**Service User Feedback Report June 2019**

 **People: Youth Offending Service**

This report is an analysis of the service user feedback received from young people who have had a service from the Youth Offending Team.

The Youth Offending Service is looking to gather feedback from the young people that they have worked with to make sure that they are helping young people in the ways that they need and so that they can improve the service. They have asked young people directly to comment on what they thought of the service.

**Methodology**

Paper forms and links to electronic questionnaires were given in person or sent out to all young people by staff in the YOS team between November 2018 and the end of May 2019. **20** completed forms were submitted by those young people. This is a new process for the YOS team and this is the first report to summarise the findings.

On the survey, there are a total of 9 questions and they are a range of closed and open questions, designed to measure satisfaction with the quality of the service, the level of service provided by the staff and the ways the service could be improved.

**Feedback Gathered**

Responses came from round the county:

Allerdale and Copeland – 30%

Barrow and South Lakeland – 15%

Carlisle and Eden – 55%

These are the results of the **closed questions** in the survey and details of the comments made by young people:

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| --- | --- | --- | --- | --- | --- |
| **Question:** **On a scale of 1 to 5 how much do you think YOS helped you?** | Excellent Help | Good Help | OK Help | Poor help | Very poor help |
| 60% | 30% | 5% | 0% | 5% |

|  |  |  |
| --- | --- | --- |
| **Question** | **Yes** | **No** |
| Did you feel you were treated with respect by your YOS Officer? | 100% | 0% |
| Did you feel listened to during your time with Cumbria YOS | 100% | 0% |
| Did you feel you were involved in your intervention plan? | 100% | 0% |
| Has anything changed for the better since you started working with Cumbria YOS? | 95% | 5% |

7 people made comments in response to the question about feeling involved in their plan and 4 said yes, they felt involved and they knew what was going on. Other young people said:

*“Anything I had to say or enquire about was acknowledged.”*

 *“We put it on paper and talked about it.”*

*“Lisa helped me to do things that you found difficult. She encouraged me and supported me all the time.”*

Some of the comments received in response to the question about **what had changed for the better** following the intervention, were that 2 young people said that the way they managed their **anger** had improved, 4 said they had got into **less trouble** and 3 said that they had **not reoffended.** Others made the following comments:

*“I have managed to get a job and have lots more confidence and am a lot happier.”*

*“To not get into trouble, there is just no point arguing with people like my mum, there is just no need.”*

*“Not reoffended or got in anymore trouble and keep thinking.”*

*“Home life is better.”*

*“I have learned the error of my ways and better ways to go around my problems.”*

*“I’m less anxious.”*

*“I'm now a lot more positive and happier than I have been for about five or six years.”*

**Open questions**

There are 3 open questions on the survey where young people can give their comments:

**Question: What worked well for you working with YOS throughout your order?**

There were many comments in response to this question and three respondents said that the intervention had kept them **out of trouble** ever since. Others said it had helped to **control their anger** and others said it had raised their **self-esteem**. Some talked about how good it was to get **support** and others said they **liked their worker** and they liked **doing the exercises**.

Some of the comments about what young people thought had worked well were:

*“Speaking about the punishment that would happen if something like this happened again and I don't want a criminal record at my age or ever, so I learnt to just keep my head down and stay out of trouble.”*

*“It helped me understand the consequences of my actions and how it puts others at risk.”*

*“Knowing they were trying to help me.”*

*“The working and the forms have deterred me from offending again.”*

 *“The help I got throughout my time with them.”*

*“Listening and doing practical work.”*

*“Everything was good and I got on well with Kelly and Lisa.”*

*“Improving my self-esteem.”*

*“Building my confidence back up and seeing Lisa every week.”*

**Question: What do you think still needs to happen in your life to continue the positive changes?**

Three peoples said they need **to think** before they act in future and two talked about **getting a job**. A couple talked about **keeping out of trouble** and not let it happen again. A couple said they did not need to do anything as they were **feeling positive** or had **learned their lesson** and would **not offend** again.

Some of the comments made by young people about what still needs to happen were:

*“For me to listen to what people are saying to me,”*

*“Being helped with anger.”*

*“Aiming to apologise to victim.”*

*“Early bed, no screens or computers at night, control my anger.”*

 “*Medication.”*

*“Not worry about everything”*

**Question: Can you suggest anything to improve how we work?**

15 respondents said nothing could be improved and three said the service was good.

Young people made the following comments and suggestions:

*“Less paperwork. I don't mind the ticking boxes and the odd sentences”*

*“I was worried about what would happen, but I didn’t need to be. Lisa and everyone have shown me what I can do with my life.”*

*“I felt that my sessions were very good and that I was helped and cared for in these sessions.”*

*“No found everything very helpful and learned a lot.”*

**Restorative Justice**

There is a separate questionnaire which has been created for victims of crime to complete if they have been involved with the Restorative Justice Team. These are the victims of the crimes of the young people supported by the YOS team. There were only three replies received to the questionnaire on restorative justice in this period, but from the feedback gathered, it was clear that the respondents felt they had a good chance to talk about the impact of the offence on them and their lives and felt restorative justice was fully explained to them. They felt supported by their Restorative Justice Worker and were listened to and had the opportunity to ask questions. The comments received from the victims were positive about the support they had received and they said the workers were attentive and understanding. The team will be working on getting a higher response rate to the questionnaire from future victims they are working with over the next 6 months.

**Strengths**

The feedback from young people to the questionnaires on their work with the Youth Offending Service was generally very positive. 90% of respondents felt they had received good or excellent help during their work with the YOS team. 100% said they felt respected, listened to and involved in what was happening to them. Several said that they were better at managing their anger following the support they had received. Others report that their confidence and self-esteem had improved, some said they were not reoffending and others stated that they were positive, happier and less worried.

Young people talked about gaining an understanding of the consequences of their actions and also the impact of those actions on other people.

There was very positive feedback about the staff in the YOS team and how the young people valued the support, both emotional and practical, that they offered all the young people while working with them.

**Areas for development**

There were very few areas for development emerging from the feedback, other than a request for less paperwork and one respondent said they did not feel anything had changed for the better for them following the intervention. Staff will need to be supported to engage more young people to complete the on line survey so a wider range of feedback can be gathered. We have recently developed a paper version of the form which may make it easier for staff and young people to use in the future.

**Going forward**

The Youth Offending Service will continue seek feedback from the young people they work with and we would hope to do another report in 6 months’ time.

This report will be circulated to the YOS Manager and the AD for Children and Families and uploaded to the continuous improvement Sharepoint site. A self-reflection form will be sent out with the report for the manager to complete and return to the Business Improvement Team.

Helen Leader June 2019