

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Communities and Cohesion
2.	Date:	21st October, 2013.
3.	Title:	Youth Offending Service (YOS) - Service Quality Review
4.	Directorate:	Children and Young People's Services

5. Summary

This report provides an update about the Youth Offending Service, Service Quality Review which had been undertaken by the Performance and Quality Team. The review was requested by the Safer Rotherham Partnership to establish the quality of service offered, the quality of case recording, the implementation of previous inspection recommendations, governance arrangements and customer satisfaction with the service.

The service has recently been restructured and from the 1 July 2013 became part of the fully integrated youth support service (IYSS).

6. Recommendations

That the Cabinet Member: -

- Note the work carried out thus far.
- Note the current findings from the review

7. Proposals and Details

Agreed Scope

The service quality review included the following in scope activities:

- Audit of progress made in relation to the recent SQS inspection and evidencing actions taken.
- Independent audit of a random sample of (electronic) case files against the Assessment, Planning, Intervention and Supervision (APIS) framework.
- To extend specific focus on 'voice' of the young person within their journey.
- Undertake feedback activity with a sample of young people and their families to assess outcomes and their satisfaction with the service.
- Completion of an evidence based self-assessment based on the HMIP framework to include Safeguarding, Risk Management, Engagement and Governance.

- Review and development of current YOS Performance Management Framework to ensure it covers quantitative and qualitative measures across the four key evidence blocks of Activity, Quality, Customer and Inspection

Current position

Inspection action plan

A detailed update has been carried out on the Inspection action Plan. The plan includes five recommendations, of which three have now been reported as completed with two recommendations partially completed. Of the three completed actions, evidence has been provided to demonstrate actions. The partially completed actions will remain on the plan until further work is carried out to satisfy the panel that appropriate measures are taking place before closing down the plan.

Compliance checking

During August 2013 an independent compliance audit took place, concentrating on the Assessment, Planning, Intervention and Supervision (APIS) framework but also ensuring that recommendations from the Inspection action plan were audited as well as any other salient measures.

Results from the audit were pleasing, with over 96% of assessments being Completed within timescales when the young person attended a pre-arranged interview.

Other findings included that in every case sampled 100% of the evidence boxes were completed and scored to allow workers to carry out any necessary vulnerability and risk assessments for the young person.

Governance arrangements

It is intended that a suite of measures will be developed, to form a regular performance update to the Cabinet Member moving forward. This will replace the Inspection action plan and will help to form robust governance arrangements for the service. The measures will include any key indicators such as the ones highlighted in the Inspection action plan and also any others that are of interest or deemed of significant importance and will be monitored and reported on a quarterly basis to the Cabinet Member for Communities and Cohesion.

A Quality Assurance schedule is to be implemented and adhered to within the YOS which will be carried out by service managers and team leaders using the short screening tool along with random sampling of individual cases.

Other future actions

Voice of the Young Person

Work will be started to gather feedback from a sample of young People and their parents and carers to assess outcomes and their satisfaction of the Service. This will be done in conjunction with the voice and influence officer in the Integrated Youth Support Service (IYSS) and the Performance and Quality officer.

Self-Assessment

A self-assessment will be completed based on the HMIP framework to include Safeguarding, Risk Management, Engagement and Governance. This will be done by the YOS Manager with support from Performance and Quality Team.

8. Finance

None.

9. Risk and Uncertainties

The service quality review and other activity referred to in this report is ongoing and is being carried out to prepare for future inspections and to improve governance and performance management arrangements for the YOS and wider IYSS. Therefore capacity of available time and resource should be monitored and prioritised to minimise impact on achieving the desired outcomes.

10. Policy and Performance Agenda Implications

Children and Young People Plan
IYSS Strategy

11. Background and Consultation

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