



Coventry Youth Offending Service 2020/21 Contingency and Recovery Youth Justice Plan



National
Probation
Service



NHS
Coventry and
Warwickshire Partnership
NHS Trust



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Introduction and context

The Youth Justice Board (YJB) in recognition of the unprecedented circumstances and challenges created by Covid 19 removed the expectation and grant condition that youth offending teams submit a standard Youth Justice Plan (which is usually required by end June).

YOTs (Youth Offending Teams), including Coventry, had approached the YJB individually to discuss the challenges in seeking to provide a detailed and explicit action plan and report (Youth Justice Plan) without the government providing a clear exit strategy.

The new grant condition is that each service submits a Covid 19 Contingency and Recovery Youth Justice Action Plan focusing on responses to Covid 19. Given the indeterminate period that the impact of Covid 19 will be experienced for this decision by the YJB is entirely appropriate and welcomed.

The Contingency and Recovery Plan was submitted before the 30th April and the previous requirement for CYOS Management Board sign off has been removed. This is presumably in recognition of the short period of notification prior to the required submission deadline and that it is unlikely that YOT boards would sit within that very short window.

This plan focuses on ensuring the delivery of statutory responsibilities as described in The Crime and Disorder Act 1998 part 111 (38) and will also sit alongside the actions identified as part of CYOS self-assessment audit against the new YJB National Standards, any actions from last year's plan which could not be completed as a consequence of Covid 19, and service development priorities.

This plan focuses on statutory duties in the context of Covid 19, in line with the YJB grant requirements.

Youth Offending Teams were established under the Crime and Disorder Act 1998 with the principal aim being to prevent the offending by children and young persons. The Act imposed a duty on each local authority together with its statutory partners, Police, Health and Probation, to ensure that adequate Youth Justice Services are available in their area.

The key tasks of the service are:

- Assessing and delivering interventions to the Out-of-Court-Disposal cohort
- Management and delivery of community sentences
- Management and delivery of secure estate sentences and resettlement
- Servicing the Youth Court and Crown Courts (in terms of provision of a court team, Bail & Health Assessments, provision of Pre-Sentence Reports and Stand-down Reports)
- Parenting services and management of Parenting Orders
- Victim services

The action plan details the current, and updated, delivery model and the activities that will form part of recovery. It is anticipated that there will be learning, and benefits identified from some practice changes and an aspect of the recovery model is evaluating the changes and adopting new beneficial practice methods.

The recovery model will require ongoing adaptation as the government agrees its exit phases/plan, so it remains a dynamic document being reviewed by CYOS Management Board as required and at a minimum as part of its standard quarterly meetings.

Given the uncertainty regarding the exit model not all elements will have specific deadlines attached to them and the integrity of the plan rests with its ability to be fluid and to adapt in line with Government guidance.

It is not a function of this report to provide either a summary of last year's practice, a detailed priorities report, outside of Covid 19 contingency activity, or to produce a detailed action plan regarding business as usual developmental practice.

A very brief summary of performance and priorities have been included as the service and CYOS's Management Board will, as appropriate within restrictions, seek to continue its good practice and outcomes developmental activity.

Performance

The inclusion of performance data is not required as a function of this report, a brief summary is provided though for National Indicators. Performance continues to be monitored both by CYOS Management Board and the YJB as part of business as usual.

National Indicators

First Time Entrants to the criminal justice system (FTEs)

There has been a reduction in the number of FTEs, 71 in the year, a rate of 224 per 100,000, which is very slightly down from 235 in the previous financial year (2018/19).

Reoffending

This data is provided by The YJB and the most recent data set has not yet been released. The last available data shows a small increase in both the binary and re-offenses rate. It is important to note that this is partially a reflection of the number of young people in the cohort as the number of substantive offences had reduced.

In 2018/19, CYOS was aware of 181 offences which resulted in a substantive disposal (i.e. one that forms part of a person's criminal record) and a further 75 which resulted in a Community Resolution. This means that the number of offences with a substantive outcome has decreased, down by 138 from the 319 seen in 2018/19, as has the number where a CR was issued, down 66 from 141.

In 2018/19 the binary performance was 39.6 v 42.4% (2019/20), and the reoffences rate 2018/19 was 1.26 v 1.83 (2019/20). This is based on the YJB last data release, the most recent release has been delayed.

Custody

In 2019/20 there was an increase in the number of young people entering custody 14 v 9 in 2018/19. Despite it going up, it is still the second lowest rate achieved since the introduction of the indicator, 2018/19 was the historic low for Coventry.

Custody should only be used as last resort and the local increase in custody use is linked heavily to the serious youth violence agenda. Activity to address criminal exploitation and the resulting youth violence features within CYOS priorities.

Priorities

The main priority currently is managing and delivering statutory functions safely for children, their families, the community, victims, and employees. That activity is captured in detail in the action plan at the end of this document.

CYOS will continue to maintain activities to secure good outcomes.

The service has a clear set of priority themes and, although their inclusion is not required to be detailed as a function of this report, a brief summary is provided; it is not an exhaustive record.

It is likely that Covid 19 will continue to influence how these priorities are delivered across 2020/2021.

Tackling Criminal Exploitation and Youth Violence

These two areas of practice have been intentionally linked together in this priority as serious youth violence is linked to criminal exploitation with a number of young people being exploited.

If the strong correlation between certain types of exploitation and serious violence are not considered together it risks the behaviour of the young person being the only focus and may lead to inaction on addressing the causal factors, including exploiters.

CYOS is a member of the Coventry Youth Violence Prevention Partnership Board (CYVPPB) which sets strategic direction, agrees and monitors the ten-year action plan (based on the Scottish Public Health model).

CYOS is also a member of the CYVPPB Operational Group which is responsible for delivering the action plan, supporting the 6 strategic objectives with CYOS co-leading with the police on the Enforcement & Criminal Justice strand. The group identifies, manages and flags up risks, blockages and recommends solutions to the CYVPPB.

Coventry Youth Violence Prevention Partnership Board (CYVPPB)

Sets strategic direction, links to West Midlands Combined Authority Violence Board (and the Regional Violence Reduction Unit). Reports into the four strategic Boards in the Local Authority. Co-Chaired by the Police Commander and the Director for Public Health and Wellbeing.

1

Building strong foundations

Gathering intelligence – scoping the problem. Robust governance. Whole system approach - working across all partner agencies. Baseline data and key performance data to track progress.

2

Primary Prevention

Maximising our early help offer education through PHSE on staying safe and developing resilience.

3

Secondary Prevention

Mentoring for violence prevention (MVP) in schools
Identifying those at risk (trauma informed practice) using intel-based models and rapid referral to reduce risk
Funding for major projects in the city to reduce violence.

4

Tertiary Prevention

Reducing re-offending through “teachable moments”
St. Giles Trust
Encouraging professional curiosity across the system, training staff to spot the signs.

5

Enforcement & Criminal Justice

Developing innovative criminal justice practice e.g. trauma informed policing
Cross-cutting work with the Horizon team.

6

Attitudinal change using effective communication

Challenging the culture of violence and promoting the counter narrative
Changing our view of young offenders as professionals
Effective communications strategy.

CYOS will continue to use a range of engagement, support and control methods; this includes the use of people with lived experiences to engage young people - for example, there is a strengthening relationship with St Giles, who are a charity which uses the expertise and real-life past experiences of its staff to engage young people and empower them. St Giles are directly engaged by CYOS and through additional funding sources such as: The Office of The Police Crime Commissioner and The West Midlands Violence Reduction Unit. This means, in Coventry, they are able to support young people at various “teachable moments” including in the police station, at A&E, as part of exiting custody (sentenced and remand), and at other appropriate times.

CYOS will continue to make effective use of The National Referral Mechanism (NRM), which is a framework for identifying victims of human trafficking and seeks to ensure they receive appropriate protection and support. CYOS will also continue to work with Coventry Childrens Services child exploitation team “Horizon” who are co located with CYOS.

The new range of GPS options available at bail, sentenced and release from custody stages are welcomed and are being used locally. This will support young people to stay safe, partially through making them less attractive to exploiters ,but also through

supporting young people to adhere to Order requirements. The new options allow “tracking “of young people (in prescribed circumstances) for the first time.

Tackling Disparity

CYOS analyses its data and responds to national learning and priorities; for example, considering the MOJs Tackling Racial Disparity in the Criminal Justice System: 2020 February update.

Local analysis tells us several things, including that the Coventry school census data identifies that 50% of pupils are BAME and that historically, locally, the primary overrepresented group has been the white classifications with significant underrepresentation of the Asian classifications.

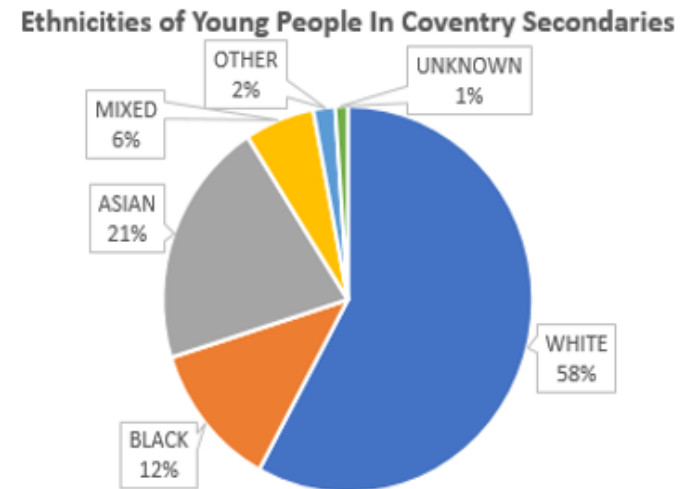
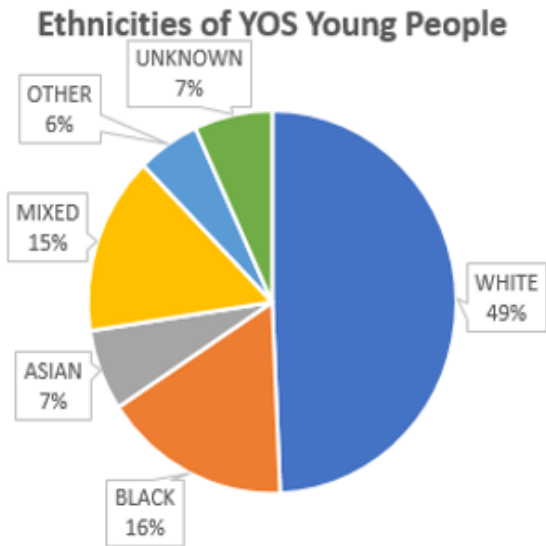
In the pie charts, further down, it compares Coventry school census data against the CYOS cohort and evidences that in 2019/20 a shift can be seen with the white classifications becoming slightly underrepresented in the Criminal Justice System (CJS) for the first time, and over representation of the black and mixed classifications.

In real terms, if you consider individuals, this is a single figure shift but requires on going analysis and action. It is also important to track at which point disparity sits in the criminal justice system as nationally minority ethnic children formed a high number of those in custody.

Locally the BAME group is overrepresented by one person in the custody area, but the black classifications within that BAME group are overrepresented.

It appears the ‘mixed group’ has “taken” from the ‘white group’ overall when viewing the YOS cohort in its entirety.

The custody levels links to the type of crime committed, in these cases serious youth violence predominantly, and underpins the importance of the first priority- tackling criminal exploitation and youth violence.



CYOS reports analysis findings to its Board and details actions within its Youth Justice Plan each year.

There are several ongoing and planned actions linked to this priority, which reflect good practice identified in Tackling Racial Disparity in the Criminal Justice System: 2020 February update.

CYOS has already introduced, several years ago, leaflets into the police custody suites explaining Out of Court Disposals as previous national reports identified certain groups are more likely to give a no comment interview. This may be based on their experiences and lack of trust, but it also denies them the opportunity to be diverted and runs a risk of creating earlier entry into the formal criminal justice system. Alongside this, a further leaflet has been provided to the custody suites by CYOS, which stresses

the importance of parents who are acting as appropriate adults seeking legal advice for their children to ensure that they fully understand the process they are involved in. Young people should not be disadvantaged because parents act as their appropriate adult and in addition to the above measures CYOS will consider how it can support parents in this role.

The YJB, other stakeholders, and the Alliance of Sport has a record £1,000,000 grant from the London Marathon Trust, with a total budget of £1,714,752. The project aims to use sport to engage and improve health and life outcomes for more than 11,200 BAME children who are at risk of entering, or who are already involved, in the criminal justice system. CYOS is currently, alongside local partners including Public Health, at the “discussion “stage with the Alliance regarding its potential introduction into Coventry.

West Midlands YOTS including Coventry will also be a part of a YJB serious violence pathfinder project which focuses on better engagement with BAME parents through “Kitchen Table Top Talks “a new initiative, piloted by Sandwell YOT. It aims to capture parents’ ideas, provide support and gather feedback; this is cited as a good practice example in the 2020 update and may be an activity which is deferred or trialled as a virtual approach subject to agreement.

Girls are underrepresented in the criminal justice system and last year were 15% of the CYOS cohort. This can present its own challenges as often resources have been developed to work with males. CYOS will be exploring enhancing its offer and this includes supporting bids by third sector organisations; for example, to tackle the gender issues linked to gangs and exploitation to secure a bespoke resource.

CYOS is also keen to ensure diversity within the workforce and discussions have taken place with The Diversity by Design Team supporting the Local Authority, to explore how the model of recruitment can support this agenda. Other measures, regarding workforce diversity are discussed under the people priority later in this document.

Adverse Childhood Experiences (ACEs), the Enhanced Case Management Pathway (ECMP)

Analysis of CYOS cases, as part of broader regional activity, identified multiple ACEs in the case sample. Additional analysis of a CYOS custody cohort also identified the same pattern, with several young people demonstrating multiple ACEs/indicators; for example, 3 out of the 9 had 3 separate primary provisions and long-term domestic abuse featured heavily, including at the child protection level, with some cases resulting in long term imprisonment of the perpetrator. In addition, several young people in the cohort had witnessed violent deaths or lost a parent or sibling.

CYOS has introduced an ECMP, but consideration is being given to the potential of expanding the resource to increase the offer. This activity has been delayed by Covid 19 as it requires additional health resource to expand the offer.

Increased knowledge regarding the level of ACEs, and understanding the impact of those ACEs, means that the cohort where this approach would be suitable has increased; the current model of provision for young people with multiple offences and multiple adverse childhood experiences needs to reflect the trauma recovery approach. CYOS had anticipated being further along this journey, but training that had been arranged for staff to support the delivery of a trauma informed approach was not able to proceed and has been rescheduled for later this year.

If the resources to fully implement the approach can be identified and training can be delivered to the staff group, it is anticipated that this will increase the quality of life for young people, improve the relationship with agencies, and support a reduction in reoffending. Building resilience to support young people to manage frequently chaotic family life situations and complex peer relationships, requires improved self-confidence and emotional resilience to secure greater safety.

The criteria and brief rational for the current model, which continues to be offered, is detailed below and focuses a scarce resource on those whose responses to ACEs has translated into repeated convictions.

CYOS Enhanced Case Management

There are large numbers of young people with complex histories who have experienced significant adverse experiences in their childhood, this includes but is not limited to:

- Abuse – physical, emotional, sexual
- Bereavement
- Domestic Abuse and Violence
- Parental mental health concerns
- Parental substance misuse concerns

Young people who have experienced significant adverse experiences in their early years can have their attachment to their caregivers affected and can experience issues later. These issues can focus inwardly in the form of depression and anxiety or outwardly in the form of offending, aggression and impulsivity. The Trauma Recovery Model suggests that young people who experience early childhood trauma are trapped at an early stage of emotional development which has implications for how they should be worked with (Welsh Government). Young people who are trapped at this early level are unable to benefit from CBT interventions, which requires the ability to think abstractly and to appreciate other people's perspectives (empathy). These young people need a specialised approach, which involves the oversight of the CYOS health team who have access to clinical supervision from a multi systemic therapist who can help to guide intervention and the approach.

To be eligible for the enhanced case management approach the young person must have:

- A minimum of three offences in the last 12-month period
- Evidence of complexity – for instance, a history of multiple adverse experiences in their childhood and current/previous child protection registration, be a Child Looked After, substance misuse, mental health concerns, neurological issues, SLCN (Speech, Language and Communication Needs) issues, and/or engagement issues.
- Subject to a current YOT intervention

Quality Assurance

CYOS operates a quality assurance system that uses multiple lenses to triangulate evidence regarding the quality and impact of its activity to inform training and development, practice developments and to identify gaps.

Quality assurance includes:

- Performance reports
- Benchmarking analysis including HMIP thematic reports, YJB National Standards, Government guidance etc
- Service user feedback, young people (voice of the child), parents and carers
- Victim feedback
- Stakeholder feedback
- Compliments and complaints, no complaints received in 2019/20
- Community Safeguarding and Public Protection Incidents (CSPPI) Learning Reviews
- Case file audits
- Supervision
- Staff surveys - the most recent was the quality of supervision with all, but one response to a single question, marked as good or above across all data capture points
- Challenge from CYOS Board
- CYOS Board commissioned reports
- Practice observations
- Service performance reviews by Childrens Services Senior Leadership Team
- Team member involvement in the review of procedures and policies
- Team Manager quality assurance of Assetplus and sign off
- Outcomes of Pre-Sentence Report quality assurance by managers and peers

CYOS as part of its self-audit against YJB National Standards will review its quality assurance approach to include the developing “Journey of the child” quality assurance and practice guidance framework for staff.

A new policy and timeline will be created for 2020/21.

People

Within Coventry’s Youth Offending Service, the aim is to develop and maintain a high-quality workforce that supports and promotes continuous professional development and opportunities for practitioners across the service, through qualification pathways that meet the needs of the children and young people’s workforce.

The Youth Offending continued professional development pathway dovetails with the key priorities for the wider Coventry City Council Children’s Workforce Strategy and the Youth Justice Professional Framework (YJPF).

The Youth Justice Effective Practice Certificate (YJEPC) is a widely held qualification in youth justice (provider: Unitas). It brings together the most up-to-date thinking, knowledge, research and evidence about what works in this field and is completed by all new CYOS support workers or officers.

CYOS has a good track record of developing its staff as evidenced by a large cohort who have progressed from roles, including but not limited to: administration to a YOS Officer role, securing a range of certificated learning from the YJEPC (a 30-week programme), and to degree standard education including the Social work degree.

Recently the YJB have set up a national steering group to drive forward ‘The Youth Justice Degree Apprenticeship Scheme’ and CYOS are represented on that group; CYOS are keen to explore this opportunity locally for existing staff. The YJB’s two proposed strands are;

- Strand 1 is for individuals from BAME backgrounds to widen employment opportunities

- Strand 2 is for individuals who are care leavers or ex Youth Justice service users

The target groups also support tackling another CYOS priority, as described earlier, disproportionality.

Coventry Children's Services has a rolling programme of core learning and training for Youth Offending Services staff that includes Safeguarding, Working with Risk, and Managing Restorative Strengths Based Approaches. A Career Pathway has been produced for all roles across Children's Services to aid progression.

All staff members attend and present at regular team meetings and are encouraged to attend the wider Children's Services Practice Development Forum that supports learning and professional development across the wider workforce. YOS staff have contributed to this forum and shared their learning and expertise.

CYOS has its own electronic bulletin, which provides updates, good news stories, links to training and research papers, and notifies of updated policies and procedures.

There is a commitment to involving practitioners and external partners that focus on current and emerging practice issues to improve the quality and consistency of practice. Practitioners also take a lead role in areas of practice and will champion this through the team; these areas of practice include: Gang and Youth Crime, Exploitation, Young people who demonstrate Sexually Harmful Behaviours, and Social Media. YOS Practitioners also benefit from digital learning and access to Research in Practice, which is a subscribed research and learning platform. Through the annual Children's Services Practice Week, and links with University Partners, bespoke and broader workshops are offered to support research and reflective practice.

YJB National Standards

CYOS will be delivering the actions identified as part of a YOS self-assessment process against the new YJB National standards.

The actions are detailed in a separate submission to the YJB and priority will be given to delivering activity for areas that currently sit in Requires Improvement (to get to Good). This was previously described under YJB self-assessment activity as 'standard met' with recommendations for Improvement, though was changed to replicate those used by Ofsted and Her Majesty's Inspectorate of Probation (HMIP) as part of the introduction of the new standards.

Self-assessment was across all standards simultaneously, which was an unprecedented demand on YOTs as the previous YJB self-assessment process broke down the standards each year covering them over an extended period. Whilst the number of standards reduced, several timeliness standards were removed and the way in which standards were expressed created huge scope as to how performance could be measured. This could have a detrimental impact if YOTs interpret them differently and if their interpretation is not satisfactory when considered by the YJB.

The YJB recognise that introducing new standards may mean that YOTs have changed their performance position negatively and are clear that this self-assessment is about setting a benchmark, along with a clear pathway to achieving good or above across all standards in the future.

Last year, CYOS Management Board commenced a programme of self-audit against her Majesty's Inspectorate of Probation (HMIP) Domain One Governance indicators of quality and the YJBs new National Standards. The CYOS Board agreed an additional event above its quarterly oversight meetings and invited Sue Walker the Head of I&E Midlands Youth Justice Board to facilitate the first phase of the review. Following the event, Board Members then completed an agency review against the quality indicators which were summarised on a shared spreadsheet and then jointly reviewed via CYOS Board with agreed actions that continue to be monitored by Board.

Board Members were also identified as group members for each of the individual National Standard areas. For each standard membership varied and always included a Board Member, a CYOS Manager, various team members, and external stakeholders as appropriate; different groups pathways varied, and part of the learning experience will be reflecting to see which methodology was most beneficial.

Board member engagement varied, based on the standard, from agreeing the evaluation methodology through to the co-design of Magistrates feedback forms by Coventry and Warwickshire YOS with the Chair and Deputy Chair of The Youth Panel; this was followed by a presentation at a Youth Panel event, also attended by The District Judge, who declared that YOS court officers could tell her off if she failed to complete it!

Certain standards lent themselves to a collaborative approach and CYOS approached the other West Midlands YOTs to see if they were open to trialling a collaborative approach on 'Standard 4 - in secure settings'. This was agreed and Coventry led the activity for the West Midlands, which included representatives from other YOTs and from parts of the secure estate, including Rainsbrook Secure Training Centre and Werrington Youth Offending Institution. The activity enabled capturing self-analysis and sharing findings as part of a partnership meeting. The 7 West Midlands YOTs Heads of Service determined that, while the exercise was useful, their preference was to agree their own quality assurance methodologies. The Heads of Service did agree that several of the standards within Standard 4 could only be answered/rated by YOTs on the basis of the experiences of individual young people and YOTs, as neither the commissioner or provider of secure estate services, could not provide broader judgement; for example, as to whether a provider offered a safe environment.

With the agreement of the 7 West Midlands YOTs, Coventry submitted a paper to the Regional Multi-Agency Safeguarding Arrangements (MASA) Chairs and Business Managers Forum (Safeguarding Partnerships) as clearly each partnership also has a responsibility to ensure that/reassure itself that any secure environments in its area are suitable and safe. The purpose of the paper was to secure support for a single report and set of indicators/evidence provided by the Youth Custody estate and MASA support was secured.

Coventry YOT wrote to Wendy Tomlinson, the Youth Lead for the Secure Estate, and asked whether a report could be made available to all West Midlands YOTS based on an agreed set of quality indicators as detailed below. This was agreed in principle as a good idea and Wendy Tomlinson said she had agreed to meet with the Chief Executive of the YJB to discuss in more detail, and potentially to make a national report available; at the point of this submission a report is not available.

Data requested for the single report for the West Midlands YOTS is below:

- Number of restraints per institution, also as a proportion of residents, outcomes of restraint overviews/ reports and findings, and any related procedures (per institution)
- Internal safeguarding procedures (per institution)
- Records of assaults also as a proportion of residents, peer on peer, and related policies and procedures (per institution)
- Inspection findings and action plans
- Responses to allegations against staff and related procedures
- Staff training records (whether staff are appropriately skilled)
- Evidence of effective / timely communication between Safeguarding Partnerships as required
- Incidents of self-harm, short of attempted suicide (per institution)
- Incidents of attempted suicide (per institution)
- Identified unmet health needs (per institution)
- Average number of hours in cell a day (per institution)
- Number of hours education offered, average number of hours engaged in education
- Provision of and type of programmes, plus gaps
- Escort contractor compliance with escort service specification

CYOS will be prioritising activity to address areas identified as part of the self-assessment as Requiring Improvement (to get to Good).

Finance

CYOS continues to deliver its statutory functions as detailed in the action plan. There are a number of variables outside of the services control primarily, for the purpose of this report, the ongoing Government exit strategy. CYOS Management Board will maintain close oversight of the budget position and risks as they become known, particularly as the different stages of exit are announced.

The pooled budget will continue to support statutory activity and service developments; for example, those contained within the priorities section detailed earlier and those identified as part of self-assessment against the new YJB National Standards.

YOS Finance Tables (2020/21)

Table 1: 2020-21 Youth Offending Service Partner Contributions to Pooled Budget

Agency	Staffing costs (£)	Payments in kind for services (£)	Other delegated funds (£)	Total (£)
Local Authority	513,321	-	203,806	717,127
YJB Practice Grant	369,727	-	161,880	531,607
Police and Crime Commissioner	58,518	-	46,546	105,064
Health Service	-	90,650	13,309	103,959
Police Service	-	57,593	-	57,593
National Probation Service	-	43,400	5,000	48,400
Total	941,566	191,643	430,541	1,563,750

Comments

- The YJB budget was confirmed on 08/04/20 and the Community Safety Fund was confirmed on 23/04/20 by West Midlands Police Crime Commission.
- The payments for services in-kind relate to staffing costs for employees working with the Youth Offending Service.
- The Police and Probation budgets were confirmed on 24/04/20.
- No changes have been assumed for the Health contributions, pending confirmation.

Table 2: 2020-21 Youth Justice Board Grant

Youth Justice Grant budget	Budget	Forecast outturn	Forecast Over/(Under) spend
Salaries	369,727	369,727	0
Activity Costs	54,520	54,520	0
Accommodation	4,060	4,060	0
Overheads	103,274	103,274	0
Equipment	26	26	0
Total	531,607	531,607	0

Comments

- The salary budget includes an allocation for sessional salaries.
- It is anticipated that activity costs will still be required, with activities moving from a group-based model to a one-to-one model in response to COVID-19.

Table 3: 2020-21 Youth Offending Service Pooled Budget Changes

Agency	Annual Budget	
	2019-20	2020-21
Local Authority	750,175	717,127
YJB	524,866	531,607
Police and Crime Commissioner	105,064	105,064
Health	103,959	103,959
Police	56,188	57,593
Probation	53,066	48,400
Budget	1,593,318	1,563,750

Comments

- The change to the local authority contribution is due to reduced costs (reduced Local Government Pension Scheme contributions and salary re-structuring as part of the business services review in October 2019).
- The local authority will be required to fund the pay award once it has been confirmed; the latest offer was 2% in February 2020.
- The YJB contribution has been uplifted by 2% in 2020/21.
- The Probation contribution has reduced due to salary grading.
- No changes have been assumed for the Health contributions, pending confirmation.

Coventry Youth Offending Service Contingency and Recovery Plan Covid -19

Practice Area	Business continuity	Recovery plan	Lead	Timeframe. This will be agreed subject to government guidance & added in as appropriate
1	<p>CYOS Board oversight</p> <p>Communications with Board as appropriate</p> <p>Individual virtual meetings with Board member(s) as appropriate</p> <p>CYOS Board meetings will take place virtually</p>	<p>The model for Board meetings will be face to face with the opportunity for members who may not otherwise be able to join (and guests) offered a dial in facility as appropriate</p>	<p>Board Chair John Gregg</p> <p>CYOS Head of Service Georgina Kell</p>	<p>Reviewed at Mays Board and as required</p>
2	<p>HMIP Domain 1 Governance CYOS Board action plan</p> <p>CYOS Board will continue to monitor progress against its action plan and any adjustments regarding deadlines as appropriate</p>	<p>Any actions deferred because of activity to support changes due to Covid 19 will be timetabled for completion</p>	<p>Board Chair John Gregg</p> <p>CYOS Head of Service Georgina Kell</p>	<p>Reviewed at Mays Board and as required</p>
3				

	Youth Justice Plan 2019/20– outstanding actions	<p>Statutory practice is maintained by the service.</p> <p>Not all the actions, for example practice development, falling in the latter part of the year will not have been delivered.</p> <p>For example, training which is not appropriate for remote delivery such as Motivational Interviewing and The Trauma Recovery Model.</p>	<p>Outstanding actions will sit alongside the actions identified as part of CYOS Self-Assessment against the YJB standards.</p> <p>Training dates will be rescheduled</p> <p>CYOS Board will review actions and expectations as part of Board activity</p>	CYOS Head of Service Georgina Kell	Date for actions to be agreed when government releases its exit strategy – reduction of restrictions
4	Staffing levels	<p>It has been agreed that temporary staff may be sourced via agency (two additional posts currently) if required to cover potential sick / self-isolation.</p> <p>HOS has met with Coventry City Council HR recruitment to agree specification and utilise existing pathways if required.</p>	<p>Agreement will be reviewed in line with situation, and will cease when risk of infection removed/controlled</p>	CYOS Head of Service Georgina Kell	Date for agreement to cease to be agreed when government releases its exit strategy – reduction of restrictions
5	Staffing levels Testing	<p>This is available locally for staff who have symptoms, ideally within 3 days of onset but up to 5 and their family members if they, not the staff member are symptomatic.</p>	<p>It is anticipated this approach will be in place until a vaccine is available. Service will then cease</p>	Line Managers	Date for agreement to cease to be agreed when government releases its exit strategy –

		<p>Process is managed through CCC and staff are identified through the staff availability tracker completed by CYOS Team Managers</p> <p>Police, Health and other “critical staff have the equivalent process/ resource within their agency’s the primary difference is the testing site</p>			reduction of restrictions
6	<p>Staff / service users/ partners face to face Contact Risk Assessment</p>	<p>This has been completed and circulated to staff and shared with the unions</p> <p>This includes for example measures to reduce infection, to mitigate impact, wellbeing including additional support services, multi environment measures and links to key supporting guidance such as use of MS Teams, government guidance and home working</p>	<p>Will be adapted as restrictions eased and will cease when all restrictions lifted</p>	<p>Board Chair John Gregg</p> <p>CYOS Head of Service Georgina Kell</p>	<p>Risk Assessment currently subject to review pending sight of new PPE Guidance</p>
7	<p>Employee Assistance Programme</p>	<p>In addition to the provision given by the Council’s Occupational Health and Wellbeing Service. The EAP has been launched to ensure that help is available to employees, in recognition of the</p>	<p>The programme will be reviewed, and a decision made re retention value.</p> <p>The business as usual provision given by the</p>	<p>CCC OH and HR leads</p>	<p>Date to be determined in the context of Government guidance and restrictions</p>

		<p>additional challenges presented by COVID-19.</p> <p>What does the EAP provide?</p> <ul style="list-style-type: none"> • The EAP provides a range of information and practical support for problems at work and home including: Anxiety, Bereavement, Stress, Depression, Workplace Issues, Trauma, Relationships, Finances, and Family Difficulties. • Telephone access to appropriately qualified professionals 24 hours a day, 7 days a week, 365 days a year • Independent, confidential counselling support provided by caring and suitably qualified personnel • An online Cognitive Behavioural Therapy (CBT) programme and an extensive range of CBT workbooks <p>The helpline is for mental health support and cannot provide any advice for COVID-19 health-related issues.</p>	Council's Occupational Health and Wellbeing Service will continue		
8	<p>Covid - 19 Key stakeholders CJS YJB hosted virtual meetings</p>	<p>YJB facilitated. Standard members include YJB, West Midlands YOS HOS, national representatives from YCS, HMCTS.</p>	<p>It is anticipated that this forum will continue across the restricted period and continue as part of exit / recovery activity.</p>	<p>YJB Peter Heskith Head Of Innovation &</p>	<p>Group will review its benefits and its longevity and whether it has</p>

		<p>Guests as appropriate.</p> <p>Meeting picks up practice changes across stakeholders, barriers, identifies support,</p> <p>Meetings moving to weekly</p>		Group members	an ongoing value post end of exit delivery
9	Team communications / well being	<p>CYOS Microsoft Teams newsfeed to be utilised for sharing all Covid19 practice changes Virtual Team meetings Virtual social “coffee meetings” to maintain staff well-being Health Team members maintaining wellbeing calls to staff</p> <p>Coventry City Council specialist Occupational Health advice and counselling service available to staff specific to impact of Covid 19 weekly team manager meetings with supervised staff</p>	<p>Newsfeed will not be required for this purpose be may be used going forward based on team feedback</p> <p>Review virtual meetings that take place currently under restriction and evaluate whether they need to continue in the future</p>	Georgina Kell CYOS HOS	
10	Staff supervision	Managers will offer face to face as appropriate and in line with the minimum requirement, maintaining social distancing or virtual supervision using audio and visual. It will also be supplemented by additional “team Calls	Supervision will be monthly face to face, but depending on circumstances virtual may be occasionally acceptable	CYOS Managers	When restriction lifted. Consideration to continue use

		<p>“and audio and visual case discussion as frequently as required. Managers are being provided with additional training</p> <p>Course Title: ‘Managing teams remotely in a time of crisis’</p> <p>Course background How do you manage a person or team effectively when you don’t physically see them often? This is particularly difficult if the team is suddenly dispersed. This session will cover the essentials and allow you to think about how the dynamic of a team changes when people don’t sit in the same physical space. How do you as a leader manage this, keep people resilient and productive and support a strong sense of team in a time of huge uncertainty? There will be practical advice on adapting your</p> <p>communication style to reassure and keep the team focused.</p> <p>What you will learn</p> <ul style="list-style-type: none"> • How to keep your team focused in a time of crisis and agree the core priorities 			to support home working
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		<ul style="list-style-type: none"> • 10 questions you need to ask your team and actively listen to the feedback • 3 kinds of distance issues to consider -physical, operational and affinity • How to feel OK with uncertainty as a leader • How to establish communication norms, use of social media and using technology to best effect • How to hold individuals to account and motivate to deliver • How to help your team manage their anxiety, and keep up resilience <p>Daily briefing meetings and debrief meetings take place the youth offending service duty worker, bail officer and youth crime officer.</p>			
11	Professionals meetings (for example Strategy meetings, YODOC, Allocations, joint	Microsoft Team Talk audio and visual being used. Skype and other mediums available as required	Review model and evaluate which meetings require face to face, which don't and maximise benefits of reduce travel costs and time	For CYOS led activity - CYOS Team Managers for each are they lead on will determine	On-going

	decision meetings, Channel Panel, probation transfer meetings		Learning is already being captured regarding what is working well	which model applies. The Childrens Services Leadership Team – will determine the model going forward for area they lead on	
12	Provider webinars change in deliver models	<p>There are a number of webinars being provided by partners regarding the impact of Covid 19 on service users and how practice is adapting to support them. Three examples are provided below</p> <p>Reducing harm and risks for drug and alcohol users during COVID19.</p> <p>Presented by CGL Coventry with a Q&A session.</p> <p>The briefing will include:</p> <ul style="list-style-type: none"> • Service availability and adaptations • Harm reduction advice for drug / alcohol users in isolation • Managing overdose risks • Reducing the risk of coronavirus spread 	Agencies will continue to review their offer as guidance changes and new webinars are regularly set up for partners		

		<p>This one to move down as practice related</p> <p>Domestic abuse presented by Jaime Richards from Coventry Haven with a Q&A session. The briefing will include:</p> <ul style="list-style-type: none"> • Service availability and adaptations • Keeping safe in isolation • Support networks • Safety planning - creating a plan and things to think about • Children and child contact arrangements • Useful links and contacts <p>Supporting victims of sexual abuse presented by CRASAC and a Q&A session.</p> <p>The briefing will include:</p> <ul style="list-style-type: none"> • Service availability and adapted services • Referral Process • The impact of 'isolation' on victims and perps • How Social distancing has affected the CJS • How to manage a disclosure • Useful links and contacts 			
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		Additional webinars advertised Coventry City Council intranet. Information from webinars is available from the Internet.			
13	Appraisals	Appraisal window has been extended Team managers are preparing and completing annual appraisal via MS Teams	Any outstanding appraisals to be completed face-to-face. Review of impact with staff group whose appraisal completed through MS Teams	CYOS Managers	Current corporate deadline is the end of June 2020 – the expectation is that appraisals will be completed before this window closing.
14	Risk mapping	Identifying young people / parents' carers where risk levels may have changed because of Covid 19 restrictions, sharing appropriately data with partners Including Childrens Services and the Police as appropriate	Standard risk management procedures have remained in place throughout restrictions and these additional activities will cease	CYOS Service Manager Georgina Kell	Subject to restrictions being lifted model will evolve in line with exit plan dates
15	Home Visits	CYOS has introduced an assessment tool that identifies whether a home visit	Review model and evaluate benefits – may facilitate on		The review is on-going the

		<p>can be undertaking virtually. This has been completed for all young people in the community.</p> <p>Following a dynamic risk assessment undertaken by CYOS case manager young people may be visited remotely using social media apps rather than a direct face-to-face</p> <p>visit. The visit must be through a recognised app, CYOS will use WhatsApp and it must include visual as well as auditory contact. Where only auditory required, mobiles and young people's landlines (as they locate a young person) can also be used. Pay as you go phones are available for any young people without access to a phone</p> <p>Where does this apply?</p> <p>The assessment must determine whether the purpose of the visit can be met through a virtual visit. This proposal will be applicable to visits to potentially all young people but in particular those with underlying health concerns where contact with professionals potentially places the young person, their family at additional</p>	<p>going occasional use of the medium in prescribed circumstances.</p> <p>Consult with young people and families on their experience.</p> <p>If elements of virtual visits are to be retained a new WhatsApp risk assessment must be completed</p> <p>Undertake home visits routinely when restrictions lifted</p>	<p>CYOS Team Manager Nick Jeffreys</p>	<p>model will change in line with the Government exit plan when released</p>
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		<p>risk of infection, and looked after children in stable looked after placements. It would also apply to those to families who are self-isolating.</p> <p>A WhatsApp risk assessment has been completed and temporary permission given for its use by CCC Information Governance and CYOS Board Chair. Consent is requested from the young person.</p> <p>Where a face to face visit is required this will be undertaken in line with government guidance</p>			
16	Quality assurance	<p>Quality assurance activity will continue throughout this period.</p> <p>This will include;</p> <ul style="list-style-type: none"> • dip sampling virtual home visits • completion of the journey of the child quality assurance framework • national standard audit activity as identified in the self-assessment • young people and parents and carers feedback regarding the 	<p>Given that the Governments exit strategy remains unknown where deadlines for activities are suggested this will be monitored by CYOS Management Board and subject to change</p> <p>Quality assurance activity has continued throughout this period and as part of recovery priorities may need to change but it is important to note QA has continued.</p>	<p>Virtual H/V- CYOS Managers</p> <p>Journey of the child Board Members, CYOS Managers and Case managers (continue working groups)</p>	<p>Virtual Home visits – on an on-going basis one per case manager per month</p> <p>Journey of the child – June 2020</p> <p>N.S audit activity as determined in CYOS Self-assessment</p>

		<p>impact of Covid 19 practice adaptations, what's worked for them, what hasn't, what should be considered for adoption as part of business as usual practice</p> <p>Pre-sentence report gatekeeping continues, and feedback is given by Microsoft teams.</p> <p>Asset+ assessments are countersigned and completed feedback/amendments given by email and Microsoft teams.</p> <p>Practice Development Workshops continued virtually – every month for YOS Officers</p>	<p>The priority on recovery will be activities identified in the NS self-assessment</p>	<p>NS audit as determined by self-assessment</p> <p>Service user feedback - Case Managers and CYOS Team Manager Nick Jeffreys</p>	<p>subject to impact of Covid 19</p> <p>Service user feedback (specific to service practice adaptations) May 2020</p>
17	Appropriate Adult Interviews	<p>Risk assessment in place. Coventry Chief Superintendent and Custody Inspector have confirmed that;</p> <ul style="list-style-type: none"> • Screening occurs prior to transference to custody suite – no one who is symptomatic will be produced at Coventry • The area is cleaned in between each activity • In the event of PPE being required it is available in the custody suite 	<p>Normal practice will resume when risk ceases.</p> <p>This is not an activity that will be delivered virtually</p>	<p>Matthew Haynes CYOS Team Manager</p> <p>Inspector Gregg Rowley</p>	<p>To be agreed when government releases its exit strategy – reduction of restrictions</p>

		<p>CYOS continues to act as AA as appropriate responsibility fully in this area</p> <p>Monitoring of appropriate adult requests continues and this information is collated for the monthly youth offending service management meeting.</p>			
18	Resources for families	<p>As restrictions were being introduced CYOS distributed hardcopy resource packs to all young people in the community. While each package can be personalised, these include packs such as Managing Anxiety and stress, “sorry” resources, Teen Talk and Parent Talk session activities. This has enabled activities to be set and then worked through as part of a virtual home visit activity.</p> <p>Electronic / online resource library has also been updated including mental health resources to support anxiety caused by the virus and to explain its nature in different ways to meet diversity of need</p> <p>Communications have been sent to young people and parents directing them to support and raising their awareness of</p>	Resources will continue to be available as printed versions as these are saved electronically following them being scanned as part of preparation for working remotely. Youth offending service officers can review the appropriateness of the resources completed with young people as required.	CYOS Team Manager Matthew Haynes	On- going These resources can be utilised post exit and will be available on an on-going basis

		<p>infection risks, the criminal response in term of not following Government guidance and NHS advice about when to seek advice support for other health issues</p> <p>The information below (universal services), has been sent to by CYOS to its families, including information links, food bank details, opening times and central phone number</p> <p>Additional copies of resources can be printed within the office. Staff can attend the office by maintaining social distancing measures.</p>			
19	Universal Services	<p>Early Help Hubs – There is an Early Help gateway that contains all the links and information from a range of services containing information on their changes since COVID-19.</p> <p>Four Family Hubs open, and all 8 are still receiving calls. Families are also being directed to the new Community website that is the central place to keep updated that is outward focused.</p>	<p>The service delivery model is constantly reviewed at Director and Strategic Lead level within Childrens Services and discussions with LA Lead Member and relevant others</p> <p>The expectation is that all Hubs will reopen but practice will be reviewed regarding what has worked well and</p>	<p>Early Help Service Manager, CYOS Board Member</p> <p>Nigel Patterson</p>	<p>Reviewed in line with changes in Government guidance and local need</p>

		<p>It includes information about the new 10 Emergency Food Hubs and the new freephone central line if people need food or other sources of help, 08085 834333.</p> <p>Remote contact, if appropriate using audio and visual contact is undertaken following assessment.</p> <p>The assessment must determine whether the purpose of the visit can be met through a virtual visit.</p> <p>It is applicable to virtually visit most young people, subject to assessment, but particularly valid for those with underlying health concerns where contact with professionals potentially places the young person, their family at additional risk of infection</p> <p>Where a face to face visit is required this will be undertaken in line with government guidance</p>	some changes to model are anticipated		
20	Referral Panel meetings	Referral panel meetings to be conducted by telephone consultation with a panel member and then agreed via telephone consultation with young person and	Will revert to face to face routinely when restrictions lifted consideration to virtual video panels for end panels or	CYOS Team Manager Nick Jeffreys	To be reviewed in line with restrictions

		<p>parent/carer, with the panel member available for queries.</p> <p>Exploration is taking place regarding virtual video call options, though this needs to be balanced with managing panel member volunteer's personal details.</p>	to support continuity for YPs who move out of area		being lifted centrally
21	Remand hearings (appearing from the community-police custody suite)	<p>National process in place for young people to be dealt with from police custody suite.</p> <p>Guidance issued to Bail Officers</p> <p>Agreement in place with Custody Inspector to facilitate face to face interviews with young people</p> <p>No one who is symptomatic should appear from Coventry custody suite – if this was to occur PPE is available</p>	The agreement is between HMCTS and Police, YOTs are represented regionally on a nation group and via a regional forum led by the YJB	CYOS Team Manager Adrian Seymour	To be reviewed in line with restrictions being lifted centrally
22	Education	Quarterly education and youth offending service meetings continue, these are facilitated by Microsoft teams.	Meetings will continue as part of recovery.	CYOS Team Manager	To be reviewed in line with restrictions

		<p>Monthly education, training or employment data requested by the city council data team.</p> <p>Information officer collates and presents education, training or employment data to quarterly YOS management board</p> <p>Youth offending service are finalising education process that will continue as part of recovery plan.</p> <p>Youth offending service officers continue to have access to education team within the city council either by telephone, Microsoft teams and or email.</p> <p>Youth offending services education lead continues to be available via telephone, Microsoft teams and/or email.</p> <p>Young people that are no longer attending school in the current circumstances supported as required by the youth offending service officer. This includes contacting the school in relation to remote work and in cases where the young person can attend school encouraging them to do so.</p>	<p>Monthly data will continue</p> <p>This will continue by information officer and the YOS management board</p> <p>This will continue as part of recovery in addition to face-to-face meetings.</p> <p>This will continue as part of recovery in addition to face-to-face meetings.</p>	<p>Matthew Haynes</p>	<p>being lifted centrally</p>
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		<p>The youth offending service can provide intervention work the young person to complete at home.</p> <p>If additional concerns were identified as a result of the young person not attending school the youth offending service officer will liaise with the education team and relevant school and if required children's services.</p> <p>Notification for any YPs in custody re EHCP, schooling and pupil passport to ensure continuity through custodial period</p>			
23	Court	<p>Court is operating on a week by week basis. Currently, only cases in custody are being heard and this is being heard by video link where appropriate. For any urgent enforcement action, escalation to regional level in HMCTS required if court unable to offer a hearing date.</p> <p>Adjourned sentencing cases, not currently open to the service, will be monitored through existing professional agency contact or directly to support in the interim.</p>	<p>Normal practice will resume when restrictions are lifted but are likely to result in a temporary uplift in work caused by the backlog of unheard cases.</p>	<p>CYOS Team Manager Adrian Seymour</p>	<p>Review in line with changes in Government exit plan</p>

24	Order requirements	<p>Requirements unable to be completed in advance of end date.</p> <p>It is not anticipated that this will occur currently having reviewed requirements but with an indeterminate operation of restrictions this may become an issue. Where this occurs, the court will be asked to consider varying the conditions</p> <p>When making recommendations to the court the PSR author and manager will consider the practicalities of recommendations while ensuring the type of supervision / requirement recommended is appropriate</p>	PSR recommendations will continue to be gate kept and requirements reviewed in terms of the services ability to deliver	CYOS Team Manager Adrian Seymour	Review in line with changes in Government exit plan
25	Attendance Centre Orders	<p>Currently any required activities are being completed on a 121 basis as needed.</p> <p>Providers of specialist input such as Street Doctors and First Aid provision are being asked if this could be delivered virtually</p>	<p>CYOS can deliver weekly, rather than fortnightly sessions at its centre and this will be considered if required as restrictions lifted.</p> <p>This would reduce risk of a requirement not being</p>	CYOS Team Manager Matthew Haynes	Review in line with change in Government exit plan

		<p>It is not anticipated at this stage that this type of order cannot be managed under current restrictions. If they remain in place indefinitely and could exceed the length of requirement there is the option to ask the Court to vary the order</p> <p>At the point of sentencing both the Pre-Sentence Report and the Court Officer would make sure sentencers aware of the temporary change in the delivery model</p> <p>Availability of the Coventry girls and boys club will be reviewed on a monthly basis in line with their policy regarding room bookings.</p>	<p>delivered in the period of supervision</p> <p>Coventry youth offending service will revert to using the Coventry girls and boys club once they are open.</p> <p>Review to be completed to ascertain number of attendance centre hours outstanding as a result of the temporary suspension of delivery. Attendance centre requirement proposals will be reviewed. The 20/21 session plan will be reviewed and structured during suspension.</p>		
26	ISS Bail and, Sentenced ISS	<p>ISS provision can be delivered where a young person is subject to education. Any education that is being delivered virtually will be counted toward the ISS hours.</p> <p>Where a young person is subject to ISS, we will work with professionals to ensure daily contact where appropriate either by phone, video calling or in person at the property ensuring an appropriate</p>	<p>Consideration to be given to whether any elements of practice can change as a result of the methods used, for instance, can Saturday home visits be undertaken virtually.</p>	CYOS Team Managers	Review in line with change in Government Guidance

		<p>distance. Young people will undertake offending behaviour work virtually and appropriate reparation will be arranged that the young people can complete at home. Family element will be satisfied through phone calls and video messaging.</p> <p>We will consider the use of GPS tracking where appropriate to manage young people's whereabouts as an additional method of control.</p>			
27	Offender Management	<p>Monthly high-risk management meetings will continue virtually on a monthly basis via Microsoft Teams.</p> <p>Police Offender Management (Deterring Young Offenders and Gangs) continue to manage young people in the community utilising phone contact and home visits on a risk/need basis. Available for updates and intel sharing as per usual practice.</p> <p>Other risk forums remain in place locally – for example, MARAC, MAPPA, PPRC process.</p>	<p>Direct facing activity with Young People will move to face to face once restrictions lifted – this will be monitored through monthly forums to confirm any agreed multi-agency changes.</p> <p>Consideration for virtual meetings to enable greater multi-agency engagement and oversight.</p>	CYOS Team Manager Nick Jeffreys	Reviewed in line with Government Guidance
28	Unpaid work	Youth offending service officers will monitor the number of hours remaining	Sessions will be available for youth offending service officers	CYOS Team Manager	Review in line with

		<p>and the duration of the court order, any delivery is 121 only.</p> <p>If required youth offending service officer will return the order to court for it to be extended or amended.</p> <p>Youth offending service officers to consider alternative options completing unpaid work experience</p> <p>It is not currently identified as an issue, but long-term restrictions may result in an impact</p>	<p>to deliver on a one-to-one basis as part of recovery.</p> <p>The number of cases being return to court for an extension on amendment be monitored.</p> <p>Options for sessions is being reviewed as part of remote working. Additional opportunities will be available following restrictions. Session plans will be in place to assist in delivering any outstanding hours.</p>	Matthew Haynes	change in Government Guidance
29	Reparation	<p>Reparation hours are currently not taking place as part of a group work. Youth offending service officers will monitor the number of hours remaining and the duration of the court order.</p> <p>If required youth offending service officer will return the order to court for it to be extended or amended.</p> <p>Youth offending service officers to consider alternative options completing</p>	<p>Sessions will be available for youth offending service officers to deliver on a one-to-one basis as part of recovery.</p> <p>The number of cases being returned to court for an extension on amendment be monitored.</p> <p>Options for sessions is being reviewed as part of remote working. Additional</p>	CYOS Team Manager Matthew Haynes	Review in line with change in Government Guidance

		<p>reparation. These have included activities completed within the home</p> <p>Reparation activities continue in relation letters of apology/explanation, mediations etc.</p> <p>One to one work can continue as appropriate and when restrictions are lifted activities such as coppicing, litter pick, parks maintenance can continue activities.</p>	<p>opportunities will be available following restrictions. Session plans will be in place to assist in delivering any outstanding hours.</p>		
30	Parenting Work	<p>Sessions to be conducted remotely using WhatsApp video calling, where appropriate.</p> <p>All parents will be contacted by the YOS parenting officer during the period of restrictions to offer support.</p> <p>Voluntary parenting programmes continue to take place remotely – this includes the completion of genograms, behaviour plans, task focussed planning.</p> <p>No current parenting orders in place for the Service. Expectation that, if required, this could be delivered remotely with</p>	<p>Will revert to standard practice model when restrictions are lifted.</p> <p>Review practice for parents in work that virtual routes may provide greater flexibility and enable increased engagement levels</p>	CYOS Team Manager Nick Jeffreys	To be agreed when government releases its exit strategy – reduction of restrictions

		<p>materials for intervention provided in the post.</p> <p>Face to face home visits can be provided if required.</p>			
31	Victims	<p>Youth offending service support officers continue to contact victims either by telephone or email.</p> <p>Case updates are provided to the youth offending service officer in contact victims. This continues to be by email and will be followed up by telephone or Microsoft teams meeting is required.</p> <p>Victim work can be delivered by the allocated youth offending service officer via video supervision.</p> <p>Coventry youth offending service will continue to monitor restorative justice interventions as part of its current reporting structure to the management board. This will continue on a quarterly basis.</p>	<p>Face-to-face contact with victims will commence as part of recovery</p> <p>Support officers will provide updates face-to-face to allocated youth offending service officers in addition to email.</p> <p>Benefits from the victim's perspective will be reviewed.</p> <p>Quarterly reports will continue to be completed for the youth offending service management board.</p> <p>A Case manager meeting will take place as part of remote working arrangements and this will continue in order to ensure</p>	CYOS Team Manager Matthew Haynes	To be agreed when government releases its exit strategy – reduction of restrictions

		<p>Reparation activities continue in relation letters of apology/explanation, mediations etc.</p>	<p>victims are receiving the required restorative justice intervention.</p> <p>Monitoring to take place of the impact on the numbers of restorative justice interventions that have taken place during the restricted period.</p>		
32	Youth secure Estate	<p>Early release, Covid 19</p> <p>CYOS have screened its custody young people and none match the current early release proposal for young people which is with Ministers currently. Should the criteria change a further review will take place to ensure neither the well-being of the young person or public protection risk is present should they be released.</p> <p>All face to face prison visits are suspended and meetings will take place using conference calls. Young people in the majority of institutions have been provided with a phone in the cells to enable them to call friends family and professionals.</p> <p>Approach to remands, if presented risk isolation on return – seek to balance risk on case by case basis</p>	<p>Early release Covid 19 will cease once restrictions are fully removed.</p> <p>The secure estate will presumably wish to review access to phones with all stakeholders (including young people) when face to face visit are re-instated.</p>	<p>CYOS Team Manager Adrian Seymour</p>	<p>To be agreed when government releases its exit strategy – reduction of restrictions</p>

		<p>FAQ, and changes in delivery updates from YCS shared with CYOS</p> <p>YCS on regionally YJB facilitated weekly phone call with YOTS and CHS stakeholders</p>			
33	NPS transitions	<p>Transition discussions continue and decisions made on an individual basis.</p> <p>Transfers continue between YOS and Probation in line with local and national agreements.</p> <p>Quarterly transfer meetings take place via video calls.</p> <p>Transition planning meeting between YOS officer and Probation officer takes via video link.</p> <p>3-way meeting with young person will take place via video calls, WhatsApp or telephone.</p>	<p>National procedure will stand</p> <p>CYOS will continue to follow local protocol between YOS and Probation.</p> <p>Youth offending service and probation to review whether face-to-face meetings regarding transition need to take place in the future if it has been deemed successful</p> <p>Microsoft team meetings have been effective.</p> <p>Youth offending service will continue to identify and assess young people regarding their suitability for transfer to probation within the current agreed timeframes. Next cases for transition will be identified in June 2020.</p>	<p>CYOS Team Manager Matthew Haynes</p> <p>NPS Lead – Emma Farmer</p>	<p>Reviewed in line with Government Guidance and as part of scheduled case transition meetings</p>
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	CYOS Health Resource	<p>Young people who require health intervention will continue to receive this in line with current contact arrangements using WhatsApp video calling or phone calls. Health staff will attend court cells police custody suites in line with appropriate protocols on PPE and social distancing if a young person requires a health assessment.</p> <p>CAMHS - not taking any new referrals. Only seeing young people in crisis, i.e. if it would prevent an admission to hospital. Young people open to the service continue to be contacted virtually or by phone. All CAMHS resource has gone into crisis management around COVID 19.</p> <p>If this present a risk will be escalated via Health lead for action</p> <p>Health team continues to undertake assessments for pre-sentence reports virtually.</p>	Following the lifting of restrictions, health provision will return to normal with face to face intervention, home visits where appropriate.	Adrian Seymour – CYOS Team Manager	Reviewed in line with Government Guidance
35	Substance and alcohol service CGL	Positive Choices still taking referrals and attending meetings virtually. They are conducting their sessions via phone calls and WhatsApp where appropriate.	Following the lifting of restrictions, Positive Choices provision will return to normal with face to face intervention, home visits where appropriate.	Adrian Seymour – CYOS Team Manager	Reviewed in line with Government Guidance

		<p>No current alcohol or drug treatment requirement/testing - this would be considered as part of a Pre-Sentence Report considering ability to deliver these elements with the local provider Positive Choices.</p> <p>Webinar undertaken by Positive Choices that included:</p> <ul style="list-style-type: none"> • Service overview; what is Positive Choices and how can they support? • Service adaption to delivery to ensure our support continues during Covid-19 restrictions • How to make a referral • Social Media <p>The service will consider guidance from partners such as changes in drug prices or strength and respond accordingly based on issues for example impact of drug debt or risk of overdose</p>		Sharon Bolesworth – Change Grow Live (CGL)	
36	Prospects	1. Tracking of 16 & 17-year-old young people who are NEET and Not Known Prospects will continue to track remotely young people who are NEET and Not Known and will submit monthly DfE	Will revert to face to face when restrictions are lifted	Karen Allen – Operations Manager Coventry & Warwickshire	Reviewed in line with Government Guidance

		<p>returns as normal. 2. Provision of careers information, advice and guidance • Prospects are currently working on a communication of their careers advice and guidance offer which will be disseminated to schools (and wider) week beginning 23 March. • Prospects will aim to deliver a remote service (as opposed to face-to face careers advice and guidance) to those young people who are NEET. • For those young people with an EHCP, Prospects Advisers will provide a face-to-face service if required and if allowed, by arranging to visit schools. • For NEET LAC/Care Leavers (Through Care) and NEET young people known to YOS, Prospects Advisers will deliver a remote service but will consider face-to-face meetings if required and if allowed.</p> <p>Prospects career adviser is available via telephone, email and/or Microsoft teams for advice and guidance that the allocated youth offending service officer requires.</p> <p>Prospects have access to online learning for young people where this is assessed as appropriate and required.</p>	<p>Review on-line resources to consider incorporating it into standard offer,</p>	<p>Prospects Service</p>	
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		<p>Confirmation received that ETE providers are able to provide remote learning opportunities. There are currently jobs available and if suitable young people will be directed towards these Examples include supermarkets. ETE providers are taking on new learners in the current restricted arrangements. Prospects are reviewing and implementing changes to the support to the youth offending service and this will involve access to Careers Advisers .</p> <p>Contact with NEET young people weekly. Through Telephone contact, Text, Email Includes Careers Guidance Referral to Colleges, training providers or employment opportunities now and in future</p> <p>Support offered with completing application forms and arranging interviews with colleges and training providers (Remotely)</p> <p>Information provided on suitable website addresses such as colleges, apprenticeships and training providers, employers, for those young people that have access to the internet and confidence to access provision and make applications.</p> <p>Able to provide up to date information from ETE providers.</p>			
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		<p>Follow up contact by telephone, text/email</p> <p>Support to CYOS colleagues with new allocations OOCd and Court Orders to ascertain correct education situation, and if NEET support offered as above, accurate recording of all interactions</p> <p>Continued support to Ambition Coventry young people, including when they are no longer supervised CYOS</p>			
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