

ISLINGTON YOUTH OFFENDING SERVICE Quality Assurance Protocol

The quality assurance process is one of a number of processes that Islington Youth Offending Service (IYOS) has implemented to ensure a continuous standard of work is maintained, and that our statutory obligations to identify and manage the dynamic risk and vulnerability factors presented by young people known to the service. The process also aims to ensure that staff are provided with the appropriate level of support and guidance from management to provide effective forms of intervention to ensure that young people's risks are minimised where possible and young people are appropriately safeguarded from harm.

Good practice requires there be a robust quality assurance process in place that serves to ensure that the supervision of young people, Assets, PSR's, Referral Order Reports, ROSHs, RMP's, VMP's and Intervention plans are conducted to a high standard.

Asset Assessment

All staff carrying out assessments using the Youth Justice Board ASSET tool must adhere to the following guidance.

- A new Asset **MUST** be started for all new interventions on all cases, a PSR asset may be duplicated as a start Asset, provided it was a new Asset.
- Asset authors must ensure that the stage clearly identified (ie Pre-Sentence Reports, Referral Order, Action Plan Order start, review end.)
- All Asset's should be completed following the YJB guidance.
- All sections of the Asset **MUST** be completed in full
- All tick boxes and evidence boxes to be completed in full, any 'don't know' answers **MUST** be clarified in the free text evidence box.
- It is essential to identify POSITIVES and areas where young people have demonstrated resilience.
- **ALL** Asset assessment must have the 'What do you Think?' Asset completed so that the Young Person's perspective is obtained and used in order to formulate the intervention plan in the report.
- ALL supportive evidence boxes **MUST** be completed in **ALL** sections to clarify the rating you have scored and **MUST** be specifically linked to the young person's risk of re-offending.
- Risk and vulnerability Sections **MUST** be completed in full, using the risk management guidance as identified in Asset
- All Additional assessments as directed by Asset guidance **MUST** be completed, such as SQIFA, SIFA, ROSH and presented for gate-keeping at the same time.
- Where Issues have been identified and where triggered by the relevant section rating, all Assets **MUST** have the relevant plans created through the intervention screen i.e. RMP/VMP and presented for Qa-ing and signing alongside the Asset.

- All Asset Assessments **MUST** be completed prior to completion of any report or intervention as the ASSET will guide your assessment / risk, intervention and proposal.
- All PSR & Start Asset will be gate-kept for quality assurance purposes by the an appropriate manager using the Asset Quality Assurance Tool.
- All completed Asset **MUST** be presented with the Pre-Sentence Report for gate-keeping 2 days prior to the court hearing to enable staff to make appropriate changes and seek further information if necessary.

No Asset or any associated documentation will be considered as ready for gate-keeping unless all of the above criteria have been met.

Gate-keeping

IYOS ensures that Assets, PSR's, Referral Order Reports, ROSH's, RMP's, VMP's and Intervention Plans are gate-kept in line with Youth Justice Board guidance.

To ensure good quality Assessments, reports and targeted intervention plans are produced by the IYOS, in order to ensure that the correlation between PSR proposal and sentencing outcome, and the delivered interventions target the key areas required to reduce the young person's risk of re-offending. IYOS achieves this by:

- Providing management support and oversight at key stages in the Assessment and planning process
- Making resource decisions early in the process
- Ensuring that young people and their families are actively involved in the assessment and planning process.
- Ensuring Intervention Plans are reflective of identified risk factors
- Continuous reviewing of service practice and professional development

Gate-keeping Process

All reports will be assigned a gate-keeping date to monitor the timeliness of reports to both Youth and Crown Court. IYOS currently holds a Gate-keeping panel every Friday for Statutory reports. Practitioners are expected to ensure that all reports are handed in on time. In the case of short adjournment time and Referral Order, a date other than a Friday may be used to meet National Standards.

Where a young person is identified as being "at risk of custody" request for reports will be designated a specific date for approximately 7 days after Court appearance to enable managers to review progress and monitoring proposal. The first review date will be set by the allocation manager and recorded on YOIS.

All reports will be gate-kept by a Manager. The report author will ensure that the Manager is provided with a copy of the report and any associated documentation and will be expected to read the report noting any changes, suggestions and/or corrections. Using the Asset QA tool. The Manager will record the completion of the Asset and associated documents in the key process stage of the young persons Intervention Screen.

The report author will be offered the opportunity to comment on the usefulness of the gate-keeping process, and the feedback received in the relevant section of the QA tool.

Managers will dip sample review asset as part of ongoing supervision.

Copies of the form will be kept in the gate-keeping folder.

Documents Required FOR PSR/REFERAL ORDER

- Draft Reports
- Completed Asset/ROSH
- CPS papers
- RMP/VMP if appropriate
- Learning styles assessment
- QA templates for completion by the gate-keeper.
- YOIS Checksheet
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Outcome

A detailed and high quality PSR/Referral Order/ASSET/ROSH/RMP/VMP and proposal that is effective in:

- Influencing sentencing outcome
- Contribute to continued assessment of Risk & Dynamic Factors
- Maximising the use of appropriate community sentences and programmes
- Increasing opportunities to reduce the risk of re-offending and improve outcomes for young people
- Increasing the credibility of IYOS with the Courts and partnership confidence in the service.

On Going Quality Assurance.

In order to ensure that standards are maintained, and agreed actions are carried through, managers and supervisors will use the staff supervision process to monitor the delivery of interventions to young people with a focus on:

- Reporting requirements to National Standards is maintained
- Referrals to specialist services according to the young person's assessed risk and need have been undertaken.

- Case file is of good standard
- Plans, task and goals are achievable, on target and linked to risk intervention and reviewed in line with the Asset.
- Risk Assessment is appropriate
- ASSET and associated documents (VMP, RMP & ROSH) are reviewed at the required frequency and linked and in date.
- Enforcement issues are addressed
- Young people's progress is discussed
- Referrals to specialist service and Interventions are agreed
- The young person and their parents view are heard and recorded
- Diversity issues where appropriate are discussed

It is the requirement of all IYOS staff to ensure that this Quality Assurance protocol is fully adhered to. The protocol is intrinsic in our ethos to ensure that we provide the best possible service delivery for young people in Islington .

Review: November 2012