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**PAPER NO. AP14/35**

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL  
18 JUNE 2014**

**SUBJECT: Performance Monitoring against PCC's Police & Crime Plan Objectives  
of the Triage programme (Challenge 4 Change) delivered by Suffolk  
Youth Offending Service**

#### **SUMMARY**

The purpose of this report is to demonstrate that the Suffolk Youth Offending Service (SYOS) Triage programme (Challenge 4 Change) is delivering to the agreed outcomes.

#### **RECOMMENDATION**

The PCC is asked to note the information within this report and endorse the progress made to date.

## **Introduction**

- 1.1 This report has been prepared as an update to the original SYOS Triage report which was presented to the PCC Accountability and Performance Panel on 5 December 2013.  
This report should therefore be read in conjunction with the report presented on that occasion.
- 1.2 Several key developments have taken place since the completion of the last report to the PCC and these are summarised in section 4 below.
- 1.3 Triage aims to prevent young people from re-offending and divert them from coming into the criminal justice system by assessing and delivering interventions much earlier than would otherwise be the case
- 1.4 Triage diversion may lead to an intervention, dependant on the assessment of need, providing targeted services to reduce the risk factors associated with the behaviour. A restorative approach is used for all young people diverted through Triage to hold the young person to account for the offence. The scale of the intervention with the young person and level of involvement requested by the victim determine the extent of the restorative approach but, as a minimum, every young person has to engage meaningfully in a restorative discussion with a member of YOS staff and produce a statement of explanation which is made available to the victim.

## **Aims of Triage**

- An elimination of unnecessary processing of young people through the criminal justice system (First Time Entrants)
- More efficient and effective targeting of resources at an early point in the process
- Significant improvements in the life prospects for young people involved in offending behaviour, victims of crime and the wider community
- Early help and intervention takes the high volume out of the system which allows the YOS to maintain its service to higher risk young offenders at a time of significant budget reductions

## **2. Suffolk Pilot Model**

- 2.1 The pilot called Challenge 4 Change commenced in April 2012 operating from the PIC at Martlesham Heath. Young people arrested and brought to the PIC who meet the criteria are bailed to return in 28 days. They receive an appointment to attend a Triage clinic within 24 hours of this first contact. A member of YOS staff will see the young person and their parent / carer at the Martlesham Heath PIC and complete an initial assessment to determine the level of intervention required:

Level 1 – Where there is little risk of re-offending, minimal risk in terms of welfare issues; there may/ may not be other agency involvement; the intervention will concentrate on a restorative element (generally a statement of explanation and work around consequences.)

Level 2 – Where a young person has welfare issues along with medium to high risk of re-offending. The young person may also be known to other agencies, although this factor may make Level 2 intervention either more (other agency involvement associated with multiple/ complex needs) or less appropriate (other agencies already

addressing relevant issues). The intervention will begin with a full assessment followed by a 6 – 12 week programme to address the risk factors, again also including a restorative element

- 2.3. If they are suitable and agree to take part then their requirement to answer bail in 28 days will be cancelled and No Further Action will be taken in relation to the offence(s) they were arrested for. If they have no previous offending history then this will directly impact on reducing the First Time Entrants figures in Suffolk.

### 3. Suffolk Police Crime and Disorder Reduction Grant

- 3.1 In 2013/14 the Suffolk PCC awarded a Crime and Disorder Reduction Grant of £55,000 to SYOS to support delivery of the Triage pilot. The outcomes agreed from the funding were:

- Number of successful restorative justice programmes delivered
- Reduction in re-offending rates
- Numbers referred into substance misuse programmes
- Improved school attendance

It was agreed that a report be provided by SYOS to the PCC Accountability and Performance Panel on 5 December 2013 and 18 June 2014 to demonstrate progress made in achieving the agreed outcomes (see Appendix B).

### 4. Key Developments

- 4.1. **County Rollout-** The Challenge 4 Change programme was set up as a pilot scheme to test out the suitability of this particular clinic model in Suffolk, together with an initial assessment of its effectiveness in meeting the stated aims.
- 4.2. An initial review of the programme at Martlesham Heath identified that the above criteria were being met and a decision was made to roll out the pilot across the county. Extensive joint planning took place between SYOS and Suffolk Constabulary, together with a training programme to familiarise staff from both agencies with the theoretical basis and operational processes of the programme.
- 4.3. Work on developing the systems to collate both the quantitative and qualitative data from both SYOS and Suffolk Constabulary is complete and will form the basis of the ongoing monitoring of the programme across the county. This work is being aligned with the development of the scrutiny and monitoring of the wider out of court disposal decision making framework for youths and is also included in the developing joint Norfolk and Suffolk external scrutiny panel process.
- 4.4. The Challenge for Change programme was extended to cover the whole of the county from 14 October 2013 and is now operating from the PICs at Martlesham Heath, Bury St Edmunds and Gorleston. In addition to maintaining close liaison between SYOS and Suffolk Constabulary at a county level, Steering Groups have also been established at each PIC to monitor and co-ordinate progress of the scheme locally.
- 4.5. **Community Resolutions** – discussions also took place to consider developing a Triage referral pathway for young people who have received more than one Community Resolution.

- 4.6. From 25 November 2013 all matters which would previously have been dealt with by a second or subsequent Community Resolution (and also certain cases identified as needing an assessment before a first Community Resolution) should have been referred to Challenge for Change for a rapid screening assessment. This assessment informs the decision as to the most appropriate disposal option and uses the existing SYOS assessment slots available at the nearest PIC.
- 4.7. The rationale behind this development is that if a young person is being considered for a second or subsequent Community Resolution, then the first has not been effective in preventing the offending and a more formal screening process as to the reasons underpinning their continued offending is therefore needed to assess the most appropriate pre court disposal.
- 4.8. The flow of referrals through this 'Community Resolution' route has not been as great as was expected, based on an analysis of the numbers of young people who may be suitable for a triage assessment/ intervention. The issues behind this and ways of addressing the issue are being investigated by Constabulary staff in discussion with SYOS
- 4.9. **Evaluation of the Triage programme by University Campus Suffolk** – As part of the process to ensure that the Challenge for Change programme is effective in meetings its aims, an independent evaluation study was commissioned from researchers at the University Campus Suffolk. The evaluation looks at the effectiveness of the pilot in diverting young people from entering the criminal justice system using feedback from service users and professionals.
- 4.10. This evaluation was conducted purely at the Martlesham Heath PIC as this pilot had been operating long enough to enable an appraisal of a relatively well established scheme.
- 4.11. The evaluation report was presented to the SYOS Management Board on 11 December 2013 and the PCC or a nominated representative were also invited to hear the findings delivered by the research team. The full report is available here: <http://www.suffolkyos.co.uk/success-stories/> and includes the following findings:
- There is universal support from young people, parents/carers and professionals working with C4C that it is an effective mechanism in tackling offending behaviour amongst young people
  - C4C is seen as a genuine alternative disposal option available to Suffolk Constabulary that tackles underlying factors that influence delinquent behaviour
  - The bespoke nature of the interventions together with them commencing very quickly was seen as a positive aspect of C4C
- 4.12. **Mentoring pilot** – In October 2013 SYOS commissioned Catch 22 to deliver a mentoring pilot linked to Positive Futures activities as a 12 month pilot. The findings from this pilot would then inform the future development of mentoring services for young people as part of their Triage interventions.in SYOS
- 4.13. This pilot concluded at the end of October 2014 and the evaluation report is attached as Appendix C. This report has also been shared with the SYOS Volunteer Co-ordinator to inform the development of mentoring services within SYOS.

- 4.14. The restorative justice offer for young people subject to Triage Level 1 interventions has been enhanced to ensure that not only do all young people take part in a meaningful restorative discussion with a member of YOS staff, but that they are also required to produce a statement of explanation for their offence which is made available to the victim. Young people subject to a Level 2 intervention undertake these elements, together with other restorative justice elements which can include making (non - financial) compensation to the victim, restorative mediation processes and restorative justice conferences.
- 4.15. Work has been carried out in designing and testing audit tools for use in assessing the quality of SYOS Triage intervention.
- 4.16. SYOS Triage Policy and Procedures have been amended and re – issued to take account of operational changes and developments since the launch of Triage Countywide in October 2013.
- 4.17. Representatives from Suffolk Constabulary and SYOS visited Durham in March 2014 to observe how their integrated pre court system operates and explore whether this model would benefit Suffolk.
- 4.18. In Durham, the Triage system is taken a step further in that the decision making process on the most appropriate Out of Court disposal and relevant intervention takes place at the YOS rather than the police station. In addition to benefits of greater consistency of decision making and large numbers of young people removed from police processes, the Durham model is said to result in savings across the criminal justice system. In order to resource the enhanced decision making and assessment processes involved in the Durham approach, there has been a transfer of some staffing from the Constabulary to the YOS.
- 4.19. An initial report on the Durham model has been submitted to senior SYOS managers and a report is also being submitted within Suffolk Constabulary. Both reports represent an initial view only, but highlight considerable extra potential benefits from adopting the Durham approach.

## **5. Triage Data and Outcome Delivery**

- 5.1. Baseline and quantitative data is being collected, and the data provided at Appendix A represents the first full data set that reflects the tracking of young people 12 months after they have completed a Triage intervention. The data relating to the funding agreed outcomes is provided at Appendix B.

## **6. Next steps**

- 6.1. Feasibility work on possible adoption of the Durham Model for use in Suffolk will continue. The initial priority will be to identify whether senior managers/ Management Board in SYOS and Suffolk Constabulary wish to proceed to a more detailed analysis of the costs, benefits and feasibility of using this model.
- 6.2. Establish regular monitoring arrangements for Triage activities. Relevant quantitative and qualitative data has been identified within each organisation – the next step will be to establish a regular (quarterly) programme of reporting on this data.
- 6.3. As part of the quality review process for Triage, samples of Triage interventions will be included in future quarterly SYOS quality assurance audits.

- 6.4. Investigation and remedial action will continue on the reasons behind lower than expected numbers of referrals through the 'Community Resolution route' (as in 4.8 above).

## 7. Conclusion

- 7.1. Initial findings for the first 19 months of the pilot suggest that Triage continues to contribute to a reduction in the number of **First Time Entrants** for Suffolk. The change for the South Suffolk area was greatest from 2011/12 to 2012/2013, when there was a 33% reduction, although there was a further 9% fall in 2013/2014. The reduction in the full Suffolk area was 28% in 2013/ 2014 (Triage only began to operate across the whole County from October 2014).
- 7.2. In terms of re – offending rates, it is usual practice to take a cohort of young people over a 12 month period and then track these for any further offending for a further 12 months and this report represents the first time it has been possible to do this since the beginning of the Triage programme (and these full 12 month figures will relate to South Suffolk young people only, as the pilot area began in this area in April 2012).
- 7.3. Tracked re – offending rates for the 12 months following a Triage intervention indicate that a rate of 16%, which compares well with the most comparable previous cohorts of young people – 22% for Reprimands and 26% for Final Warnings.

## Triage Data

The following information covers the period from April 2013 to the end of March 2014. Data includes closed and active triage cases unless otherwise stated.

### Basic Client Data

The following tables are breakdowns of basic client data, including gender, ethnicity and age.

#### Gender Breakdown

Sex	Total	%
Female	50	34
Male	96	66
<b>Grand Total</b>	<b>146</b>	

#### Comment:

66% of young people involved in the triage pilot are male. This is broadly speaking reflective of the overall client base of SYOS although the female intake is slightly higher (of the FTEs in the same period 74% were male).

#### Ethnicity Breakdown

Ethnicity	Total	%
White	133	91
Mixed	6	4
Asian or Asian British	1	1
Black or Black British	2	1
Chinese	0	0
Not Known	4	3
<b>Grand Total</b>	<b>146</b>	

#### Comment:

Of the FTEs in the same period 96% were white.

#### Age Breakdown

Age	Total	%
10	2	1
11	6	4
12	8	5
13	14	10
14	27	18
15	36	25
16	28	19
17	25	17
18	0	0
<b>Grand Total</b>	<b>146</b>	

#### Comment:

25% of the young people involved in the Triage project are 15, with over half (60%) being 15 and above.

### Activity Data

The tables and sections below provide a breakdown of activity through the course of the triage pilot and illustrate the number of referrals made, as well as offence types and timescales from start to completion.

#### Triage Initial Contacts by Date

Month of Referral	Total	%
April 2013	3	2
May	3	2
June	2	1
July	9	6
August	4	3
September	10	7
October	13	9
November	18	12
December	32	22
January 2014	19	13
February	15	10
March	18	12
<b>Grand Total</b>	<b>146</b>	

#### Comment:

There are, on average, 12 referrals per month to the Triage pilot.

#### Breakdown by Offence Type

Offence	Total	%
Arson	3	2
Criminal Damage	34	20
Death or Injury by Dangerous Driving	0	0
Domestic Burglary	1	1
Drugs	16	9
Fraud and Forgery	0	0
Motoring Offences	0	0
Non-Domestic Burglary	6	3
Other	2	1
Public Order	20	12
Racially Aggravated	4	2
Robbery	0	0
Sexual Offences	3	2
Theft and Handling	36	21
Vehicle Theft / Unauthorised Taking	0	0
Violence Against the Person	47	27
Unknown	0	0
<b>Grand Total</b>	<b>172</b>	

#### Comment:

Each offender may have committed more than one offence hence the difference in the no. of offences when compared to no. of clients.



## Time Scales

Length of Time Between Initial Contact and Closure	No.	Percentage of overall total
0-7 Days	7	5
8-14 Days	7	5
15-21 Days	4	3
22-28 Days	6	4
29-35 Days	5	3
Over 35 Days	64	44
Open Cases	34	23
<b>Total</b>	<b>127</b>	<b>87</b>

Issues (taken directly from practitioner comment field)	No.	Percentage of overall total
Young person non-compliant	17	12
Young person not suitable	2	1
<b>Total</b>	<b>19</b>	<b>13</b>
<b>Overall Total</b>	<b>146</b>	

## Baseline Re-offending and First Time Entrant data

### First Time Entrants

	2010/11	2011/12	2012/13	2013/14
Southern Area	139	170	114	104
Suffolk	445	423	304	219

The FTE figures are based on data from the SYOS casework recording system, whilst the YJB obtain their data from Police PNC figures. The Police PNC figures are usually 15-20% higher than those recorded locally.

### Re-offending

In Suffolk the latest available re-offending data (April 2011 - March 2012) shows that 22.2% of young people receiving a Reprimand re-offended within 12 months and 25.9% of young people receiving a Final Warning also re-offended within 12 months. Although the pre court disposal options changed in April 2013 (to Youth Cautions and Youth Conditional Cautions) these are the disposals that would have been available to the police for the young people making up the Triage re-offending cohort..

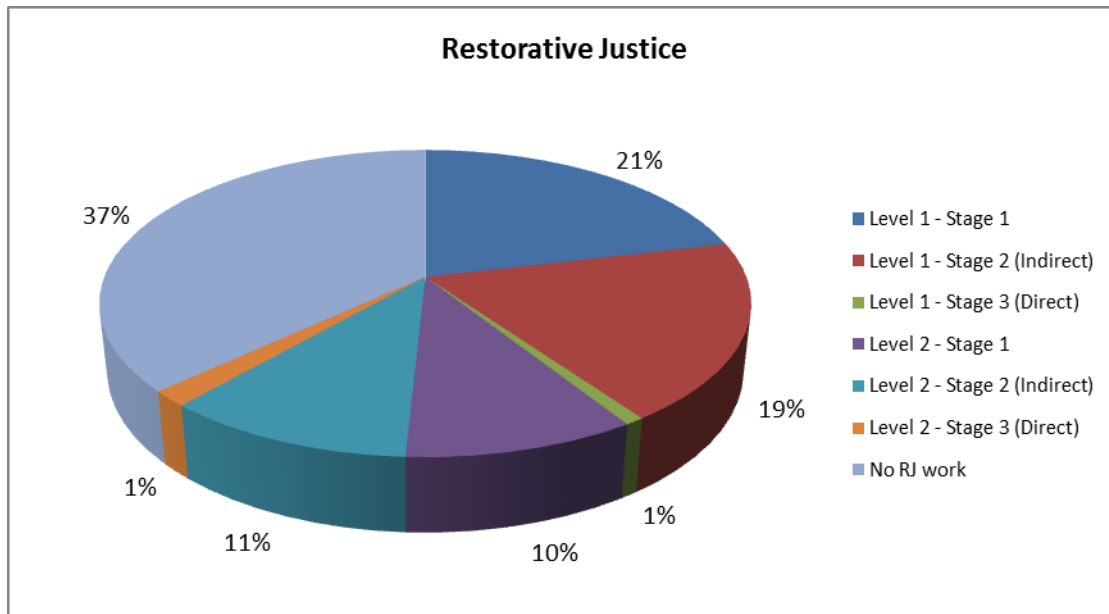
### Initial Re-offending rates:

The re-offending rate is tracked for 12 months following the Triage intervention. Of the 62 young people who received a Triage intervention ending 1 June 2012 - 31 May 2013, 10 have re-offended. This equates to 16%. More information is available on page 7.

## Triage Data by subject

The following information covers the period from April 2013 to the end of March 2014.

### Restorative Justice



These figures are based on details obtained for 68 Level 1 interventions and 59 Level 2 interventions.

There are 3 stages of Restorative Justice (RJ) when working with triage cases.

Stage 1: Victim work completed with young person but no victim involvement

Stage 2: Victim given the option to take part in 'indirect RJ' work, e.g. letter of apology (Initially only offered to Level 2 interventions but subsequently offered to Level 1)

Stage 3: Victim given the option to take part in 'direct RJ' work, e.g. face-to-face meeting (Initially only offered to Level 2 interventions but subsequently offered to Level 1)

We aim to complete at least Stage 1 work with each young person referred to triage.

Examples of Stage 1 include:

- letter of explanation
- completing Writing Wrongs resource
- consequential thinking
- letter of apology (not sent to victims)

The Stage 2 work (Indirect RJ) included letters of apology sent to the victims and in Stage 3 (Direct RJ) the victims attended a meeting with the young person (chaired by the RJ Officer).

There were 17 cases where there was no restorative justice work completed. There were various reasons which included:

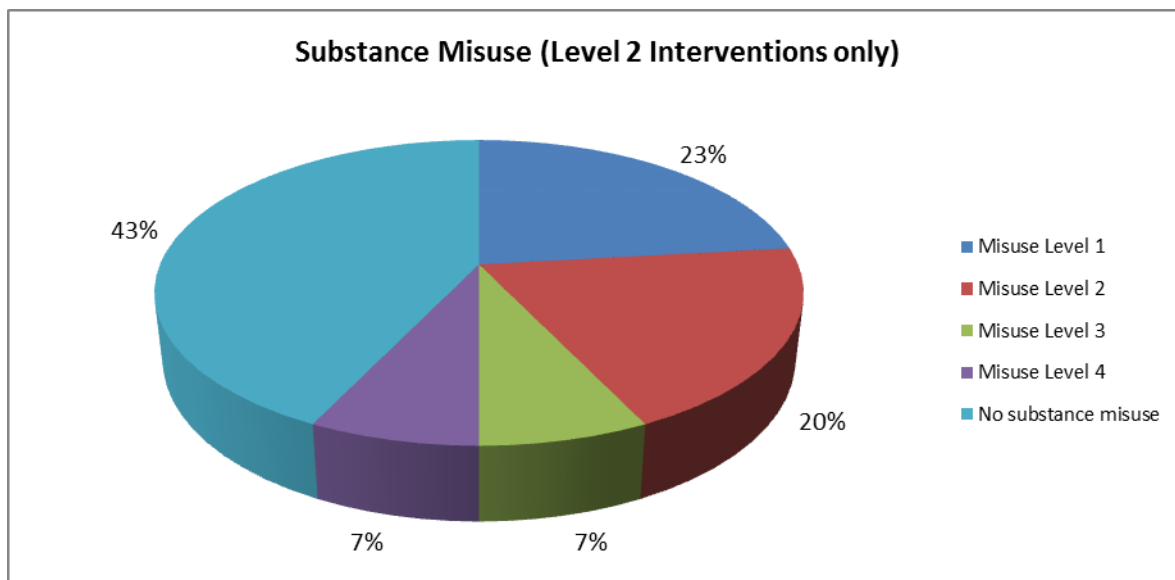
- victim being inappropriate (e.g. related to offender)
- no identifiable victim (often drugs offences)
- no response from victim

At least a minimum

level of RJ work (usually letter of explanation) should be completed in all cases, unless there is no identifiable victim and work will be carried out with SYOS staff to ensure that this is put into practice in future.

Some of the cases included are still active and although stage 1 was completed there is been potential for them to move on to stage 2 or 3. There are also 4 open cases where the work with the young person is in its early stages and restorative justice work has not yet been completed.

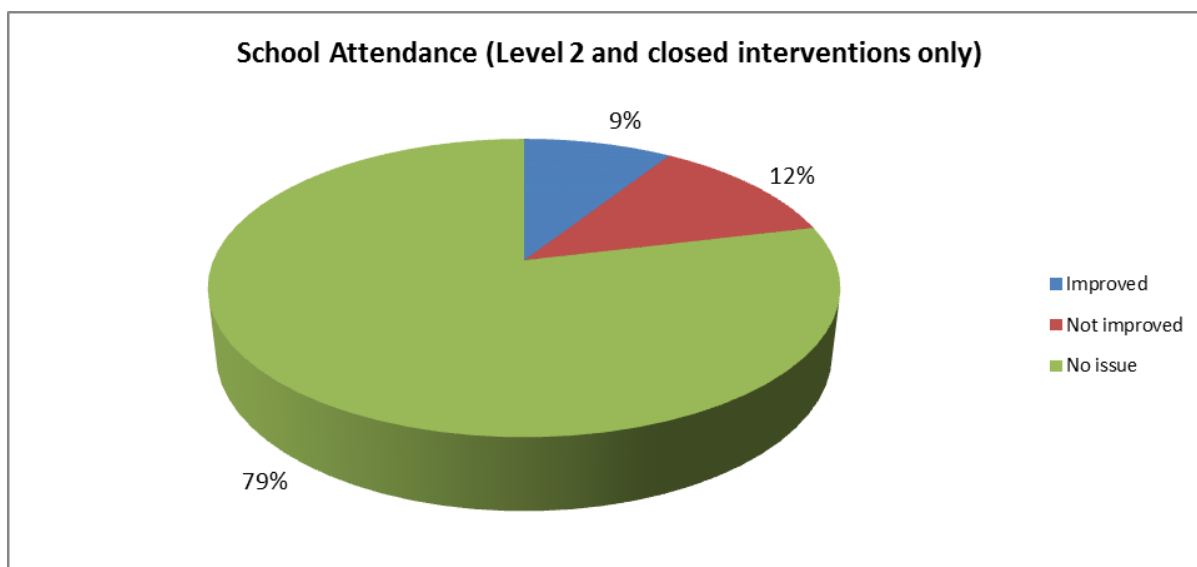
### **Substance Misuse**



If substance misuse scores 1 or 2 then specific work is undertaken by the Practitioner as part of the young person's interventions.

Cases where substance misuse is assessed at Level 3 and above are referred to specialist substance misuse workers. They are then fully assessed and any necessary intervention work is carried out.

### **School Attendance**



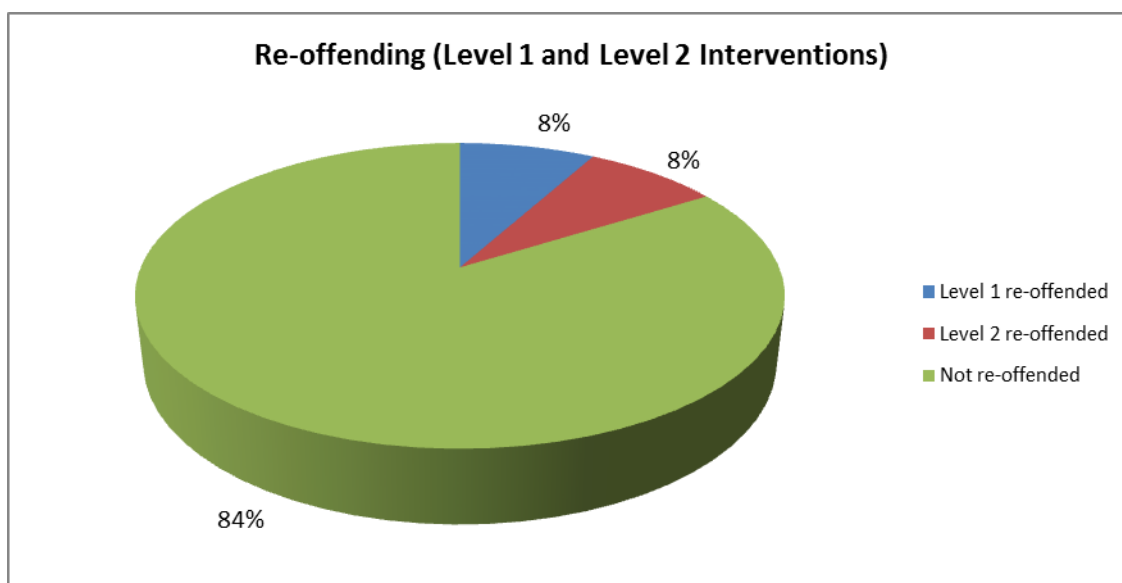
These figures were collected by comparing the young person's attendance at the beginning of the intervention to their attendance at the end. Of the 33 closed cases at Level 2, 7 were assessed as having attendance issues.

Of the 7 cases assessed as having attendance issues, 3 had an improvement (43%) and 4 were already attending a Pupil Referral Unit or receiving special provision due to other factors (i.e. special educational needs).

For 79% of total cases school attendance was not an issue as they were all attending full time and continued to do so.

### **Re-offending Rates**

These figures are based on the period June 2012 - May 2013. This allows us to track the young person for a full year after the triage disposal has ended.



As a comparison, the latest results (April 2011 – March 2012) for Ipswich Pre-Court: Reprimands 22.2% and Final Warnings 25.9%. More information is available on page 7



# Triage Mentoring Pilot

Evaluation Report October 2013

## Introduction

In October 2012 Catch 22 set up the Triage Mentoring Pilot in the Ipswich area as part of the Suffolk Youth Offending Service and Suffolk and Norfolk Police's Triage Pilot. This evaluation has been completed using the records of the service; discussion with the manager of the service, Karen Todd; feedback from the young people; feedback from the volunteers; and an update from Positive Futures.

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## **Background**

The Catch 22 Triage Mentoring Pilot was set up in October 2012 to run initially for a year. The project was required to provide 15 mentors to work with young people to build up and develop positive relationships. Once recruited and trained the mentors were to have weekly structured activities and the relationship was expected to last at least 6 months.

The young people referred were to be identified as being at risk of entering or already being within the criminal justice system aged between 10 and 15. Referrals were to be made from the Time to Change or Challenge 4 Change programmes within the Ipswich Borough Council and Suffolk Coastal districts.

The original service description also stated that young people should be included who were interested in becoming mentors. The activities sessions should have the dual purpose in being part of the building establishing the relationship between mentee and mentor and providing an assessment and training process for young people who wish to become mentors.

## **The delivery of the service**

In total 15 young people were referred to the mentoring Project between September 2013 and April 2013. They were aged between 11 and 17, see the breakdown below. Of those 15 there were 10 planned endings and 5 unplanned endings. In some of these cases, once their intervention through the Time to Change programme stopped, after 3 months, the young people stopped engaging with their mentors and failed to attend further sessions

The 5 unplanned endings were :-

MM: he was not at home on 3 occasions when Mentor went to collect, parents did not speak English, brother was our line of communication and this number was disconnected, we sent out end forms via post and got no response.

KC: she attended 3 sessions then missed 4 appointments with her mentor, closed due to non compliance.

TB: she attended 4 sessions then cancelled on 4 consecutive occasions and her parent advised us that she did not want to attend anymore.

HS: she attended 6 sessions then refused to attend sessions with Mentor, closed due to noncompliance.

JM: she attended 7 sessions then missed 4 consecutive sessions with mentor, closed due to noncompliance.

Of the remaining 10 young people they engaged with their mentors for up to 6 months and attended a maximum of 17 sessions. A further 3 young people (a sibling group) were referred to attend only the multi-sports sessions fortnightly, a mentor supported them to do this but did not see them at any other time. No young people were identified as wanting to become mentors. The ethnicity for the young people who were referred was; white British 12; Eastern European 1; and Mixed race 2.

Age	Boys	Girls
11	1	
12		
13	1	2
14	1	1
15	3	4
16	0	1
17	1	
<b>Total</b>	<b>7</b>	<b>8</b>

Catch 22's Positive Futures service provided a year long programme of fortnightly sports sessions designed for the young people and mentors to attend. All of the multi-sports sessions were delivered at Goals in Ipswich and the Positive Futures coaches delivered a wide range of sporting activities, these included multi-sports sessions; badminton; self defence; football and archery. The full programme is in Appendix 1 along with their report on the sessions. The sessions were received very well by all the young people including those who did not consider themselves as 'sporty' and they all found a sport or activity they enjoyed.

Over the year Catch 22 recruited, trained and gave on-going supervision to 12 volunteer mentors who met with the referred young people. They built up positive relationships, taking them out weekly, either to the Positive Futures sports sessions or other activities, which included: accessing local Library to help with homework; 4YP Girls Group – Wednesdays 5.30 till 7.00pm; 4YP Boys Group – Thursdays 5.30 till 7.00pm; 4YP Project Nurses Group – Tuesdays and Thursdays 5.30 to 7pm; going to the cinema or playing tennis in Christchurch Park; also one to one sessions at various venues in Ipswich just to chat about various things that the young people wanted to talk to with Mentor over Coffee. Of the volunteers, one had to be asked to leave due to her poor attendance at sessions and lack of communication with the service.

## Young people's feedback

Feedback questionnaires were given to the young people at the end of their time with their mentors. Their feedback was as follows:

1) How do you feel the Triage mentoring has gone?
WM – Really well JC1 – Good JC2 – Good BW – It was very useful and has gone very well ES– Good, it was nice to have someone to talk to SD– Went well at first but after a while she lacked getting into contact LC – Been a good experience SW – Was good, did loads of activities and sports CL – Really good, I enjoyed every part of it DB – Enjoyed it
2) Are you pleased you stuck with the programme? Why?
WM– Yes because it was fun and I met new people JC1 – Yes because it was fun JC2 – Yes because it was enjoyable BW – Yes I am because I've made new friends and it's been helpful ES – Yes because it's something to do SD –Yes I am please, I learnt how getting on with others positively and talking openly about life could help LC – Yes as it's been a good experience, learnt how to think about things differently SW – Yes, enjoyed it CL – Yes because it helped a lot DB – Yes I enjoyed it and didn't want it to end
3) What do you think you have got out of the mentoring?



<p>WM – I have gained more confidence and met some nice new people</p> <p>JC1 – Meeting new people</p> <p>JC2 – More skills in sports</p> <p>BW – I’ve found it easier to socialise and my behaviour/attitude has improved</p> <p>ES – It’s got me more motivated</p> <p>SD – Talking openly about life and changing my ways of thinking</p> <p>LC – Found it easier to talk to people and liked the sports</p> <p>SW – Learn muscle groups, team sports and how to meet new people and cooperate</p> <p>CL – My behaviour has improved</p> <p>DB – Its helped me realise how much my anger is hurting my mum and nan and Emily has taught me this</p>	
<p>4) Do you feel the mentoring has given you an opportunity to assess/learn more about:</p>	
<p>7. Behaviour</p> <p>8.</p>	<p>WM – Yes</p> <p>JC1 – Yes</p> <p>JC2 – No</p> <p>BW – Yes</p> <p>ES – Not really</p> <p>SD – Not getting into trouble with the police</p> <p>LC – Yes</p> <p>SW – No don’t think so</p> <p>CL – My behaviours improved and I don’t get into as much trouble</p> <p>DB – yes</p>
<p>9. Relationships</p> <p>10.</p>	<p>WM – Yes</p> <p>JC1 – No</p> <p>JC2 – Yes, met new people</p> <p>BW – Yes</p> <p>ES – It was good to meet Louise my mentor</p> <p>SD – Had a close relationship with Anna and met new friends</p> <p>LC – Yes</p> <p>SW – Built a relationship with James</p> <p>CL – Yes</p>

	DB – yes
11. Right from wrong	WM – Yes
	JC1 – No
12.	JC2 – Already knew
	BW – Yes
	ES – Already knew
	SD – Understanding life and how it goes and knowing when I've done wrong
	LC – Yes
	SW – No not really
	CL – Know how it affects other people
	DB - Yes we talked about it a lot
13. When to say no	WM – Yes
	JC – No
14.	JC – Already knew
	BW – Not really
	ES – Already knew
	SD– Still need a lecture but I know now when things have gone too far
	LC – Yes
	SW – No
	CL – Yes
	DB – Yes
5) What do you think has changed about yourself?	
WM – I think I have gained more confidence and met new people	
JC1 – Nothing	
JC2 – Nothing	
BW – I find it easier to talk and my behaviour isn't as bad	
ES – It's got me more motivated	
SD – Not getting into trouble as much. Having good behaved friends and realising things can't always go my way.	
LC– Can talk to people more	

SW – More confident with new people  
 CL – Less angry and can deal with things better  
 DB – She’s helped me to try and think about what I do effects everyone around me

6) What would you say to another young person who may be shy of trying the mentoring?

WM – I would tell them to try it because it helps you gain confidence and meet new people  
 JC1 – Do it, it’s fun  
 JC2 – Don’t be shy its good fun  
 BW – To go ahead and try it because it will be very helpful and they will make it enjoyable  
 ES – Just try it  
 SD – Should try it out and that talking can go a long way and it helps you out for the future when your independent  
 LC– Do it, it’s fun and you do lots of sports  
 SW – Give it a go you’ll really enjoy it  
 CL – Go for it  
 DB – Do it cos its cool

7) Do you have any further comments to make about the service?

WM – No  
 JC1 – No  
 JC2 – No  
 BW – No  
 ES – No  
 SD – I love and miss everyone dearly, thanks for helping me out I loved every minute and it’s a shame it can’t carry on  
 LC – No  
 SW – No  
 CL – No  
 DB – no

8) How do you rate the mentoring?

<b>Very poor</b>		<b>Poor</b>		<b>Average</b>	<b>1</b>	<b>Good</b>	<b>1</b>	<b>Very good</b>	<b>8</b>
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9) How do you rate your mentor?

Very poor		Poor		Average	1	Good	2	Very good	7
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## Mentors feedback

The mentors were also asked for their feedback at the end of their involvement with the young people their feedback was as follows:

### 1. What goals do you feel you and the young person have achieved?

#### **Katie Rayner YP – WM, JC1 and JC2**

They have come to every single goals session even in the summer holidays which shows how dedicated they were. This made it worthwhile.

#### **Lisa Knights & K Todd YP – BW**

Strategies to cope when at home. The value of maintaining education and making female friends.

#### **Anna Rice YP – SD**

Achieved a lot with anger management and learnt how to talk more openly about her problems.

#### **Katie Wright YP – CL**

It was hard work at first due to previous experiences but with time she was more willing to participate and get involved.

#### **Louise Bolton YP – ES**

Her day to day life has been a little chaotic so setting goals hasn't always worked but I think she has engaged in activities that she might otherwise not have.

#### **Molly Booth YP – LC**

For me I have gained more confidence and experience. With LC I feel he has achieved a better ability to work with other people, he can openly discuss his school and home life and he has attended an open day at Suffolk College, discussing school exams and subjects. I feel he would not have done this before taking part in Triage.

#### **James Fleming YP – SW**

SW got a lot out of this and enjoyed getting involved with more sports.

### 2. How do you feel the young person benefited from your relationship?

**Katie Rayner YP – WM, JC1 and JC2**

It has been great. They are so polite and we had such a laugh, they really enjoyed themselves.

**Lisa Knights & K Todd YP – BW**

Having an independent person to talk to and having advice from someone separate to her life. A lot of support has also been given out of hours.

**Anna Rice YP – SD**

Had someone that she could talk to.

**Katie Wright YP – CL**

Having someone to talk to has helped bring CL out of her shell more and I feel she interacts with new people a lot easier now.

**Louise Bolton YP – ES**

I think ES has benefited from having somebody to talk to that doesn't judge her.

**Molly Booth YP – LC**

Having someone there to talk to and support him and supervision from someone that's helping him to achieve his targets.

**James Fleming YP – SW**

Meeting new people and doing things he normally wouldn't do.

**3. Do you feel you benefited from the relationship and how?**

**Katie Rayner YP – WM, JC1 and JC2**

Yes, it has been so rewarding because they love coming and it makes me feel like I'm doing something positive.

**Lisa Knights & K Todd YP – BW**

Yes it's been good to see how BW has progressed and made new friends and goals.

**Anna Rice YP – SD**

Yes, I've learnt to see things in a different light and how to be someone to talk to whilst still remaining professional.

**Katie Wright YP – CL**

Yes, I've learnt how to interact more efficiently.

**Louise Bolton YP – ES**

Yes, it has given a better insight into 'troubled teens'

**Molly Booth YP – LC**

Experience of working with a young person and learning different ways to approach difficult subjects.

**James Fleming YP – SW**

It helped me learn how to talk to younger people and be more sympathetic of the problems they face.

**4. Could anything have been improved by support from Catch22, the case worker or the parent/ Guardian/ Carer?**

**Katie Rayner YP – WM, JC1 and JC2**

No I thought the team were amazing.

**Lisa Knights & K Todd YP – BW**

Social services/12+ team involved at the moment.

**Anna Rice YP – SD**

A little more guidance on how to improve and build on the relationship.

**Katie Wright YP – CL**

No

**Louise Bolton YP – ES**

I think some information sessions on different topics to be attended by mentor and mentee might have worked well.

**Molly Booth YP – LC**

More supervision of the relationship.

**James Fleming YP – SW**

No, there was lots of support from the staff.

**5. What didn't go as well and how could you or Catch22 improve this for next time?**

**Katie Rayner YP – WM, JC1 and JC2**

Nothing, it was so good my only regret was I couldn't do one to one but there was just too many of them.

**Lisa Knights & K Todd YP – BW**

Nothing, I feel the staff pulled together as much as they could to make sure the project ran as smoothly and efficiently as possible.

**Anna Rice YP – SD**

Nothing.

**Katie Wright YP – CL**

Nothing.

**Louise Bolton YP – ES**

I feel only time will tell if the project has helped her in the long run.

**Molly Booth YP – LC**

Problems with commitment from the young person.

**James Fleming YP – SW**

Difficult to discuss some problems, maybe a common problem fact sheet?

**6. What do you think were the positive aspects of the Triage Project and did you think it was a good idea?**

**Katie Rayner YP – WM, JC1 and JC2**

Yes got them out of the house and doing something fun.

**Lisa Knights & K Todd YP – BW**

Seeing the commitment from the young person. I thought it was a very good idea.

**Anna Rice YP – SD**

Yes, it got SD out of the house and learning things she normally wouldn't.

**Katie Wright YP – CL**

I thought it was a good way to make teenagers more confident.

**Louise Bolton YP – ES**

It was definitely a good idea. The young people have had to engage with people not previously known to them and have been introduced to lots of new activities.

**Molly Booth YP – LC**

Yes it definitely helped with LC's confidence issues.

**James Fleming YP – SW**

Very good way to get young people more involved.

**7. Any other comments?**

**Katie Rayner YP – WM, JC1 and JC2**

No

**Lisa Knights & K Todd YP – BW**

No

**Anna Rice YP – SD**

Good mentee I was very happy to take part.

**Katie Wright YP – CL**

No

**Louise Bolton YP – ES**

No

**Molly Booth YP – LC**

After this experience I've realised I would like to continue mentoring.

**James Fleming YP – SW**

Since taking part in Triage I have gone on to mentor other young people within Catch 22.

**Parents and Carers feedback**

Four parents replied to the feedback form that was sent to them in the post . Their feedback was as follows:

Mrs W

“It was nice to see BW getting excited each week to see her Mentor and she said she really enjoyed the Goals sessions, it gave her something to do and I have seen a bit of an improvement in her behaviour, she seems to know now what will happen to her if she gets in trouble anymore”.

Mrs L

“CL didn’t have any interests or want to leave the house much in the beginning, once she had got to know her Mentor more she started looking forward to the sessions. CL’s behaviour has improved so much and we all really liked Katie who really helped CL improve her confidence and self esteem”.

Mr R (SD’s Foster Father)

We have a very busy household and care for a number of foster children so Triage was wonderful for us, it gave SD somebody to talk to on a one to one basis and GOALS helped her find new friends and learn how to interact with people in a more positive way. It has also been a gateway for her to become involved in other Catch22 activities including the boat trip at the end of last year. All in all we can say this has been a life changing opportunity for SD.

Mrs C

Triage has been a real blessing, 3 teenage boys certainly keep me busy and it can be very challenging dealing with them so GOALS has really helped. They look forward to going every fortnight as there are always lots of activities planned which they love. Also spending time with other adults who are not their family has made them a lot more respectful and aware of how their actions can affect other people. We are all very sad that it has come to an end.

## **Summary and conclusion**

Two young people re-offended whilst still engaged in Triage, one young male for Criminal Damage and one young male for Theft.

It is clear that the mentoring scheme has had a positive impact the young people who were referred. They were offered a comprehensive timetable of activities including the sports activities facilitated by Positive Futures. The young people benefited from the relationship they had with their mentors and valued talking to them about things going on in their lives. I understand that two young people have carried on doing the activities after they finished with the service. No young people were identified as interested in wanting to become mentors themselves in the future at this point.

There does seem to have been an issue with some young people not engaging with their mentor when other aspects of intervention from the Youth Offending Service stopped which may need further consideration.



## Appendix 1

### Suffolk Positive Futures Sports Sessions as part of the Triage Project

Session	Date	Activities	Venue
1	10 Oct	Football	Suffolk New College Sport Centre
2	24 Oct	Fitness Circuits	Suffolk New College Sport Centre
3	7 Nov	Football	Suffolk New College Sport Centre
4	21 Nov	Dodgeball	Suffolk New College Sport Centre
5	5 Dec	Football	Suffolk New College Sport Centre
6	19 Dec	Badminton	Suffolk New College Sport Centre
7	16 Jan	Football	Suffolk New College Sport Centre
8	30 Jan	Multi-sports session	Suffolk New College Sport Centre
9	14 Feb	Multi-sports session	Suffolk New College Sport Centre
10	28 Feb	Multi-sports session	Suffolk New College Sport Centre
11	14 Mar	Multi-sports session	Suffolk New College Sport Centre
12	28 Mar	Self Defence	Suffolk New College Sport Centre
13	11 Apr	Multi-sports session	Suffolk New College Sport Centre
14	25 Apr	Multi-sports session	Suffolk New College Sport Centre
15	9 May	Trampoline	Suffolk New College Sport Centre
16	23 May	Multi-sports session	Suffolk New College Sport Centre
17	6 Jun	Trampoline	Suffolk New College Sport Centre
18	20 Jun	Multi-sports session	Suffolk New College Sport Centre
19	4 Jul	Archery	Suffolk New College Sport Centre
20	18 Jul	Trampoline	Suffolk New College Sport Centre
21	1 Aug	Multi-sports session	Suffolk New College Sport Centre
22	15 Aug	Trampoline	Suffolk New College Sport Centre
23	29 Aug	Multi-sports session	Suffolk New College Sport Centre
24	12 Sept	Multi-sports session	Suffolk New College Sport Centre
25	26 Sept	Archery	Suffolk New College Sport Centre

## Appendix 2

### Young people's feedback

Feedback questionnaires were given to the young people at the end of their time with their mentors. The questions were:

How do you feel the mentoring has gone?
Are you pleased you stuck with the programme? Why?
What do you think you have got out of the mentoring?
Do you feel the mentoring has given you an opportunity to assess/learn about:  Behaviour Relationships Right from wrong When to say no
What do you think has changed about yourself?
What would you say to another young person who may be shy of trying mentoring?
Do you have any further comments to make about the service
How do you rate the mentoring?  <input type="checkbox"/> Very Poor <input type="checkbox"/> Poor <input type="checkbox"/> Average <input type="checkbox"/> Good <input type="checkbox"/> Very Good
How do you rate your mentor?  <input type="checkbox"/> Very Poor <input type="checkbox"/> Poor <input type="checkbox"/> Average <input type="checkbox"/> Good <input type="checkbox"/> Very Good

## **Appendix 3**

### **Mentors feedback**

Feedback questionnaires were given to the mentors at the end of their time with their young people. The questions were:

1. What goals do you feel you and the young person have achieved?
2. How do you feel the young person benefited from your relationship?
3. Do you feel you benefited from the relationship and how?
4. Could anything have been improved by support from Catch22, the case worker or the parent/ Guardian/ Carer?
5. What didn't go as well and how could you or Catch22 improve this for next time?
6. What do you think were the positive aspects of the Triage Project and did you think it was a good idea?
7. Any other comments?

## **Catch22, Suffolk Positive Futures Triage & Mentoring Project**

Catch22, Suffolk Positive Futures have been involved with delivering a triage mentoring project on behalf of the Suffolk Youth Offending Service in partnership with the Catch22 mentoring project. The 12 month pilot was launched September 2012 and has recently been completed.

The purpose of the triage mentoring pilot was to provide a mentoring relationship that will be beneficial to the mentee in improving social functioning, educational attainment and aspirations. The main outcomes being sought from the project were:

- Reduce the number of first time entrants to the youth justice system
- To reduce offending and re-offending rates
- To improve life chances for young people either within or at risk of entering the youth justice system
- To offer the opportunity to younger mentors to provide pro-social modelling and coaching that may at a later date become the basis to develop a peer mentoring service

Our role in the project involved working with the young people and mentors on a fortnightly basis to engage them in a sporting activity. The session provided the opportunity not only to introduce the young people to sport and the health benefits of this but also to provide a platform for the relationship between the young people and mentor to develop.

All of the multi-sports sessions were delivered at 'Goals Ipswich', an excellent facility enabling our staff/coaches to deliver a wide range of sporting activities. The sessions were led by the young people in terms of deciding what activities they wanted to try and this included Football, Dodgeball, Table Tennis, Badminton and Basketball, Short Tennis and on occasions specialised coaches were on hand to deliver activities, such as Trampoline and Archery.

For each of the Positive Futures sports sessions the young people were accompanied by their mentors. All the mentors are volunteers with the Catch22 mentoring service and they have weekly contact with their mentees. The mentors are very supportive and their time is spent helping the young people to gain skills and confidence, which will help at school, college, work and in their social lives.

The project involved young people in the age range of 10-15 and at an early level of involvement with the youth justice system. This is where the research had shown a strong mentoring relationship to be most effective.

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The sports sessions were largely well received the young people including those who were not particularly sporty (or had previously engaged in sport) but who were happy to be involved and give the sessions a go. This was shown in the case of Eboni 16 from Ipswich (One of the young people referred) who was not very sporty but particularly enjoyed playing badminton with her mentor and some of the other young people. As a result of the session she has decided to also sign up to attending an all girls sports session with Suffolk Positive Futures starting Sept 2013.

This is backed up by a Eboni's mentor Louise Bolton, who stated:

Eboni was always happy to attend although not always so keen to engage in the sports! She would make an effort with some gentle encouragement however.



The enthusiasm, enjoyment and engagement of the young people throughout has been very evident and proved this project to be a success. The Young people have also had the opportunity to improve on Team Work and Team Building, their personal discipline and fitness. This was very evident as we carried out a mid-term questionnaire with the participants;

Some of the quotes we received back from the questionnaire were as follows:

*"The sessions were really good and enjoyable and they gave me an opportunity to learn more about communicating as a team, also to encourage rather than discourage"*

*"The multi sports sessions helped me get more motivated and I have got fitter, I would encourage other young people to take part in the sessions".*

Further positive feedback came from Katie Raynor who was actually mentoring 3 brothers! Jack, William and James. Katie stated

I have mentored them for 3 months, they are so enthusiastic and enjoy themselves, they are all brothers so thought they would play up to each other but are so polite and don't complain once. They have been a pleasure & have attended even goals session

William, Jack and James are shown in the picture below with their mentor Katie.



The referrals themselves were predominately received via the Time to Change project which falls under the management of the Suffolk Youth Offending Service. It was important to get their views and opinions of the project and of the work we were doing with their young people. **Louise Thomas** from the Time2Change team commented

*“All my young people who have been referred to the Catch 22/Positive Futures triage mentoring project enjoyed the sessions. Two of the young people in particular stand out for me, the first one was a 13year old girl who does not go out, has no friends outside school and hates sports, she preferred to stay in, draw the curtains and read or watch films. I had to really persuade her to partake in the mentoring activity, but after the first sessions she was hooked and ended attend all the sessions run by Positive Futures, she also went to other activities with her mentor which included the cinema, bowling and half a day training on health and safety, she never missed a session and got on with her mentor”*



*“The second was a boy called Steve aged 14, he really enjoyed the Positive Futures activities and also the male company each week, and after a few weeks of engaging in the sports project he started to go outside and meet friends, kick a football around like any other teenager, it really helped with his confidence”*  
**Steve is featured in the picture, far left.**

This pilot came to an end in October 2013 and although a larger scale evaluation is underway of the whole programme we feel the encouraging feedback above is a good indication of the impact Suffolk Positive Futures played in the scheme. There are plans for this project to continue with the Suffolk YOS, however in the meantime all the young people have been sign posted to new & other existing projects being delivered by Suffolk Positive Futures, in particular for the girls, an All-Girls Multi-Sports project which launched 17<sup>th</sup> Sept 2013.