thirds of relevant cases. The secure establishment had always been sufficiently involved.
- (9) Over two-thirds of intervention plans had been reviewed at appropriate intervals.

Areas for improvement:

- (1) Almost two-thirds of initial assessments of LoR were insufficient. In almost all cases the main reason identified was that evidence was unclear or insufficient, including inconsistency between the evidence presented and the answers to the assessment questions. In many cases insufficient consideration had been given to previous relevant offences or behaviour. In one case of racially aggravated offending neither the assessment or the intervention plan explicitly addressed this.
- (2) The case manager had adequately assessed the learning style of the child or young person in only one-third of cases.
- (3) The initial assessment had been informed by use of a *What do YOU think?* form in only just over one-quarter of cases. Whilst a higher proportion of cases did include its use, it was often undertaken once the order was in progress, in contravention of both the national standard and local policies.
- (4) The intervention plan/referral order contract sufficiently addressed living arrangements and family or personal relationships in less than one-third of those cases where these were required because of their link with offending behaviour. However, actual work to address these problems was delivered in a much higher proportion of cases.
- (5) Only just over half of relevant intervention plans included positive factors and less than half incorporated the child or young person's learning style. For example, a plan for a young person with special educational needs took no apparent account of these in the planned methods of working.

- (6) The plan was clearly sequenced according to offending-related need in just under half of the cases and was prioritised according to *RoH* in just over half.
- (7) An ETE provider had been actively and meaningfully involved in planning in less than half of the relevant cases; although examples of good engagement with providers were found, particularly with Connexions and post-16 providers. ASB workers had not been involved in planning in any of the four cases where this was appropriate, and the police were involved in only one of four cases.

1.3 Safeguarding:	
General Criterion:	
<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>	
Score: 57%	Comment: <i>SUBSTANTIAL improvement required</i>

Strengths:

- (1) The initial assessment had been informed by contact with, or relevant information from, children’s social care in two-thirds of cases, and emotional or mental health services in almost three-quarters of relevant cases.
- (2) An Asset vulnerability screening had been completed in all but two cases, and all except one of these was on time.
- (3) Safeguarding needs had been reviewed as appropriate in just over two-thirds of cases.
- (4) The secure establishment was made aware of vulnerability issues prior to, or immediately on, sentence in all cases where these were apparent. There had then always been active information sharing and liaison with them.

Areas for improvement:

- (1) Only just over half of intervention plans took sufficient account of Safeguarding needs; although in almost two-thirds of cases such needs had been recognised.
- (2) Children’s social care had been actively and meaningfully involved in planning in only one-quarter of those cases where this was required. We noted a perception amongst case managers that children’s social care staff were overworked and therefore, an acceptance that they were unlikely to adequately respond, leading to insufficient efforts to engage them.

- (3) There were six cases where a contribution should have been made by the YOS to another assessment designed to safeguard the child or young person. There was evidence that this had happened in only one case.
- (4) Emotional or mental health services had been actively and meaningfully involved in planning in just under half of relevant cases.
- (5) Less than one-third of Asset vulnerability screenings were of sufficient quality. Examples included references made elsewhere on the case record to raised vulnerability that were not reflected in the screening; key issues identified in other sections of the initial assessment that were not then recognised as also being a vulnerability issue; and inconsistency between the scores and the evidence provided.
- (6) We considered that there should have been a VMP in approximately half of the cases. However, a VMP had been completed at the start of sentence in only three cases, and only two were of sufficient quality. The main reasons for completed VMPs being of insufficient quality were that roles/responsibilities were not clear and the planned response was inadequate or unclear.
- (7) In two out of three cases the VMP had not clearly contributed to and informed the planned interventions.
- (8) Copies of other relevant plans were not on file in four out of ten cases where these existed.
- (9) Management oversight of the vulnerability assessment and planning had not been sufficient in any case where this was needed.

OVERALL SCORE for quality of Assessment and Sentence Planning work: 59%

COMMENTARY on Assessment and Sentence Planning as a whole:

The YOS held weekly risk meetings. Prior to August 2009, there was no routine requirement within the YOS to complete Asset RMPs and VMPs. Recent efforts had been made to improve the completion of these, which had met with limited success. A new risk management policy was under development. This recognised clearly and appropriately the importance of screening, RoSH assessments, RMPs, VMPs and the *What do YOU think?* self-assessment form. It reflected the value of including relevant past behaviour in all assessments. The new policy also included clear expectations on the use of the different assessment and planning tools.

In general, case managers understood and accepted the feedback from us about the shortcomings in assessments, RMPs and VMPs and were keen to improve these aspects of their practice.

2. DELIVERY AND REVIEW OF INTERVENTIONS

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

General Criterion:

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

Score:

51%

Comment:

SUBSTANTIAL improvement required

Strengths:

- (1) In just over two-thirds of cases, changes in *RoH* acute factors had been identified swiftly and, once identified, acted on appropriately.
- (2) Case managers and other relevant staff had contributed effectively to other (non MAPPAs) multi-agency meetings in custody and to just over two-thirds of those in the community.
- (3) Appropriate resources had been allocated by the YOS, according to the *RoH* posed, in approximately three-quarters of cases.
- (4) Specific interventions to manage *RoH to others* whilst in custody were delivered as planned in three out of four cases, and reviewed following significant change in the one case where this was required.

Areas for improvement:

- (1) The *RoH to others* had been reviewed thoroughly in-line with the required timescales in just under two-thirds of cases. Similarly, in less than two-thirds of cases such a review had happened following a significant change in a child or young person's circumstances.
- (2) Where there had been changes in *RoH* acute factors, these had been anticipated sufficiently in only one-quarter of cases where this would have been feasible.
- (3) In the one relevant case, there was insufficient evidence that effective use had been made of MAPPAs. The decisions taken at MAPPAs were not clearly recorded; followed through and acted upon; and reviewed appropriately.
- (4) Purposeful home visits had been carried out, in accordance with the *RoH* posed, in less than half of the relevant cases.

- (5) A sufficient assessment of the safety of victims had been carried out, and high priority given to victim safety in only one-quarter of relevant cases.
- (6) Specific interventions to manage *RoH to others* in the community had been delivered as planned in less than half of the cases and then sufficiently reviewed following a significant change in only one-third.

2.2 Reducing the Likelihood of Reoffending:	
<p>General Criterion:</p> <p><i>The case manager coordinates and facilitates the structured delivery of all elements of the intervention plan.</i></p>	
<p>Score:</p> <p>78%</p>	<p>Comment:</p> <p>MINIMUM improvement required</p>

Strengths:

- (1) Interventions delivered in the community were clearly designed to reduce the likelihood of offending and incorporated all diversity issues in almost 90% of cases. In well over three-quarters of cases, interventions were appropriate to the learning style of the child or young person and in two-thirds of cases were of good quality.
- (2) In all cases, the YOS was appropriately involved in the review of interventions in custody.
- (3) Appropriate resources had been allocated, throughout the sentence, according to the assessed LoR in 89% of cases.
- (4) YOS workers actively supported the child or young person throughout all community sentences, and during the custodial phases in all but two cases.
- (5) Positive behaviour had been reinforced in all community sentences where this was appropriate, and in all but one custody case.
- (6) The YOS had actively engaged parents/carers in all relevant custodial sentences and in all but one community sentence or licence.
- (7) With few exceptions, YOS workers and relevant agencies worked together to ensure continuity in the provision of mainstream services in the transition from custody to the community. There were examples of particular, and successful, support being given to find suitable accommodation on release.

Areas for improvement:

- (1) Delivered interventions in the community were implemented in-line with the intervention plan in only just under half of cases, and were reviewed appropriately in well under half.
- (2) There were three cases where the resources provided to support emotional or mental health needs were insufficient.

2.3 Safeguarding the child or young person:	
General Criterion: <i>All reasonable actions have been taken to safeguard and reduce the vulnerability of the child or young person.</i>	
Score: 71%	Comment: MODERATE improvement required

Strengths:

- (1) Immediate action to safeguard and protect the child or young person had been taken in all three cases where this was required during the custodial phase of the sentence; and in both cases where it was required to safeguard and protect any other child or young person.
- (2) Necessary referrals had been made to other relevant agencies to ensure Safeguarding in all three applicable cases during a custodial sentence; and in over three-quarters of cases where one was required in the community.
- (3) Specific interventions to promote Safeguarding in the community were identified and delivered in just over two-thirds of cases; although they were not necessarily included in the intervention plan.
- (4) YOS workers and emotional or mental health services had worked together well to promote the Safeguarding and well-being of the child or young person in the community in three-quarters of cases, where it was required. This happened with ETE services in well over three-quarters of applicable cases, including in a significant proportion of cases with statutory education providers. There was also effective joint working in most cases with substance misuse services, ASB workers, physical health services, the police and where other agencies were involved. We particularly noted a number of cases where active work had been undertaken to address accommodation needs, even where these had not been adequately addressed in the initial assessment or intervention plan.
- (5) In almost all cases YOS workers and all relevant agencies had also worked together to promote the Safeguarding and well-being of the child or young

person during the custodial phase of their sentence. Specific interventions to promote Safeguarding in custody were identified whenever required, delivered and appropriately reviewed. In three out of four cases there had been effective management oversight of Safeguarding and vulnerability needs in custody.

- (6) All relevant YOS staff had themselves supported and promoted the well-being of the child or young person throughout all custodial periods, and in two-thirds of community sentences and licences.

Areas for improvement:

- (1) Purposeful home visits had been carried out, in accordance with Safeguarding issues, in less than half of relevant cases.
- (2) Immediate action to safeguard the child or young person had been taken in only just under half of those cases where it was required in the community, and in only one out of four cases where it was required to safeguard any other child or young person.
- (3) YOS workers and children's social care staff had worked together well to promote the Safeguarding and well-being of the child or young person in the community in just under half of the applicable cases. There were, for example, instances of poor communication from children's social care back to the YOS, so that the YOS was not aware of important developments affecting the child or young person.
- (4) Less than half of interventions delivered in the community to promote Safeguarding were reviewed either every three months or following a significant change.
- (5) There had been effective management oversight of Safeguarding and vulnerability needs in very few of those cases in the community where it was needed.

OVERALL SCORE for quality of Delivery and Review of Interventions work: 69%

COMMENTARY on Delivery and Review of Interventions as a whole:

The YOS was widely recognised for its engagement in partnership working in order to improve and increase the services it provided to children and young people who had offended or were at risk of offending. The work of the substance advice service was well integrated with that of the YOS.

It had a wide range of interventions available to it, which were often used well by case managers. These included a restorative justice workbook that was used to provide consistency, but with the flexibility to adapt the approach to suit learning styles. There was also an anger management workbook that included some creative ideas. A programmes and resources inventory provided guidance to case managers on which tools to use for different circumstances.

3. OUTCOMES

3.1 Achievement of outcomes:

General Criterion:

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

Score:

53%

Comment:

SUBSTANTIAL improvement required

Strengths:

- (1) Where the child or young person had not complied with the requirements of the sentence, enforcement action had been taken sufficiently well in 70% of cases. In one example where a vulnerable child or young person was regularly absconding from home the YOS had applied for a warrant without bail, following a decision to breach, in order to promote Safeguarding.
- (2) There had been a reduction in the seriousness of offending in just over half of the applicable cases.
- (3) All reasonable actions had been taken to keep the child or young person safe in well over three-quarters of cases.

Areas for improvement:

- (1) All reasonable action had been taken to keep to a minimum a child or young person's *RoH to others* in only a third of relevant cases.
- (2) There had been an overall reduction in the Asset score in less than half of the cases.
- (3) The frequency of offending had reduced during the period of the sentence in just under half of applicable cases.

3.2 Sustaining outcomes:

General Criterion:

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

Score:

89%

Comment:

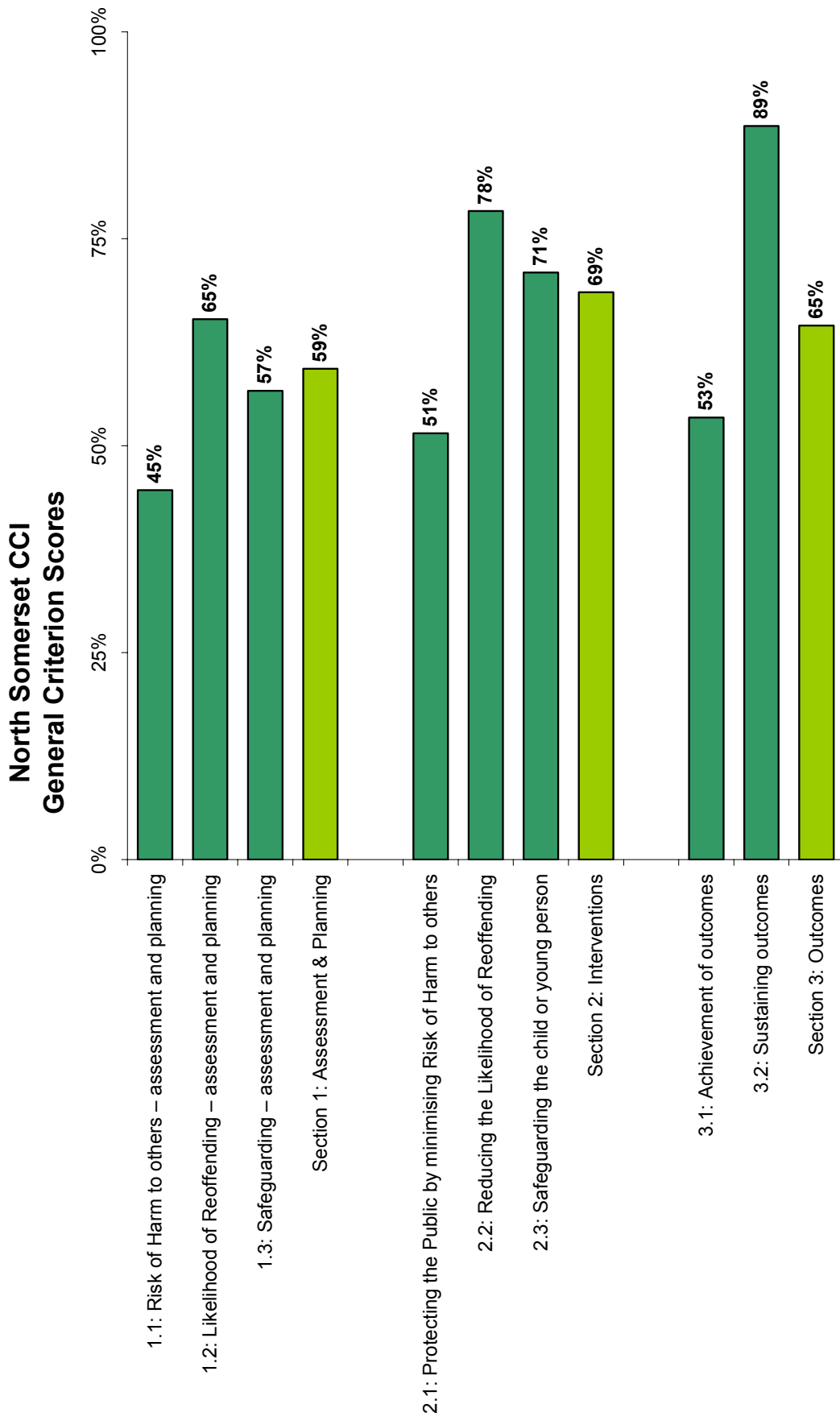
MINIMUM improvement required

Strengths:

- (1) Full attention had been given to community reintegration issues in all but one case during the custodial phase, and in 86% of cases in the community.
- (2) Relevant action had been taken, or plans put in place, to ensure that positive outcomes were sustainable in all but one case during the custodial phase of the sentence and in almost all cases in the community. We found a number of cases where ongoing voluntary support had been offered and accepted.

OVERALL SCORE for quality of Outcomes work: 65%

Appendix 1: Summary



Appendix 2: Contextual information

Area

North Somerset YOS was located in the South-West region of England.

The area had a population of 188,564 as measured in the Census 2001, 9.9% of which were aged 10 to 17 years old. This was slightly lower than the average for England/Wales, which was 10.4%.

The population of North Somerset was predominantly white British (98.6%). The population with a black and minority ethnic heritage (1.4%) was below the average for England/Wales of 8.7%.

Reported offences for which children and young people aged 10 to 17 years old received a pre-court disposal or a court disposal in 2008/2009, at 46 per 1,000, were equal to the average for England/Wales of 46.

YOS

The YOS boundaries were within those of the Avon & Somerset police and probation areas. The North Somerset PCT covered the area.

The YOS was located within the Children and Young People's Services Department of North Somerset Council. It was managed by the Youth Offending Services Manager.

The YOS Management Board was chaired by the Assistant Director Children & Families. All statutory partners attended regularly.

The YOS was based in the town of Weston-Super-Mare. ISSP was provided by a pan-Somerset ISSP consortium.

YJB performance data

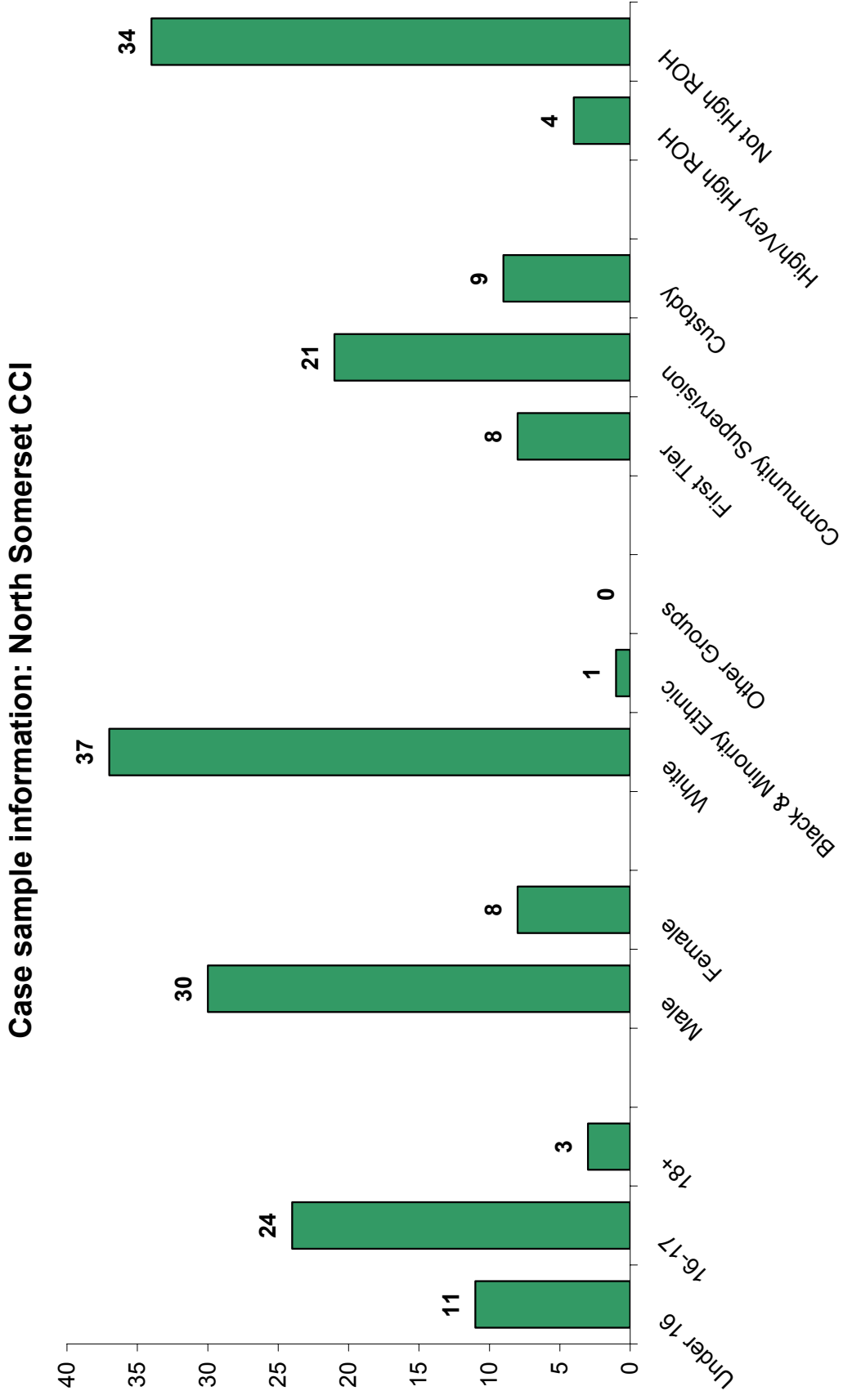
The YJB summary of national indicators available at the time of the inspection was for the period April 2008 to March 2009.

North Somerset's performance on ensuring children and young people known to the YOS were in suitable education, training or employment was 75.6%. This was a slight decline on the previous year, but better than the England average of 72.4%.

Performance on ensuring suitable accommodation by the end of the sentence was 96.9%. This was an improvement on the previous year and better than the England average of 95.3%.

The "Reoffending rate after 9 months" was 78%, better than the England average of 85% (See Glossary).

Appendix 3a: Inspection data chart



Appendix 3b: Inspection data

Fieldwork for this inspection was undertaken in December 2009.

The inspection consisted of:

- ◊ examination of practice in a sample of cases, normally in conjunction with the case manager or other representative
- ◊ evidence in advance
- ◊ questionnaire responses from children and young people, and victims.

We have also seen YJB performance data and assessments relating to this YOS.

Appendix 4: 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/inspectors/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
2nd Floor, Ashley House
2 Monck Street
London, SW1P 2BQ*

Appendix 5: 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	Employment, training and education: 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>
ISSP	Intensive Supervision and Surveillance Programme: 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
"Reoffending rate after 9 months"	A measure used by the Youth Justice Board. It indicates how many further offences are recorded as having been committed in a 9-month period by individuals under current supervision of the relevant YOT, and it can be either more or less than 100%. "110%" would therefore mean that exactly 110 further offences have been counted as having been committed 'per 100 individuals under supervision' in that period. The quoted national average rate for England in early 2009 was 85%
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
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/T	Youth Offending Service/Team