

## **ISLINGTON YOUTH OFFENDING SERVICE**

### **DUTY SYSTEM** **PROTOCOL & PROCEDURE**

#### **Introduction.**

This document has been prepared to promote good practice, and aid consistency within Islington Youth Offending Teams Duty System. The purpose of the duty system is to provide a response to requests for advice and information to service users and other agencies. To ensure Young people are seen and continue to report in line with national standards at times when their YOS Officer is unavailable or cases are waiting to be allocated. This procedure is applicable to all YOS staff involved in the delivery of the duty service.

#### **Legislation & Guidance.**

This document has been prepared in line with the following legislation and guidance documents:-

Crime and Disorder Act 1998 & Associated Home office Guidance Documents  
Criminal Justice & Immigration Act 2008  
Children Act 1989 & 2004 & the Every Child matters Guidance.  
The YJB National Standards.  
The YJB Key Elements of effective Practice.

#### **Area's of responsibility.**

##### **Senior Management**

The overall responsibility for monitoring of the Duty System lies with the Service Manager who will, along with the YOS management team, regularly review the Duty Protocol and Procedure. The Operational Manger will be responsible for monitoring the service delivery, and feeding back to the Service Manager

##### **Duty Manager**

The Duty Manager is responsible for:-

- Providing the relevant induction and training for staff undertaking duty.
- Monitoring and supporting staff performance on duty, through the supervision process.
- Providing a duty rota to all staff well in advance of them being required to undertake any said duties.
- Providing on a rota basis duty management cover to the duty workers.
- Ensuring members of the teams arrange the relevant cover for duty days the wish to swap.

- Arranging alternative duty cover where members of their team have either reported sick, or failed to make suitable cover arrangements on their duty days.
- Reviewing and signing off the duty log at the end of the day, and ensuring that any issues that require continued action the following day are brought to the attention of the duty manager/workers for that day.

### **Duty Worker.**

The Duty Worker is responsible for:-

- Answering all calls filtered through to duty via the reception area, and dealing with subsequent actions that may be required.
- Providing a reporting service to all young people whose cases are either awaiting allocation or allocated officers are unavailable.
- Completing the YOS duty log
- Dealing with appropriate contacts from internal and our partner agencies.
- Remands to LA & Secure accommodation where required
- Arranging with the duty manager emergency attendance at court.
- Completing the relevant YOIS files on young people who have come to the attention of duty that day.
- Any other duty as directed by duty manager which is commensurate with the Youth Offending service.

### **Duty Back up.**

The Duty Back up worker is responsible for:-

- Assisting with all area's listed as duty workers responsibility at times when the duty systems are busy, or duty officer is occupied with other matters.
- Undertaking full duty responsibility when Duty workers have reported sick that day, or fail to arrive.
- Provide adequate cover for lunch and reasonable breaks to duty worker.
- Any other duty as directed by duty manager which is commensurate with the Youth Offending Service, or within their job description.

### **Court Duty.**

The court duty officer will be required to attend court on Islington Youth Court days and assist in the delivery of Islington's statutory responsibilities to the court and young people. (see Islington Court Protocol for full details).

### **Triage Duty.**

- Answering all calls filtered through to duty via the reception area, and dealing with subsequent actions that may be required for issues relating to the prevention service (TYS)

- Providing a Triage response service to the police for young people arrested for offences commensurate with the triage criteria (see Islington triage procedure for further details)
- Completing the relevant YOIS/UMIS files on young people who have come to the attention of duty that day.
- Entering all contacts and enquires on to the YOS duty log
- Any other duty as directed by duty manager which is commensurate with the Youth Offending Service, or within their job description.

### **Admin**

- Admin to ensure that secure email is checked every morning, and all information forwarded to the relevant worker. Items that require an immediate response should be brought to the duty manager's attention, who can ensure this is followed through.
- To Inform Duty manager of any staff sickness/absence that has been reported, The duty manager will be responsible for ensuring any appts are covered by the duty worker, or an alternative colleague where required.

### **Undertaking Duty**

Duty commences at 09:30hrs and will cease taking on work past 17:00hrs. Any work that has been started by the duty team within reason will be expected to be completed, even if to do so will take the team beyond 17:30hrs.

All staff that form part of the duty team for that day will be required to be present at 09:30hrs. In the event that they are not able to make 9:30am the duty worker will be expected to have arranged suitable cover until they arrive.

Any work carried out by any member of the duty team must be entered into the electronic duty log, and the individual's YOIS/UMIS file. Failed appointments also need to be recorded in YOIS in recording a contact or non-contact and YOIS messages should be sent using the YOIS message system to the allocated worker and their manager to ensure national standards are maintained.

It is the responsibility of any officers who are not going to be available and have been unable to rearrange their appointments to leave clear information on any action.

It is important that the duty team maintains a close rapport with the admin staff; this will help avoid unnecessary build up of clients in reception.

Any arrangements made for young people to further report to duty, must be entered into their contact log and the duty diary and entered on their YOIS/UMIS file as a forward plan apt.

The Duty Officer and the Duty Back up must inform the duty manager at the end of the day when all matters are dealt with, who will then be required to ensure that:-

- The electronic duty Log has been completed. Printed, filed and signed off.
- Any tasks have been completed, or recorded in the duty diary for follow-up.

The duty manager will then give agreement for duty to be closed and workers will be free to leave.

### **Procedure for Young people Reporting on duty**

#### **1. Allocated YOS officer off sick:**

Meet young person in duty office. Discuss any issues that you may have identified needed tackling through research of YOIS / hard-file

Inquire re: welfare of young person and any urgent issues that they would like to raise.

Ensure their personal details (phone no/address #) are still up to date on YOIS. If not update

It is deemed good practice that the Duty Worker should consider if there are any one off sessions or worksheets they could do with the young person as a part of their appointment.

Inform young person of the next appointment if recorded on YOIS if not inform young person that YOS officer will contact them with appointment.

Write up details in YOIS as contact and diary entry. Mail YOS officer and their manager with a link to the case diary entry. Record young persons attendance in the duty log.

#### **2. Young Person instructed to come to office by court**

Meet young person, welcome them to the YOS – it may well be their first visit to the YOS

Go through any specific conditions of the order the young person is on. This can be found in the YJB APIS guidance around the office.

Clarify and deal with any issues that need to be dealt with today, and provide information re allocated workers if needed.

The Duty manager must be available for advice

Ensure that all YOIS/UMIS entries are up to date

Details of all appointments and contents of contacts should be messaged via YOIS to the allocate worker and/or the relevant manager record the young persons attendance in the duty log.

#### **3. YOS officer on A/L training or other authorised absences**

Officers must ensure that they will have rearranged their appointments so that they see their clients on another day where ever possible. Equally YOS Officers should

attempt to utilise other workers delivering different elements of the intervention plan during periods where they are going to be absent. Where YOS officer will require duty to see their young people, they must enter the details in the young persons YOIS screen so this can be easily identified by the Duty worker.

Check on any future arranged appointment, and ensure the young person is aware of them. If not arrange a further appointment and inform their supervising officer via YOIS message, and record the young persons attendance in the duty log and their intervention screen.

#### **4. Young person making unannounced visit**

Assess the nature of their visit discuss with the young person why they have come in research their background in YOIS Ensure the contact is recorded in YOIS and message the relevant YOS worker.

It is not possible to write process for every eventuality and discretion should be used. Remember that all young people should be treated sympathetically and with respect. If there any concern you should consult with the duty manager, and record the young person's attendance in the duty log.

### **Duty Provision to External Agencies & the Courts**

#### **Requests for appropriate adults**

The crime and disorder act places a statutory requirement on the local authorities to provide appropriate adults. The Youth Offending Team has a responsibility to provide this service to all young people who are arrested held and questioned at police stations within the borough. Where ever possible we should try to arrange for a parent or relative to attend the police station to support the young person. Where this is not possible or a parent refuses, Islington as an SLA with the Appropriate Adult Service, who will meet this provision. (Please see AA guidance for further details). .

#### **Requests for YOS presence at Court.**

Where there is an unplanned request for YOS to attend court, the duty manager should be informed immediately. The duty manager will be required to either arrange for someone to attend, or arrange alternative duty cover in order to release the duty officer to attend.

#### **Request for Bail Information.**

It is the Youth Offending Teams responsibility under the Children and Young Persons Act 1933 Sec 44, to provide the court with information that will enables them to consider their welfare. National Standards also require that bail information services are provided at court. Normally this role will be completed by the YOS bail lead, however in circumstances where they are unavailable the following will apply:-

On receipt of request for information the duty officer will be required to extract information re the young person as follows:-

- Present/past YOS involvement.
- Any knowledge of SSD involvement
- Risk & vulnerability issues
- Any specific information requested that will assist the court.
- Inform the YOS bail and remand workers if not already aware.

The information should be forward to the court, and the request along with information provided recorded in the duty log, this information can normally be provided via the Bail and Remand worker, who will also attend court to carry out a bail assessment if needed. .

### **Young People held overnight.**

On receipt of information from the out of hours service pertaining to young people arrested bail or held over night, the duty worker will be required to:-

- Check the young persons bail status.
- Contact the police to ascertain details if needed.
- Confirm court appearance if held overnight.
- Inform allocated YOS officer if young person is known.
- Record details in the duty log.

### **Bailed to reside as directed**

Where a young person has been bailed to reside as directed, the duty officer will be required to:-

- Follow the children's act guidance to ascertain any appropriate relatives or family friends with whom the young person may reside.
- Where CA89 sec 20 applies, (Children Looked After). refer the young person to the Relevant Children's Service Department.

### **Remand to LA Accommodation.**

When duty are notified via the courts regarding the possibility of a remand the duty worker will be required to:-

- Inform the duty manager
- Liase with ISSP and if our Court, the YOS bail and remand worker, who will be able to commence the Bail/ISSP assessment process.
- Arrange any escort requirements to deliver young person to identified address.
- Collate information pertaining to the LAC forms.
- Update the young persons YOIS file, and record in duty log.

### **Remand to Secure Estate.**

As soon as a remand to secure accommodation is perceived as likely the duty officer will be required to:-

- Inform the duty manager of a possible remand to secure
- Notify the YJB placements team using connectivity.
- Check YOS and if applicable SSD records for information regarding the risk of self harm, or risks posed to other that will need to be included in the post court report.
- This is completed using YJB connectivity and is covered under a separate guidance document.
- Liaise operational Managers

### **Recording Information on Duty.**

It is vital that all information pertaining to tasks and contacts carried out by the duty team are recorded.

On completion of any task or contact the duty office will be required to record all details in the duty log, located on the share Drive YOS folder, Duty Log sub folder year, month and then date. Where this has involved contact with a young person this must also be recorded in the young persons YOIS file, and the worker and messaged.

### **Managing Risk on Duty.**

Where a young person is considered to present a high risk, or information is missing that negates the possibility of assessing a young persons risk accurately, all decisions must be made in conjunction with the duty manager.

In the event that any external agencies requests information about a young person, and there is any doubt around the legitimacy of their request, the duty worker will be required to verify the identity of the caller before any details can be released. Where doubt continues to exist the caller should be asked to fax their request over on headed paper.

All requests for copies of old PSR's from external courts must be agreed by the duty Manager before they are released.

The Duty manager must be informed, who in turn will be required to inform the Principle Manager in any of the following circumstances:-

- The death or serious injury of a young person in custody.
- The death, attempted suicide or serious attempts self harm of any young person supervised by the YOS in the community.
- The charge or conviction of any young person for Murder, attempted murder, manslaughter or rape, while under the supervision of the YOS in the community.

The head of service in conjunction with the duty manager will be required to report such matters to the YJB in line with the “reporting serious incidents” procedures.

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