



Inspection of
Youth
Offending

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**Criminal Justice
Joint Inspection**
Arolygiad ar y Cyd Cyfiawnder Troseddol

Core Case Inspection of youth offending work in England and Wales

Report on youth offending
work in:

Vale of Glamorgan

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Foreword

This Core Case Inspection of youth offending work in Vale of Glamorgan 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.

We judged that the Safeguarding aspects of the work were done well enough 65% 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 55% of the time, and the work to make each individual less likely to reoffend was done well enough 64% 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%.

We found a team whose performance was hampered by a number of staffing issues. The use of unqualified staff to manage complex cases to cover absences was a cause of concern. There was evidence that operational managers were trying hard to quality assure practice but not always doing so effectively. We were encouraged by the positive way case managers reflected on their practice and responded to the inspection feedback. Whilst some important improvements had been made since the last reinspection we noted that further work was still required in the assessment and management of *Risk of Harm* and Safeguarding.

Overall, we consider this to be a mixed set of findings however a reinspection is not required. We hope the recommendations will assist the Vale of Glamorgan YOS to achieve an improvement in practice in the next twelve months.

Andrew Bridges
HM Chief Inspector of Probation

October 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: 65%	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: 55%	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: 64%	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) a timely and good quality assessment and plan, using Asset, is completed when the case starts (YOS Manager)
- (2) specifically, a timely and good quality assessment of the individual's vulnerability and *Risk of Harm to others* is completed at the start, as appropriate to the specific case (YOS Manager)
- (3) as a consequence of the assessment, the record of 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* (YOS Manager)
- (4) the plan of work with the case is regularly reviewed and correctly recorded in Asset with a frequency consistent with national standards for youth offending services (YOS Manager)
- (5) Intervention plans take in to account victim safety and the impact of any diversity or individual needs when setting targets (YOS Manager)
- (6) *Risk of Harm* assessments and related plans and interventions are reviewed and correctly recorded in Asset, following significant change in the circumstances of the child or young person (YOS Manager)
- (7) there is an effective management focus on the quality of plans, in particularly the link between plans and actions from internal and external risk management meetings (YOS Manager).

Furthermore:

- (8) a review of the use of the risk assessment booklet is undertaken and any necessary improvements in practice are implemented (YOS Manager)
- (9) a review of the practice of allocating high *Risk of Harm* cases and other complex cases to unqualified staff is undertaken and consideration given to alternative models for the distribution of work (Chair of Management Board).

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

Thirteen children and young people completed a questionnaire for the inspection.

- ◇ Two children and young people with a referral order contract said they knew what the contract was. It had been discussed with them and they had received a copy.
- ◇ The majority of children and young people knew what a supervision or sentence plan was. It had been discussed with them but one individual had not received a copy.
- ◇ Of those children and young people who had a referral order contract or supervision plan very few remembered whether it had been reviewed with them.
- ◇ In most cases children and young people knew what was going to happen when they came to the YOS and felt that staff listened to them and were really interested in helping. When they needed help the YOS had taken action.
- ◇ Just over half the children and young people completed a *What do YOU think?* form.
- ◇ All the children and young people felt the YOS worker had made it easy or quite easy for them to understand how they could help. One said: *'...he spoke to me with respect and in a mature manner but he also had the discipline to keep me on track and out of trouble...'*
- ◇ Six children and young people felt that the YOS had helped them understand about their offending and issues at school or training and getting a job. Seven respondents had been helped with their drug use and five with alcohol.
- ◇ The majority of children and young people agreed that life had got better as a result of their work with the YOS, particularly in relation to health and school, college or getting a job. Typical comments were: *'...eventually got a job and cut down on cannabis'* and *'I am less aggressive and more mature...I sit down and listen more.'* A number of respondents commented about reducing their consumption of alcohol or drugs and undertaking physical exercise.
- ◇ The work of the YOS had made it less likely that children and young people would offend in the future. Several felt this was because their drug or alcohol use was under control.
- ◇ Apart from one child and young person, there was general satisfaction with the service provided by the YOS.

Victims

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

- ◇ Five out of eight victims agreed that the YOS had explained about the services they offered and taken in to account their individual needs.
- ◇ Six victims had had the chance to talk about any worries related to the offence or the child and young person who had committed it.
- ◇ Three victims had benefited from the work that had been done by the child and young person who had committed the offence.
- ◇ Only three out of six victims who were concerned about their safety felt that the YOS had paid attention to this.
- ◇ Three out of eight victims were broadly satisfied with the service from the YOS. Three victims did not know whether the child and young person had carried out the reparation work they were scheduled to do. Three victims would have liked more contact and support from the YOS about coping with the impact of the offence on their lives.

Sharing good practice

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

Delivery and Review of Interventions

General Criterion: 2.2a

A case manager delivered parenting work to a family on a voluntary basis due to a history of domestic violence and concerns about the child and young person's behaviour whilst at home. The mother was also pregnant at the time. Parenting work was delivered on a one-to-one basis due to the mother's individual needs. There was on going liaison with children's services with the possibility of their involvement at a later date. This was an example of a case manager addressing diversity issues sensitively when implementing an intervention.

Outcomes

General Criterion: 3.1a

Clive, aged 15, committed a violent assault using a knife on an unknown person. The victim suffered psychologically as well as physically. Clive received a 12 month DTO. Clive agreed to meet the victim for a restorative justice conference. Shortly before Clive was sentenced the victim coordinator contacted the victim. Over a period of many months and four meetings with the victim a conference was arranged a week before Clive was released. Clive had already sent a letter of apology and seen the CCTV footage of his offence. Clive was overwhelmed at the meeting and had to leave the room. The victim asked why he had left the room. Clive said he had to leave the room because he could not believe what he had done and he was truly sorry. Both the victim and Clive were tearful and emotional at times. The victim hoped Clive would turn his life around. The case manager was also involved in this process and had completed victim awareness work with Clive. The victim coordinator and case manager had achieved what at the outset appeared impossible, a meeting between Clive and the victim of his offence. The outcome was a very powerful experience for Clive which brought home in a personal way the consequences of his offence.

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:

59%

Comment:

SUBSTANTIAL improvement required

Strengths:

- (1) An Asset RoSH screening was completed in 92% of cases. Where it indicated that a full analysis was required 19 out of 23 were completed.
- (2) In all but one case the Asset RoSH classification was clearly recorded and in 78% we considered it to be accurate.
- (3) The majority of RMPs were completed on time.
- (4) In all three cases where there was no requirement for a RMP, the need to address potential *RoH* issues had been recognised and acted on.
- (5) Five cases met the MAPPAs criteria. All had been notified and if appropriate referred to MAPPAs. In four out of five cases the notification and referral were timely. In all five cases we agreed that the initial MAPPAs level of management was appropriate.

Areas for improvement:

- (1) The RoSH screening was not completed on time or accurate in one-quarter of cases.
- (2) In five cases we thought the Asset RoSH classification was too high and in three too low. We found that when the classification was too high, staff were managing those cases as if they were of a lower classification. In other words they doubted the validity of their own assessment.
- (3) The RoSH full analysis was not completed on time in nearly one-third of relevant cases. When it had been completed 13 out of 19 had not been completed to a satisfactory standard mainly because previous relevant behaviour or the risk to victims had not been considered. In nine cases the assessment had not drawn adequately on all appropriate information from MAPPAs or other agencies previous assessments.

- (4) We found evidence that two out of seven RoSH assessments had been forwarded to custodial establishments within 24 hours of sentence.
- (5) In eight out of 24 cases a RMP had not been completed. Only 3 of the 16 completed RMPs were of a sufficient standard. Roles and responsibilities of staff in the management of the child or young person's *RoH* were not clear. Planned responses to any change on *RoH* were inadequate or unclear and victim issues were not covered. For example, in one RMP the one action if *RoH* increased was 'act – emergency case planning forum a.s.a.p.'
- (6) Evidence of effective management oversight was found in 4 out of 28 RoSH assessments and one out of 24 RMPs.
- (7) In 42% of relevant cases the details of the RoSH assessment and management had not been fully communicated to all appropriate staff and agencies.

1.2 Likelihood of Reoffending:	
<p>General Criterion:</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>56%</p>	<p>Comment:</p> <p><i>SUBSTANTIAL improvement required</i></p>

Strengths:

- (1) There was a timely assessment of factors linked to offending for children and young people in 74% of cases. We saw evidence of active engagement of the child or young person in 87% of cases, and with parents/carers in 82%.
- (2) The majority of assessments were informed by the 'What do YOU think?' form, children's social care services, physical health services and the secure establishment.
- (3) Initial assessments were reviewed at appropriate intervals in 82% of cases.
- (4) The majority of cases had an intervention plan and just under three-quarters were completed on time. Plans covered substance misuse (80%); perception of self and others and attitudes to offending (70%); and thinking and behaviour and motivation to change (69%).
- (5) Intervention plans reflected the sentencing purpose in 77% of cases.
- (6) We found evidence that secure establishments and children's social care services were actively and meaningfully involved in the planning process.

Areas for improvement:

- (1) The initial assessment of the LoR was not satisfactory in one-third of cases, which was mainly due to unclear or insufficient evidence or diversity needs not being identified. We found several examples of assessments that were duplicated from a previous end of order Asset. In two cases we noted that the prose in three sections of Asset, for example, thinking and behaviour, perception of self and attitudes to offending was exactly the same.
- (2) Initial assessments did not always include information from ETE, mental health and substance misuse services and the ASB team.
- (3) Only 21% of cases had evidence that the learning style of the child or young person had been assessed.
- (4) We found evidence that assessments had been forwarded to custodial establishments within 24 hours of sentence in four out of ten relevant cases.
- (5) The intervention plan did not sufficiently address those factors associated with the child or young person's offence in 41% cases, particularly lifestyle, neighbourhood and living arrangements.
- (6) Only a small number of intervention plans integrated RMPs, included positive factors or incorporated the child or young person's learning style or needs. Safeguarding issues were taken into account in 41% of plans.
- (7) Half the intervention plans did not reflect national standards. Plans did not focus on achievable change or relevant goals. Under one-quarter had realistic timescales for the completion of targets. The plan had given a clear shape to the management of the order in 63% of cases.
- (8) Objectives in intervention plans were sparse and not child friendly. For example: *What needs doing? Substance misuse: How will it be done? Individual appointments.* There was no information about the number and length of sessions and the content, which would have helped the child or young person understand the objective or what was expected of them.
- (9) In half the intervention plans objectives were not prioritised according to *RoH* or included appropriate Safeguarding work. They were not sequenced according to offending related need or had taken in to account victim safety. Only 32% were sensitive to diversity issues. There was no evidence that Welsh language issues were discussed with children and young people and in several cases the diversity issues box in the intervention plan had not been completed.
- (10) In just over half of relevant cases had the child or young person or parents/carers been actively and meaningfully involved in the planning process. There were only a few intervention plans that had been signed by the child and young person. One case manager was not aware that they should be printed and signed.
- (11) A number of agencies were not as involved in the planning process as they should have been, specifically ETE, physical, mental health and substance misuse services.
- (12) Only 57% of interventions plans were reviewed at appropriate intervals.

1.3 Safeguarding:

General Criterion:

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.

Score:

60%

Comment:

MODERATE improvement required

Strengths:

- (1) The Asset vulnerability screening was completed and timely in the majority of cases.
- (2) In 90% of relevant cases the secure establishment was made aware of vulnerability issues prior to or immediately on sentence. There was active liaison and information sharing in relation to Safeguarding issues in 80% of relevant cases.

Areas for improvement:

- (1) The Asset vulnerability screening was completed to a sufficient quality in 66% of relevant cases.
- (2) There were 26 cases where in our opinion a VMP should have been completed. However, only 11 were completed, of which eight were completed on time and only two were judged to be of sufficient quality. VMPs were insufficient mainly because the roles and responsibilities of those who were managing the child and young person's vulnerability were not clear and planned responses for any factors that could increase their vulnerability were inadequate or unclear.
- (3) VMPs did not contribute to interventions or other relevant plans in 80% and 88% of cases respectively.
- (4) In three out of ten cases copies of other plans (e.g. care plans) were on file in applicable cases and in five out of ten a contribution had been made through the CAF to other assessments and plans designed to safeguard the child and young person.
- (5) Effective management oversight of vulnerability assessments was not evidenced in 79% of relevant cases.
- (6) Safeguarding needs were reviewed appropriately in 66% of relevant cases.

OVERALL SCORE for quality of Assessment and Sentence Planning work: 58%

COMMENTARY on Assessment and Sentence Planning as a whole:

In the last year the Vale of Glamorgan YOS had experienced a number of staff changes, sickness absence and absence due to maternity leave. The inspection team noted that in a number of cases children and young people had three or four different case managers within a period of 12 to 18 months. The fluctuation in staff had had a negative impact on the quality of work of the YOS. We were concerned to find two unqualified members of staff who were not case managers, managing complex cases including children and young people assessed as high RoSH. Although there was management involvement in most cases, either through supervision, the Case Planning Forum or audits of work, it was not effective. Management oversight was unfocused or cursory. Managers were summarising previous events in a case rather than focusing on key questions about whether *RoH* was being managed or minimised. RMPs and VMPs that we had assessed as insufficient had been countersigned.

The Vale of Glamorgan was using a risk assessment booklet, a six page document completed by hand. It included a risk of reoffending scale, a vulnerability and RoSH summary and risk assessment and a RMP and VMP. The booklet was completed after an Asset. We did not find many electronic RMPs or VMPs on YOIS. This was mainly because staff were using the risk assessment booklet instead. Several staff, until relatively recently, did not know YOIS included electronic versions of the plans. There was also confusion about whether a hand written plan should be duplicated on YOIS. The RMPs and VMPs that were completed in risk assessment booklets were insufficient and in some cases the differences between the two plans were minimal.

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:

57%

Comment:

SUBSTANTIAL improvement required

Strengths:

- (1) Decisions taken within MAPPA were clearly recorded in four out of five cases and followed through and acted upon in two out of three.
- (2) In two-thirds of cases case managers and other relevant YOS staff had contributed effectively to the MAPPA process while the child or young person was in custody and when in the community.
- (3) In the majority of relevant cases, both in custody and in the community, case managers and other relevant staff had contributed effectively to other multi-agency meetings.
- (4) Purposeful home visits had been carried out throughout the course of the sentence in accordance with the level of *RoH* (78%) and Safeguarding issues (67%).
- (5) Specific interventions to manage *RoH* in custody and in the community were delivered as planned in nearly three-quarters of cases.

Areas for improvement:

- (1) *RoH* had been reviewed thoroughly in line with required timescales in just under a half of relevant cases. Following a significant change *RoH* was reviewed in only 5 out of 14 cases. We did not see any RMPs that had been reviewed. For example in one case a child or young person had assaulted another person and a member of staff while in custody; however, this behaviour did not trigger a review of *RoSH*.
- (2) Changes in *RoH* were anticipated and identified in one-third of relevant cases and only acted on appropriately in 7 out of 13.
- (3) A full assessment of the safety of victims had not been carried out and a high priority had not been given to victim safety in nearly two-thirds of cases.

- (4) In one-quarter of cases appropriate resources had not been allocated throughout the sentence to *RoH*.
- (5) Specific interventions to manage *RoH* were reviewed following a significant change in two out of three custody cases and 4 out of 16 cases in the community.
- (6) Effective use was made of MAPPA in three out of five cases. Decisions taken within MAPPA were reviewed appropriately in two out of four cases. Actions from MAPPA meetings were not incorporated into RMPs.

2.2 Reducing the Likelihood of Reoffending:	
General Criterion: <i>The case manager coordinates and facilitates the structured delivery of all elements of the intervention plan.</i>	
Score: 68%	Comment: MODERATE improvement required

Strengths:

- (1) Delivered interventions in the community were designed to reduce the LoR in 78% of cases and were implemented in line with the intervention plan in 68%. There were several examples of completed victim awareness exercises in case files.
- (2) YOS staff were appropriately involved in the review of interventions in custody in 90% of relevant cases.
- (3) In 84% of cases appropriate resources had been allocated according to the assessed LoR throughout the sentence.
- (4) In the majority of custody and community cases the YOS worker actively motivated and supported the child or young person and throughout the sentence reinforced positive behaviour.
- (5) Active engagement with parents/carers was evidenced in 94% of cases in the community and 78% in custody.

Areas for improvement:

- (1) Delivered interventions in the community were of sufficient quality in 57% of cases and in 35% had taken into account the child or young person learning style. Under a half of interventions were sequenced and reviewed appropriately and incorporated all diversity issues. There was very little feedback from other workers in the YOS to the case manager about the work they had done with the child or young person.

- (2) Allocated resources were insufficient in four areas of work, thinking and behaviour, attitudes to offending, perception of self and others and family and personal relationships.

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: 73%	Comment: MODERATE improvement required

Strengths:

- (1) In the majority of community and custody cases all necessary immediate action had been taken to safeguard and protect the child and young person and necessary referrals had been made to other relevant agencies.
- (2) In all custody and the majority of community cases, YOS workers and relevant agencies worked together to promote the Safeguarding and well-being of the child or young person. This was particularly evident with ETE, secure establishments, physical, mental health and substance misuse services.
- (3) There was evidence that other YOS workers and all relevant agencies worked together to ensure continuity in the provision of mainstream services in the transition from custody to community in the majority of relevant cases. Continuity occurred most often with mental health, substance misuse and children's social care services.
- (4) Specific interventions to promote safeguarding in all custody and nearly three-quarters of community cases were identified and delivered.
- (5) All relevant staff supported and promoted the well-being of the child and young person throughout the course of the sentence in all custody cases and 84% of those managed in the community.

Areas for improvement:

- (1) There was evidence that all necessary immediate action had been taken by YOS staff to safeguard and protect other affected children and young people when managing cases in custody (50%) and in the community (64%).
- (2) In half the relevant cases specific interventions to promote Safeguarding, both in the community and in custody, were incorporated in VMPs. Specific interventions were reviewed every three months or following a significant change in three out of five custody and 8 out of 23 of community cases.

- (3) There was effective management oversight of Safeguarding and vulnerability needs in one-third of community and custody cases.

OVERALL SCORE for quality of Delivery and Review of Interventions work: 67%

COMMENTARY on Delivery and Review of Interventions as a whole:

The Vale of Glamorgan YOS had a risk led approach in place. Any cases assessed as high or very high RoSH, high LoR or vulnerability were referred to a case planning forum. This forum was chaired by a manager and included the case manager, other specialist workers in the YOS and external agencies. We inspected a number of cases which had been discussed at case planning forums. There were hardly any meetings where staff from external agencies attended. Sometimes only the chair of the meeting and the case manager were present. There was no set format for the meeting. Actions from previous case planning forums were not reviewed. The procedure required case managers to bring RMPs to case planning forums although the minutes never referred to them. Many agreed actions for the case manager would most likely have been completed by them anyway without the need for a meeting. Actions from case planning forums were not contained within RMPs. In general case planning forums were discursive and were not focused on risk or vulnerability. The timing of case planning meetings was ad hoc. In several cases the meeting had taken place months after the order was made and in two cases a meeting had taken place just before the YOS's involvement was coming to an end.

Case managers were undertaking home visits, which was positive. Sometimes the home visit was taking place due to the distance the family lived from the office. However it was not clear on most occasions what the purpose of the home visit was. Entries in the case diary described what happened, who was present and what was said, but how the visit contributed to Safeguarding, managing *RoH*, or reducing the LoR, was not clear.

3. OUTCOMES

3.1 Achievement of outcomes:

General Criterion:

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

Score:

56%

Comment:

SUBSTANTIAL improvement required

Strengths:

- (1) Children and young people had complied with the requirements of their sentences in 71% of cases.
- (2) All reasonable action had been taken to keep the child or young person safe in 89% of cases.

Areas for improvement:

- (1) *RoH* had been effectively managed in 64% of relevant cases.
- (2) When required appropriate enforcement action had been taken in 7 out of 11 cases.
- (3) Half of the cases we assessed had seen a reduction in Asset scores. The factors relating to offending that had reduced most often were thinking and behaviour (37%); attitudes to offending (35%); and substance misuse (34%).
- (4) In one-quarter of relevant cases there was evidence of a reduction of frequency and seriousness of offending.

3.2 Sustaining outcomes:

General Criterion:

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

Score:

83%

Comment:

MINIMUM improvement required

Strengths:

- (1) Full attention had been given to community reintegration issues in 90% of custody and 89% community cases.
- (2) Action had been taken to ensure that positive outcomes were sustainable in 90% of custody and 74% of community cases.

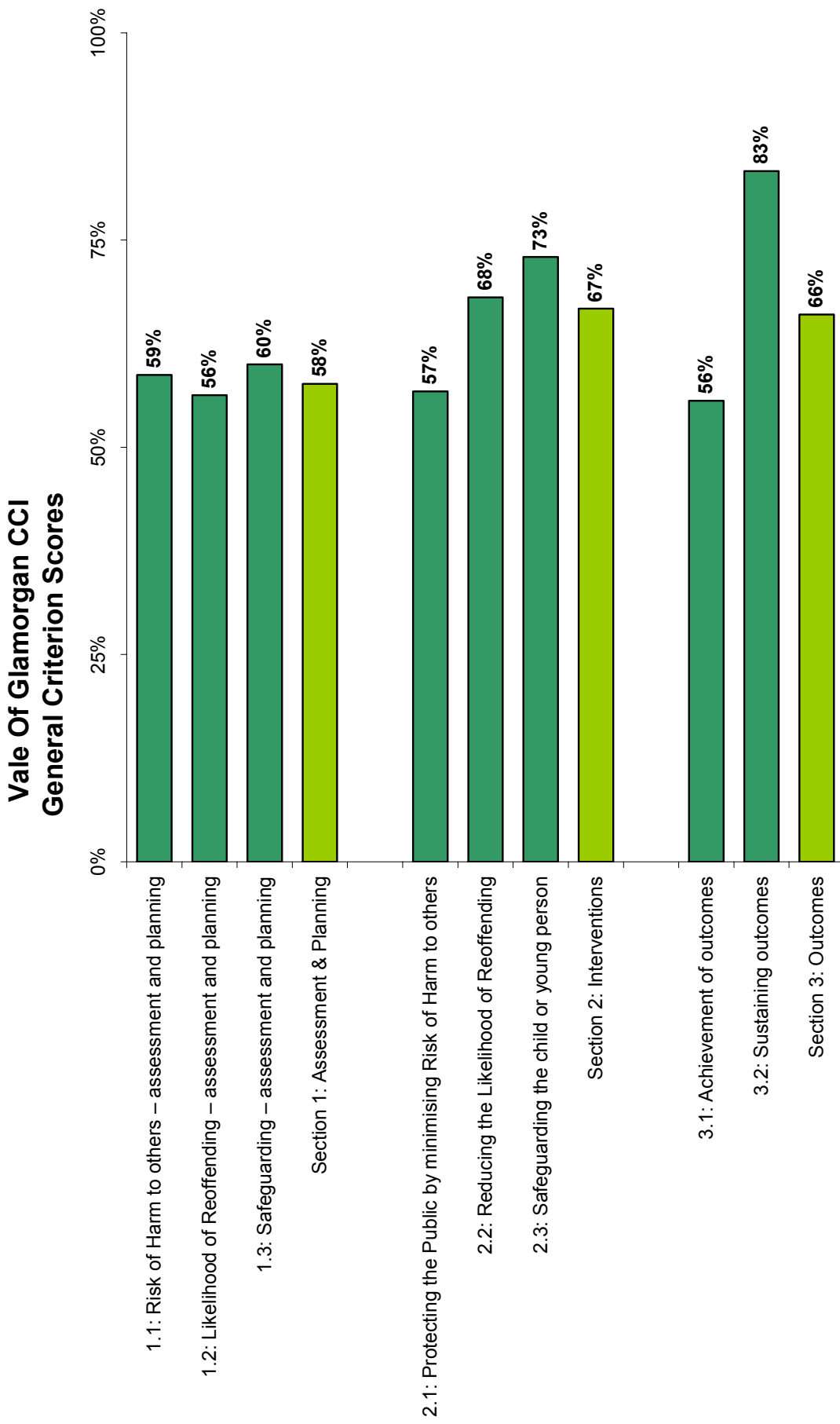
OVERALL SCORE for quality of Outcomes work: 66%

COMMENTARY on Outcomes as a whole:

We found that in several cases the Asset had not been reviewed or rescored even when there had been a reduction in factors associated with offending. In one case the score for substance misuse was unchanged at the beginning and at the end of the order even though the child or young person had significantly reduced their use of alcohol.

Absences were not always enforced. One reason was the number of case managers that had held a case. Failures to attend in the first few months of an order were not taken in to account when a new case manager was allocated the case. Children and young people were being seen by the duty officer on a number of occasions, sometimes at the beginning of a new order. This was likely to have a negative impact on compliance. We also noted in at least three cases that one hour of reparation was being given to children and young people when a session had been cancelled due to transport problems or bad weather.

Appendix 1: Summary



Appendix 2: Contextual information

Area

Vale of Glamorgan YOS was located in South Wales.

The area had a population of 119,292 as measured in the Census 2001, 11.3% of which were aged 10 to 17 years old. This was above the average for Wales of 10.6%. The comparable figure for England and Wales was 10.4%.

The population of Vale of Glamorgan was predominantly white British (97.8%). The population with a black and minority ethnic heritage (2.2%) was slightly above the average for Wales of 2.1%. The comparable figure for England and Wales is 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 51 per 1,000, were above the average for England and Wales of 46.

YOS

The YOS boundaries were within those of the South Wales police area and Wales Probation Trust (with effect from April 2010). The Cardiff and Vale University Health Board covered the area.

The YOS was located within the Chief Executive Department. It was managed by the Operational Manager, Corporate Policy and Communication.

The YOS Management Board was chaired by the Chief Executive. All statutory partners attended regularly.

The operational work of the YOS was based in Barry. ISSP was provided in house.

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.

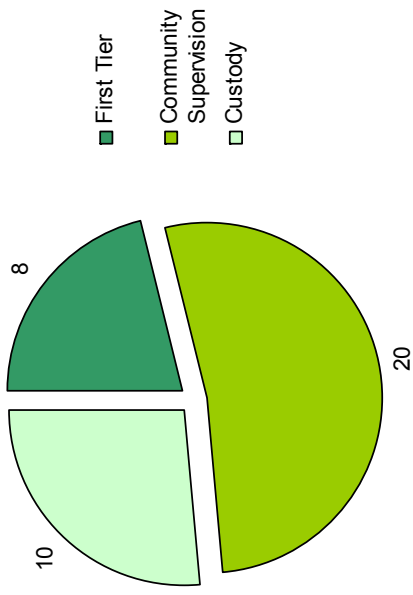
Vale of Glamorgan's performance on ensuring children and young people known to the YOS were in suitable education, training or employment was 76.0%. This was a decline on the previous year, but above the Wales average of 69.0%.

Performance on ensuring suitable accommodation by the end of the sentence was 90.3%. This was a decline on the previous year and below the Wales average of 96.1%.

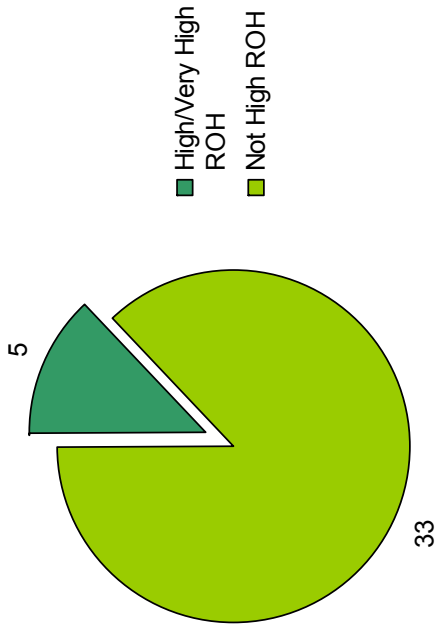
The 'Reoffending rate after 9 months' was 85%, higher than the Wales average of 74% (See Glossary).

Appendix 3a: Inspection data chart

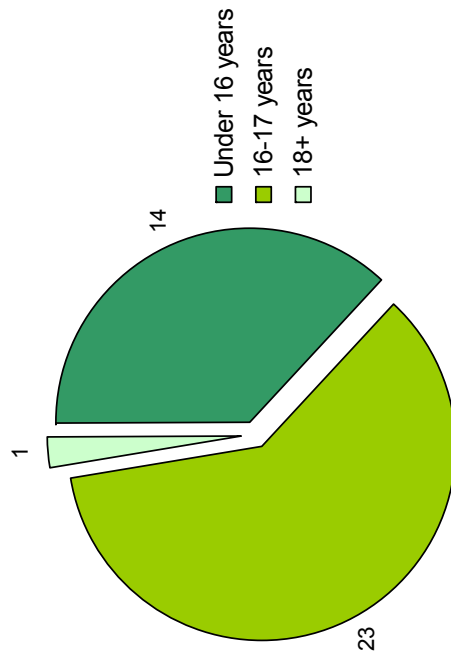
Case Sample: Sentence Type



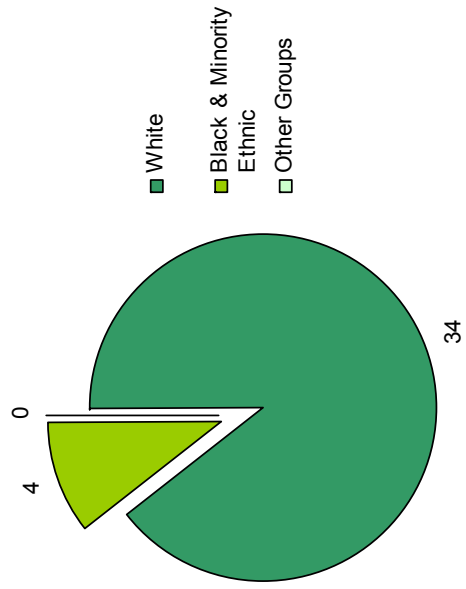
Case Sample: Risk of Harm



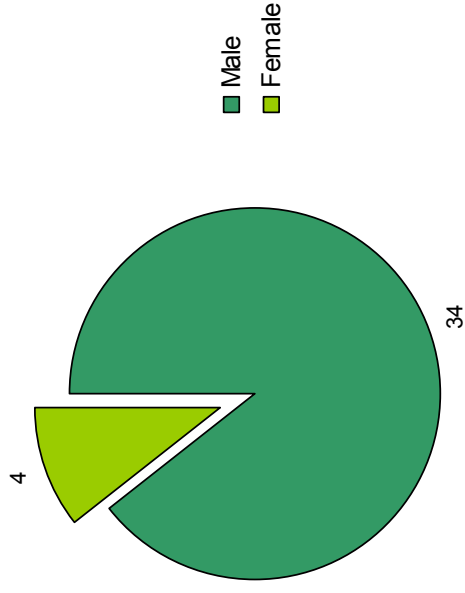
Case Sample: Age at start of Sentence



Case Sample: Ethnicity



Case Sample: Gender



Appendix 3b: Inspection data

Fieldwork for this inspection was undertaken in June 2010

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*

Data charts in this report are available electronically upon request

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>.</p> <p>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.</p> <p>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 nine-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 Wales in early 2009 was 74%
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

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