

Monmouthshire and Torfaen YOS – Transition to Recovery Plan (COVID-19) August 2020

Introduction:

The outbreak of the COVID-19 pandemic and the national ‘lockdown’ response to this, on the 23rd March, 2020, has presented a number of challenges for the Monmouthshire & Torfaen YOS, having to urgently restructure services, interventions and partnership arrangements. The Monmouthshire & Torfaen YOS has responded with professionalism, creativity and innovation, in order to maintain effective governance and service delivery, throughout this period. The service has worked closely with all stakeholders: governing bodies, strategic partners and children and their families, to ensure that the quality and effective impact of service delivery is maintained. This response has highlighted the ability of all those involved in the service and its strategic partners to adapt and diversify, under the most demanding of circumstances. This period of transition to recovery presents an opportunity to reflect on the responses to the crisis and plan to ensure the continuance and development of effective and innovative practices used, in order to ensure the best possible outcomes for the children supported by Monmouthshire and Torfaen YOS.

Monmouthshire and Torfaen YOS was the only YOS, in Wales, which participated in the HMIP thematic inspection, in response to the COVID-19 pandemic, in July 2020.

Overview of the Impact on Governance and Service Delivery and Challenges Faced

With the implementation of ‘lockdown’, on the 23rd March 2020, all public buildings were immediately closed. All members of the Monmouthshire & Torfaen YOS staff were directed to work from home. This had an immediate impact on case practice, management and support of staff and wider governance. There were implications for peer working, meetings and staff supervision. The closure of schools also meant that some staff were working from home, while ‘home-schooling’ their own children or looking after younger children, due to child-care facilities being unavailable. The significant restrictions implemented, regarding social distancing, had substantial implications for service delivery and partnership working. Standard home visits were initially cancelled, other than those that were absolutely necessary to address risk and vulnerability concerns. All home visits were risk assessed with the worker’s line manager.

The completion of assessments and interventions, statutory processes and access to strategic partnership resources were all impacted; schools closed and teaching staff were working from home, limiting their contact with children and their families; courts were suspended for 8 weeks, except for remands and custody cases held overnight, raising issues surrounding the support of children and their families

whose cases were scheduled; there were significant concerns regarding Appropriate Adult (AA) provision and its safe operation; Secure Estates closed to all external visitors, further isolating the most vulnerable children who are supported by the YOS.

On 28th May 2020, Monmouthshire & Torfaen YOS was notified that the service would be one of 7 YOSs , but the only YOS in Wales, to be subject to a thematic inspection by HMIP. The purpose of this inspection was to gather intelligence regarding YOSs' responses to the COVID-19 pandemic and their restructuring and redesign of case management and service delivery and strategic partnership working. This involved scrutiny of data, casework, and meetings with a range of staff, managers and the LMB, all of which had to be completed virtually.

Successes and How the Youth Justice Partnership Overcame Barriers to Delivery and Maintain Service Provision.

The response of Monmouthshire & Torfaen YOS, to these exceptional and unprecedented circumstances, was immediate and addressed all areas of service delivery. The whole staff team was involved in planning and adjusting practice to meet changing circumstances and priorities.

A Continuity and Delivery Plan was created to ensure there was a shared response from Gwent Youth Offending Services / Teams in relation to all areas of work, thus ensuring service provision consistency and to identify Monmouthshire & Torfaen YOS's specific requirements.

Whilst this plan was agreed at Service Manager Level, it continues to be subject to amendment in response to changes in the COVID-19 pandemic and or Government advice and guidance.

The Gwent YOS Service Managers met to agree areas of work to ensure consistency of service delivery across Gwent, during the COVID-19 pandemic. YMC meetings also increased to occurring on a monthly basis, in order to ensure collaboration and peer support across YOSs in Wales.

Electronic communication systems continued to be an invaluable resource in communicating with staff and partners and the transferring of information; all YOS staff had access to the full range of electronic systems. Immediately, Monmouthshire and Torfaen YOS staff transferred to virtual working, using 'Skype' and 'MS Teams', in order to successfully facilitate peer support and staff meetings, management supervision and support of staff and meetings with the Local Management Board and strategic partners, such as: Gwent YOS Service Managers, Gwent Monitoring and Review Panel and the YMC. Business Support staff worked to ensure that staff had access to relevant systems, when needed. Creative and innovative processes were created, in order to maintain contact and support children and their families and to complete assessments and undertake interventions, including the use of alternative technologies, such as telephoning, text and video calling. Where possible, contact was made in outdoor spaces, such

as gardens, where strict social distancing could be maintained. The Service Manager worked collaboratively with the Gwent YOS Managers and Gwent Police, in order to ensure the safe provision and operation of AA, as a result of an agreed protocol. The Monmouthshire and Torfaen Service Manager appropriated comprehensive PPE, which was available to all YOS staff. From the 15th June, 2020, HMCTS announced that Courts would begin to resume hearings, with a number of social distancing and safety measures in place. Regarding Secure Estates, fortnightly telephone conference calls were held with all stakeholders and an individual ‘point of contact’ was established to facilitate contact and updates for individual children. Children are now able to make contact with families and support workers, via virtual platforms. Families/carers also now have the opportunity to have face-to-face visits.

All aspects of the thematic inspection were completed successfully and on time; virtual communication was managed extremely effectively. Initial verbal feedback from HMIP is positive, in particular, the feedback from the children and their families via a YOS survey on the impact of COVID 19 and how the YOS service were providing services in relation to this.

The Impact on Local Priorities and the Priorities Being Set for the Remainder of the Year.

One of the main impacts on priorities, both locally and internally, will be implementing a successful YOS recovery plan within the changing landscape of the pandemic. This will be required to be flexible and constantly reviewed in order to respond to relevant changes.

Some progress that has been to date, in relation to face-to-face contact with children and young people using social distancing for outdoor contacts, will need to be reviewed and alternative, creative methods identified. The changing weather will mean this has to be done in the near future.

The new National Standards Improvement Plan will need to be embedded, within the remainder of the year and changes in working practice, in relation to Covid-19, will be an ongoing concern.

In relation to the YOS priorities of reducing first time entrants and reoffending, there will be a challenge in monitoring and managing the workflow as a result of Covid-19 restrictions and cases not being processed through courts and police stations in a timely manner. It is hard to anticipate the full impact of this, at the current stage but this delayed process of offences/pre court disposals is likely to impact all youth offending services. Our priority is to maintain our core functions; however, there will be an emphasis on development of services moving forward.

One of the key impacts of the restrictions has been the removal of many desistance pathways for children and young people in Monmouthshire and Torfaen. The area

of Monmouthshire is very rural and, as YOS staff are not currently able to transport children and young people, this has had a significant impact on services provided.

The impact of digital poverty in our area has been magnified due to the restrictions. This has been addressed in our service by the YOS ETE Worker and this will continue to be prioritised as part of the YOS recovery plan.

The Impact on Resources, Including a Breakdown of Resource Allocation for the Year

The Continuity Plan provides the framework to continue to work to mitigate the emerging risks of COVID-19 and maintain service. Monmouthshire & Torfaen YOS will continue to work with all governing bodies, strategic partners and children and their families, in order to adapt and amend the plan, in response to changes in the COVID-19 pandemic and or Government advice and guidance. It is, therefore, anticipated that there will very limited disruption to service and that staffing, provision and service delivery will be maintained throughout.

Appendix B

B5: YOT budget Costs and Contributions

Agency	Staffing Costs	Payments in kind	Other delegated funds	Total
Youth Justice Board			224,082	224,082
Local Authority			888,875	888,875
Police	57,842		84,055	141,897
Police and Crime Commissioner			51,780	51,780
Probation	28,653		5,000	33,653
Health	42,794		39,402	82,196
Welsh Government			242,422	242,422
Other				0
Total	129,289	0	1,535,616	1,664,905

Although it currently continues to be preferred that staff work from home, in response to the partial easing of 'lockdown' restrictions, the Service Manager has undertaken a series of steps to allow for the partial reopening of the YOS offices. This has involved a comprehensive risk assessment, guidance for staff and a booking system which all facilitate strict social distancing, the maintenance of hygiene practices and information for effective 'track and trace' of personnel, if needed.

Savings made during the COVID 19 restrictions, in relation to travelling costs, could be used to access technology to improve the digital poverty experienced by children and young people in the area.

Staffing levels have remained constant during the period and it is not anticipated this will be affected in the foreseeable future. However, YOS staff have required a much higher level of support, whilst working under the restrictions and the impact of caring for family members/young children has had an impact on their ability to complete the full range of tasks/duties. YOS staff, who have been shielding/self-isolating, have been fully supported and this will continue. However, this has impacted on the service, as a whole, as they have been unable to complete face-to-face duties.

The YOS will provide training for staff in carrying out non face-to-face assessments, in order to ensure the best practice is being carried out, particularly in relation to speech, language and communication needs.

During this period of crisis, the situation will remain fluid and may change without significant notice. Therefore, the team continues to be expected to be 'office ready' and prepared for every eventuality; however, safety and wellbeing will remain the paramount consideration.

Monmouthshire and Torfaen Youth Offending Service will continue providing the best quality service possible, within the confines of the COVID-19 restrictions. We will strive to create opportunities where innovative ideas can be considered and trialled where possible, ensuring it is safe to do so to maximise the opportunity to reach as many children as possible.

We will also work closely with our partners, who we value as part of our service, to ensure that they are included in supervision and team issues and are supported to help children and enhance service delivery in their usual way.

The YOS will be implementing a plan to address any areas of development identified through the thematic inspection. There is a YOS Improvement Plan in place, in order to address practice and service delivery in line with the recent National Standards Audit.

At the Police Station:

a) The needs of children:

Monmouthshire & Torfaen YOS has an AA duty rota. Should the Police contact the YOS for AA representation, the following procedures will be followed, in order to ensure that children are supported by an Appropriate Adult, with social distancing and safety measures in place:

- Gwent Police will assess the need to take children into the custody unit
- Gwent Police will consider bail, RUI and future VA options as outcomes to reduce the need for AAs
- Should custody be assessed as necessary, Gwent Police will strongly seek family members and friends for AA role

- Custody unit staff will inform YOS, at point of request for an AA, if someone in the custody unit has declared that they have the coronavirus or symptoms or have stated they were self-isolating and why prior to arrest. All appropriate information will be shared with YOS, especially in relation to the coronavirus.
- YOS staff will ask the triage questions when AAs are requested; the manager will oversee this process.

The AA will ascertain, from custody staff, whether the child is:

- Experiencing a high temperature (fever)
- Experiencing a new continuous cough
- And/or they have been self-isolating due to residing with a person displaying the above symptoms.
- If custody staff respond positively to any of the above, then the AA will liaise with their line manager.

For all AA requests, once the above triage questions have been asked and confirmed as “no”, staff should confirm all efforts to establish a family member or friend as AA. If no family or friend is available, YOS staff will confirm social distancing arrangements. YOS AA will request to speak to the child. The YOS member can speak with the child to confirm responses to triage questions

- The child/young person must receive legal advice from a solicitor, in order for the interview to take place. However, the solicitor may be providing their service virtually, in some cases.

b) The needs of staff:

In all cases, PPE will be provided by Gwent Police and must be worn by Monmouthshire & Torfaen YOS staff at all times, whilst in the Custody Unit. Gwent Police will ensure accommodation will facilitate appropriate social distancing, as per Government guidance. Monmouthshire & Torfaen YOS staff should also ensure that they have PPE at their disposal from the YOS, in case of unexpected shortages at the Custody Unit. These include: hand sanitiser, anti-bacterial wipes gloves, masks, plastic aprons and visors. YOS staff will only enter custody while wearing / using appropriate PPE equipment and this must be worn at all times. YOS staff will not undertake the transporting of children, at the end of any AA duties. If there are any further concerns or issues, following the above procedures being considered, YOS staff MUST communicate with Team Managers for support, clarification and direction, regarding AA duties.

c) Strategic Partnerships:

The Monmouthshire & Torfaen YOS have worked in partnership with Gwent YOS Service Managers and Gwent Police, in order to ensure that the processes in place, at the Custody Unit, enable children to be fully supported, while comprehensively managing the risks associated with COVID-19 to themselves and others. Gwent Police put stringent measures in place, such as PPE a one-way-system, floor markers, hand sanitiser stations, interview / meeting rooms that enable social distancing and providing photographs of the layout of the unit, in order that staff and children could familiarise themselves with it before attending.

Recommendations and Actions:

The YOS Management Team will continue to monitor and respond to any change in guidelines in relation to staff attending the police station.

Out of Court Disposals:

The YOS have continued to run Bureaus and Community Resolutions clinic processes, with some modifications initially as a result of restrictions. These meetings have been held virtually and children and young people have been included in this process. There have been some challenges in relation to full participation, in relation to a virtual capacity. This is being addressed moving forward by liaising with families and ensuring that they have access to the necessary IT.

Interventions, under OOCD, has continued to be provided via a range of methods including face-to-face, socially distanced sessions and virtual/telephone intervention.

Face-to-face reparation sessions were initially suspended but this is being reviewed and face-to-face sessions are being planned, as appropriate, in line with the COVID-19 restrictions. During the COVID-19 period, all reparation hours have previously been completed via the use of online resources such as educational You Tube videos and BBC IPlayer. This has been fully supported by an allocated YOS Support Worker. As 'lockdown' restrictions continue to ease, the service will risk assess the possibility of commencing one-to-one projects. The YOS has received positive feedback with regards to the online reparation being completed by children and young people, via the YOS Survey completed during the recent thematic inspection.

a) The needs of staff:

No additional needs in relation to OOCD.

For reparation work, suitability of videos will be decided by the relevant staff members. Staff will consider ways of continuing to provide opportunities for young

people to complete their reparation hours but only if it is safe to do so and complies with social distancing and government advice and guidance.

b) Strategic Partnerships:

The service will continue to engage with Prevention and Out-of-Court Disposal cases; all assessment, review and planning, relating to these cases, will continue to be modified in light of the COVID-19 crisis. Bureau panels continue to be held, in order that the YOS can complete assessments and reports, schedule the panels and seek agreement as regards participation methods for all involved and deliver outcome and associated interventions.

The YOS Seconded Police Officer will continue to liaise with the YOS Victim Liaison Officer (VLO) to ensure that contact is made with victims, via telephone. It is acknowledged that convening victim impact assessments, via telephone conferencing, is far from ideal; however, it is important that victims continue to have a voice. The VLO will continue to contact and update victims who have requested ongoing services.

Victim impact sessions will continue to be delivered, as part of case management interventions.

Recommendations and Actions:

- **Operational** – All OOCD assessment reviews to be completed in a timely manner. YOS to develop a more robust Quality Assurance process in this area.
- **Operational** – Analysis of risk and safety and wellbeing in Asset Plus assessments needs to be improved- YOS Managers and Senior Practitioners to complete training with staff via YOS APIS processes.
- **Operational** - To further develop Viewpoint end of intervention evaluations to evidence outcomes for children and young people and identify gaps in service provision.
- **Strategic** – Provide a consistent system for evaluating practice across the service to allow the YOS LMB to evaluate the impact of provision, processes and practice in order to set performance improvement targets. This will allow for consistent improvement on delivery.
- **Strategic** – YOS to improve the quality of performance information provided to the Local Management Board. LMB to use this information to provide scrutiny of YOS performance. This to include information on disproportionality.

At Court:

a) The needs of children:

Normal working practices of the Youth Court were suspended for 8 weeks, when the 'lockdown' period was initiated, except for remands and custody cases held

overnight. From the 15th June 2020, HMCTS announced that Courts would begin to resume hearings, with a number of social distancing and safety measures in place. The Court would operate to facilitate social distancing, in all areas. Appropriate interval slots have been factored into the listing and defendants have been advised of any revised times for surrendering to their bail. Black/yellow hazard tape will be used, around the building, as a physical barrier/visual reminder to people to obey distancing advice. Posters and information bulletins repeat this advice at all HMCTS premises. The courtrooms the courts will operate to allow everyone to maintain their distance from one and other. If assessments can be started at Court safely, they will be whilst the young person is present. This will depend on the identification of a suitable space to allow social distancing.

Given the current situation, it is important to ensure the Asset Plus process is adhered to, that any young person subject to a custodial sentence is interviewed and a vulnerability assessment completed. Following this assessment, the Asset Plus custody stage is sent to Youth Custody Service Placements Team at the earliest opportunity. This should be completed via Connectivity, where possible. In the event that Connectivity is not possible, the Asset Plus should be sent via secure email address:

b) The needs of staff:

Monmouthshire & Torfaen YOS has a Statutory Team rota and the allocated member of staff will contact Police custody and the Court to determine whether any young people have been detained overnight.

In the event that a young person is placed before the Court a number of procedures will be followed, in order to maximise the safety of all those involved.

The YOS Officer will ascertain, from detention staff, whether the child is:

- Experiencing a high temperature (fever)
- Experiencing a new continuous cough
- And/or they have been self-isolating due to residing with a person displaying the above symptoms.

If detention staff confirm that the young person is not displaying either symptoms and has not been self-isolating, YOS staff will follow the protocol agreed by Gwent YOS Service Managers for attendance at the Gwent Police Custody Suite, as outlined in the Appropriate Adult section of this plan.

Verbal stand-down reports will be considered where appropriate and where there has been an assessment within the last 3 months.

YOS Operational Managers will consider if additional staff members are required to attend Court dependent upon risk and need. In this event, they would travel separately to maintain social distancing.

Monmouthshire & Torfaen YOS will continue to provide weekend 'on call' cover, as outlined by the duty rota.

In the event that bail support or an electronically monitored curfew is being considered, the YOS will complete a thorough assessment in view of the heightened risks linked the COVID -19 restrictions.

c) Strategic Partnerships:

The YOS has had ongoing liaison with the Gwent Court Services which will continue to monitor the situation in light of any changes, due to COVID-19.

Recommendations and Actions:

- **Operational** – Update and amend the Court Outcome form, used across Gwent, to include a section to indicate that the YOS have received a copy of the warrant (if appropriate). Also to evidence that the YOS Court Officer has fully explained the Court Outcome to the child/young person and parent.
- **Operational** – To improve awareness of Court Processes, specifically where young people receive custodial sentences. Training to be provided to YOS staff via APIS sessions.
- **Strategic** – Provide a consistent system for evaluating practice across the service to allow LMB to evaluate the impact of provision, processes and practice in order to set performance improvement targets. This will allow for consistent improvement on delivery.
- **Strategic** – YOS to improve the quality of performance information provided to the Local Management Board. Local Management Board to use this information to provide scrutiny of YOS performance. This to include information on disproportionality.

In the Community:

a) The needs of children:

Case Managers have continued to record contacts on all open cases: COVID-19 planning, which includes consideration of risk and safeguarding and the best contact method with regard to the original child/young person.

Usual working practices have had to change significantly, as a result of lockdown restrictions and social distancing measures. Therefore, the service has to be

creative in the way it makes contact with children and their families. The use of texts, emails, FaceTime, MS TEAMS, WhatsApp and Skype has been encouraged to engage with young people over virtual platforms, where appropriate. Staff have maintained regular contact with all open cases, during this period.

Signposting, to support mechanisms, will continue to be provided to families to help them cope with added pressures at home due to the restrictions. We continue to aim to provide a high level of support to our children and families with resources to support this difficult situation. Standard YOS procedures, for managing reporting of escalating risk and safeguarding concerns, remain as standard.

Children's safety plans have been adapted to reflect the additional pressures caused by COVID-19. All cases have been reviewed in case management discussions and supervision. All appropriate cases have been discussed in the virtual Risk Management Panel process, via MS Teams. Clear and robust plans continue to be implemented in response to these reviews, with necessary modifications put in place as a result of COVID-19.

Substance Misuse Intervention will mirror the contact policies of the YOS.

Exploitation cases continue to be monitored carefully in light of any changes in practice in relation to the COVID 19 restrictions.

All pupils are expected to return to school, in September 2020. The ETE worker will continue to engage and support vulnerable young people known to YOS. The YOS Education Officer will continue to cross-reference the data received from the schools with the YOS caseload, and notify the relevant Case Manager of any developments.

Virtual Referral Order panels will continue but will be reviewed in an ongoing basis in order to consider the appropriate timing of face to face panels using social distancing protocols.

Any ISS interventions will be complied with, whilst implementing full guidance from both Welsh and UK Governments and utilising the appropriate PPE.

The YOS Seconded Police Officer continues to liaise with the YOS Victim Liaison Officer (VLO) to ensure that contact is made with victims via telephone. It is acknowledged that convening victim impact assessments, via telephone conferencing, is far from ideal; however, it is important that victims continue to have a voice. The VLO will continue to contact and update victims who have requested ongoing services.

b) The needs of staff:

Daily COVID-19 Senior Management Meetings are held to ensure that teams are updated with advice and guidance and to reflect to new information received. YOS

staff will continue to discuss with their line manager any agreed face to face contacts. Any face-to-face contact will continue to respect the social distancing protocols and health and safety procedures. The presumption is that staff will not enter family homes without the agreement of a YOS Manager and only in exceptional circumstances. This will be reviewed on an ongoing basis.

Although staff continue to work from home, there is a desk booking facility for staff to work from the office, as needed. This will mitigate some of the concerns around heightened anxieties and the sense of isolation that some staff have experienced.

Supervision will continue using virtual platform and face-to-face, as appropriate. However, it continues to be the case that this has been more substantial than in normal circumstances, due to the additional pressures on staff who are managing childcare and other roles that affect them.

There is always a manager available, on a daily basis, to discuss complex cases and to provide emotional support.

Team Meetings will continue to be held via MS Teams, on a monthly basis, with additional meetings arranged where necessary.

YOS regional and YJB national meetings continue via teleconferencing. Managers contributing to the meetings continue to share relevant updates to the team to ensure that the latest information is shared.

There has been some impact on the service, with regards to the redeployment of staff, specifically around the YOS CAMHS Worker and Track and Trace support. This is being closely monitored.

In order to facilitate agile working, all YOS staff have their own laptop. All staff have been allocated Smartphones and are therefore equipped to continue service delivery from any location, with minimal disruption.

Although it currently continues to be preferred that staff work from home, in response to the partial easing of 'lockdown' restrictions, the Service Manager has undertaken a series of steps to allow for the partial reopening of the YOS offices. This has involved a comprehensive risk assessment (Appendix C), guidance for staff (Appendix D) and a booking system (Appendix E), which all facilitate strict social distancing, the maintenance of hygiene practices and information for effective 'track and trace' of personnel, if needed.

Strategic Partnerships:

The LMB is collaborating with other strategic partners e.g. the opening of community venues.

LMB meetings continued virtually, during the lockdown period and LMB members participated in the recent thematic inspection.

Meetings with other stakeholders have continued virtually e.g. Serious Organised Crime Group.

Recommendations and Actions:

- **Operational** – YOS to develop a more robust process including quality assurance methods around reviews in relation to all interventions. Gatekeeping processes and management information to be used to embed this within YOS practice.
- **Operational** – YOS to review processes around ABCs, including assessment, recording and dealing with non-compliance.
- **Operational** – YOS to ensure that all diversity needs are fully evidenced and addressed via assessments and interventions. Training to be provided to YOS staff via APIS sessions.
- **Operational** – YOS to improve performance around planning meetings and amending processes around this. YOS performance information to be developed.
- **Strategic** – Provide a consistent system for evaluating practice across the service to allow LMB to evaluate the impact of provision, processes and practice in order to set performance improvement targets. This will allow for consistent improvement on delivery.
- **Strategic** – YOS to improve the quality of performance information provided to the Local Management Board. Local Management Board to use this information to provide scrutiny of YOS performance. This to include information on disproportionality.

Secure Settings:

a) The needs of children:

All secure estates have implemented procedures in response to COVID-19. All visits have been cancelled and meetings are being conducted via telephone conferencing and TEAMS. Families/carers now have the opportunity to have face-to-face visits. However, professional visits continue to be held virtually. The YOS has agreed to fund the cost of email communication with young people, in the secure unit.

YOS Officers are maintaining regular contact with secure estate staff and the child. They also liaise closely with the child's immediate family during sentence and release. Face-to-face visits will resume following changes to the guidance.

The usual pathways for identifying suitable accommodation are still in place, with necessary meetings taking place virtually.

b) The needs of staff:

Contact is maintained for updates and developments, in the first instance, with YOI Parc on a fortnightly basis. This is achieved via telephone conference / briefings representatives of YOI Parc and all relevant Youth Justice Services.

When face to face visits resume, these will be subject to YOS health and safety procedures e.g. PPE equipment.

c) Strategic Partnerships:

LMB will continue to be provided with information on YOS custody cases including accommodation issues, ETE or resettlement support pathways.

There will continue to be regular communication with secure service providers and YOS Managers Cymru to address all strategic issues, in respect of all young people in custody/secure accommodation.

Recommendations and Actions:

- **Operational** – APIS session to be provided to YOS staff to improve the quality and detail of case recording for children and young people in custody. This will include capturing all communication with the Placement Team and any ongoing communication with the establishment.
- **Operational** – YOS to address any connectivity issues to improve the timeliness of information to be shared with the YJB and custodial estate. This will be led by the YOS Information Officer.
- **Strategic** – Provide a consistent system for evaluating practice across the service to allow LMB to evaluate the impact of provision, processes and practice in order to set performance improvement targets. This will allow for consistent improvement on delivery.
- **Strategic** – YOS to improve the quality of performance information provided to the Local Management Board. Local Management Board to use this information to provide scrutiny of YOS performance. This to include information on disproportionality.

On Transition and Resettlement:

- The needs of children:

All relevant information, in relation to work in the community and in custody, will apply in this area. Circumstances are more complex, due to Covid-19 restrictions and key Resettlement and Desistance pathways have decreased. This has impacted on intervention around Resettlement and Transitions; however, as a service we are taking steps to minimise the impact of this. In terms of ETE pathways which are often key to Resettlement these have been compromised by the Covid -

19 crisis. Training opportunities have been closed other than some minimal virtual pre training support. The economic decline is having an impact on employment and training opportunities and this is exacerbated for some of the young people that the YOS are working with. The YOS ETE officer continues to be proactive in addressing these deficits and offering remote access opportunities for children and young people. The YOS have improved access to CSCS card training support using virtual resources and training staff in this area.

The YOS continues to provide a Substance Misuse service to young people open under Resettlement via remote processes initially and laterally face-to-face to sessions have been carried out, as appropriate.

Support with constructive use of leisure activities has been challenging and this is often a key Transition factor. The YOS have addressed this via the introduction of a Summer Activity programme open to children and young people, using on line and community based activities with incentives for participation. The Youth Service have also provided additional support by appointment.

- The needs of staff:

The multi-agency YOS Resettlement panel has continued on a virtual basis and all relevant cases have been discussed and reviewed as appropriate.

As with all YOS Community and Pre-Court interventions, YOS staff have been fully supported. Resettlement and Transition support has continued virtually, via phone contact and face-to-face socially distanced sessions as appropriate, to ensure that Children and young people are fully supported.

The YOS Management Team have continued to prioritise, plan and support all YOS Resettlement and Transition pathways and interventions and to ensure that planning is considered at the earliest opportunity to encourage successful transitions. YOS Service meetings have continued virtually to ensure that there is full communication with all YOS staff

- Strategic Partnerships:

Full attendance, by all appropriate agencies at YOS Resettlement panel, has been difficult to achieve and the move to virtual panels has not improved this. This has been raised in YOS LMB meetings with strategic partners and a piece of work is on-going regarding addressing this issue.

There are on-going blockages to accessing suitable accommodation for children and young people with challenging behaviour and this continues to be raised with strategic partners and in YOS LMB meetings.

The YOS has developed quality relationships with some of the main accommodation support providers, which has assisted greatly with information sharing and behaviour management support.

Recommendations and Actions

- **Operational** – SMART Intervention plans for Resettlement with a focus on transitions need to be completed and signed by the young person and uploaded onto Childview.
- **Strategic** – provide a consistent system for evaluating practice across the service to allow LMB to evaluate the impact of provision, processes and practice in order to set performance improvement targets. This will allow for consistent improvement on delivery.
- **Strategic** – YOS to improve the quality of performance information provided to the Local Management Board. Local Management Board to use this information to provide scrutiny of YOS performance. This to include information on disproportionality.
- **Strategic**- YOS Service Manager to continue to address strategic partnership attendance at YOS Resettlement panels via YOS LMB.

Monmouthshire & Torfaen YOS Service Manager: Chesney Chick

Signature:

Date: 3rd September, 2020

Monmouthshire & Torfaen YOS LMB Chair: Keith Rutherford

Signature:

Date: 3rd September, 2020