



WOKINGHAM BOROUGH COUNCIL

Wokingham Prevention and Youth Justice Service

Case Management Guidance

Community Resolutions

Document Control Information

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Version	Date	Description
1.0	January 2024	Case Management Guidance: Community Resolutions last reviewed in January 2024.

Acronyms

YOT1: Police document which captures the details of the community resolution (child, offence and date, victim consent)

IYSS: case management information system utilised to record our work

PYJS: Wokingham Prevention and Youth Justice Service

TVP: Thames Valley Police

ATM: Assistant Team Manager

TM: Team Manager

Working days: it refers to the working days of the case worker (i.e. part time workers) rather than working week.

This document should be read in conjunction with the following guidance, which is saved on Z:\Waterford Hub\PYJS Legislation, Guidance and Frameworks.

- Standards for children in Youth Justice Services 2019 (Youth Justice Board)
- Thames Valley Protocol to reduce offending and criminalisation of children in care 2020
- The National Protocol on reducing criminalisation of LAC and Care Leavers
- OOC Decision Making Guidance 2023 (TVP)

Community Resolutions are aimed at first-time offenders for less serious offences. Where the offence in question is not serious and appears to be an isolated incident, a Community Resolution offers the child a 'second chance', provided they make amends to the victim. They also offer victims an informal, flexible response to the matter they have reported. These disposals empower victims by allowing them to have a say in how their matter is dealt with.

Wokingham PYJS will offer a 14-week support programme to any child that has been issued a Community Resolution by TVP. The intervention is voluntary and will consist of an assessment, a plan underpinned by the assessment and the delivery of tailored and targeted interventions. A closure/exit interview with the child and parent/carer will identify the ongoing support and allow us to obtain feedback about PYJS work.

Community Resolution programmes are subject to the same level of quality assurance than statutory interventions, including quality assurance of assessment and plans and monthly line supervision of the case. Where applicable, the case worker should also consult with CAMHS about the Trauma Recovery Model support.

Overarching principles underpinning Community Resolution programmes

First and foremost we should always remember that we are working with children. Our practice is driven and underpinned by Child First practice.

- 1. Engagement:** case workers will seek to engage with the child and parents/carers throughout the duration of our involvement with them and will work to ensure their meaningful participation, including the co-production of plans.
- 2. Trust:** case workers will seek to establish meaningful and trusting relationships with the children they work with, adopting a trauma informed approach to their practice.
- 3. Diversity:** case workers will take into account the diverse needs of each child and will promote equality in access and engagement. Case workers will be culturally aware of children's cultural and ethnic background and consider how they may impact on the child's engagement.
- 4. Identity:** intervention plans should contribute to building a child's a pro-social identity, underpinned by the Good Lives Model.
- 5. Understanding:** case workers will ensure that the child is aware of their rights and responsibilities throughout their involvement with the service. Language and communication should adapt to meet the child's needs and level of maturity. Where the case worker identifies some barriers with language and communication they should consult with the speech and language worker for support and guidance in working with that child.
- 6. Effective intervention:** case workers will consider targeted interventions based on the predisposing, precipitating, perpetuating and protective factors of case formulation. Within the time constraints of a community resolution programme, interventions will also be prioritised based on where the child is within the cycle of change. The role of other agencies that might be involved with the child and their scope to deliver some of the identified interventions should also be considered.
- 7. Effective multi-agency work:** case workers will co-ordinate interventions with any other relevant specialist agencies with specified intended outcomes, prioritised based on need. Where a child is known or becomes known to Children Social Care, the case worker will be expected to attend and participate in relevant meetings (i.e. LAC reviews, CIN Reviews, ICPC, etc).
- 8. Consistency in practice:** case workers will ensure that cases are managed and supervised in line with the relevant Wokingham Borough Council Practice Standards, as well as the Youth Justice Board's National Standards, where relevant.
- 9. Safety:** case workers will ensure that any risk to the public and the child's safety and well-being are assessed and managed effectively.

Generic guidance on attendance and compliance

- There will be an expectation for a **minimum 4 supervision sessions** to be delivered to every child (excluding the planning meeting).
- All appointments must be given in writing (reminders are always a good idea, and these could be in text, WhatsApp, phone call etc).
- Appointments for at least the month ahead should be scheduled at the beginning of the month (the case worker can then decide whether the letter goes out weekly, monthly or one letter for the whole order).
- Appointment letters must be sent out to the child, and it is good practice for parents/carers to also receive a copy of appointments. The case worker may also want to consider sharing their appointments with the network, particularly if it is a large one, to avoid clashes with other professionals.
- Appointments can be “rescheduled” before they take place and the reasons for rescheduling should be clearly indicated. If a child misses an appointment the absence must be recorded as either “Not Kept Sufficient Explanation” or “Not Attended OOC”. Missed appointments **should not** be recorded as “rescheduled” appointments.
- It is good practice that if a child misses an appointment at the office or at school, a home visit follows to check on the reasons for the absence and on the child’s wellbeing.

Referrals in/Allocations

- TVP sends YOT 1 to PYJS via secure email.
- ATM captures details in the allocation spreadsheet and sends to admin for file creation.
- Admin creates IYSS file and uploads documents to multimedia and Z drive YOT1 Folder.
- ATM/TM discuss allocations on Wednesday/Thursday based on workloads, skills, experience, and interests of the team.
- Allocations are shared with the team on Thursday mornings. Specialist workers are also copied in so that they can conduct an initial screening of each child and share outcomes with the allocated case worker.
- Where a direct victim has been identified and they have provided consent to be contacted by the PYJS victim worker, the allocation email will also allocate the victim worker to the relevant case.

Week 1-4 Assessment & QA

- A home visit first appointment must be scheduled for the week after the allocation. The appointment letter **must** be in the post the Friday after the allocation day.
- **Office Appointment:** If MOSAIC or Police checks raise concerns about the appropriateness of a home visit, following discussion with the line manager the initial appointment may be offered at the PYJS office.
- **Preparing for the home visit:** Make a phone call on the day of the appointment to ensure the letter has been received and the family is waiting for you. Print a “home visit final shout out” letter in case no one is at home.
- **During the home visit:** The case worker must explain the CR programme of support to the child/family and use the Signs of Safety Barrier Solving Matrix to navigate any refusal to engage. This is a key strategy to try to increase engagement and explore any barriers stopping the child/family from engaging with us.
- **Programme Declined:** If the programme of support is declined, the case worker will send a letter to the child/parent acknowledging their wishes not to engage with our service and explaining to them how that will be recorded on our systems.
- **Home Visit No Answer:** If there is no answer to the home visit, the “home visit final shout” letter should be posted through the door offering a new appointment at the office. If the child/parent don’t keep the second appointment, the case will be closed and the relevant letter will be sent out to the child/family.

Assessment

- The Mini Asset must be completed within **3 weeks** of allocation (with acknowledgement that for part-time workers, this will be a **4 week** process instead).
- The assessment should include:
 1. A minimum of 2 sessions with the child, one of which must be a home visit.
 2. Evidence of the initial screening information received by specialist workers, including education.
 3. Evidence of MOSAIC checks and any additional information provided by the relevant social worker (or absence thereof).
 4. As part of the assessment process the case worker will consider the Asset SLCN tool and where there are multiple “sometimes” or “yes” answers, consultation with the SAL worker will take place.
- **Quality Assurance:** On **week 4**, the assessment must be QA’d by a line manager and finalised by the case worker. The QA will include oversight of the proposed intervention plan, which should be informed by the factors for and against desistance identified in the assessment.
- The case worker will upload the final document to IYSS multimedia.

Week 5 – 6 Intervention Plan and Behaviour Contract

- The case worker co-produces the plan with the child/parent/carer using the intervention plan template and the identified areas for support. The plan must be signed by the child (and parent/carer) and uploaded to IYSS multi-media.
- If the parent/carer was not present when the plan was co-produced, a copy of the plan must be posted to the parent/carer and this must be evidenced on IYSS as a case note.
- The case worker must complete the Process tab on IYSS indicating the date that the Intervention Plan has been completed.
- If not already completed, during this session the behaviour/consent form must also be signed.
- We encourage the child to write his own plan to foster ownership. The handwritten plan should be saved on IYSS Multimedia. If it were difficult to read, the case worker may also choose to save an additional typed plan.

Week 7 – 14 Programme Delivery

- **Recording:** The case worker must record all supervision sessions (and contacts) on IYSS and within **2 working days** of occurrence. For supervision sessions, the relevant template must be used.
- **Serious incident:** Where the case worker becomes aware of a serious incident involving or linked to the child (for example being the victim/perpetrator of serious violence; school exclusion; homelessness; serious family incident) the recording of the event must be done by the end of that working day.
- **Frequency of contact:** Most children will need to be seen weekly to ensure all sessions are delivered within the 14-week programme duration. There may be children whose context or needs may require they are seen less frequently. This variation will require management oversight by way of discussion in supervision. There will be an expectation for a **minimum of 4 supervision sessions** to be delivered to every child.
- **Risk Levels:** It is anticipated that all Community Resolutions will present low-medium risk of serious harm and/or likelihood of re-offending. If during the course of the programme a change of circumstances indicate a variation in risk levels, it must be raised with the line manager within **2 working days** to assess, discuss and implement the risk management plan variation. Where the child has been assessed as presenting high safety and well-being concerns (or circumstances change to this effect during the delivery of the programme) this should also be raised with the line manager within **2 working days** to assess, discuss and implement the safety and well-being management plan variation. It is expected that a child who presents as high safety and well-being concerns would have an allocated social worker who would lead on their safeguarding. Where this is not the case and the concerns are high, the concerns must be documented in a MARF sent to the Front Door for safeguarding screening.

- **Victim work:** All Community Resolution programmes should include at least **one session** to discuss victim impact and awareness. If no direct victim has been identified, the relevance of this intervention should be determined by the assessment.
- **Inappropriate sexual behaviour:** If the offence relates to inappropriate sexual behaviour or communication, there **must** be a referral to and an intervention by the PYJS nurse around consent and healthy relationships.
- **Substance Misuse:** If substance misuse has been identified in the assessment as a risk factor to further offending, the case worker should discuss with the Cranstoun worker whether it warrants a referral for an intervention or Cranstoun will support the PYJS worker to deliver such intervention (if introducing a new worker during such a short period of work is deemed not appropriate or conducive for effective relationships).

Closure/Exit Interview

- **Booking the exit interview:** It must be booked with the child and parent with 3-week notice. The exit interview must take place **within 5 days** of the final session with the child. The worker will also invite a PYJS manager to the meeting, who will conduct the exit interview.
- Further guidance on this process can be found on the “Exit Interviews: Guidance for workers and Managers” document saved on the Z drive.
- TVP Youth Justice Unit do not require a case-by-case outcome notification of each case but feedback will be available upon consultation, where relevant to decide regarding future OOC.

NON-ENGAGEMENT

1. Closure No Contact

- If the initial home visit is unsuccessful, and the child/parent do not attend the second appointment offered to them the case worker should request closure of the programme to their line manager within 3 working days, indicating the steps taken to engage with the child.
- If closure is agreed by the line manager, closure should be recorded as a contact on IYSS and case/case worker ended by the line manager.
- The case worker will send a closure letter (Closure No Contact) to the child/family within **5 working days** of closure agreed with the line manager.

2. Closure Disengagement

- **First Missed appointment:** When a child misses one session without notice/reasonable explanation, the case worker should explore non-attendance with both child and their parent/carer. This exploration should include any barriers to engagement and how to overcome them. The case worker must also



offer the child the opportunity to make up for the missed session by increasing the frequency of the sessions (rather than extending the term of the intervention).

Your next appointment should be within a week of the missed one.

- **Second Missed appointment:** If a child misses two consecutive or three alternate sessions with or without notice/ reasonable explanation, the case worker should discuss ongoing engagement and impact of non-engagement with both the child and the parent. **This discussion should take place as a home visit.** If ongoing engagement is agreed, the case worker must also offer the child the opportunity to make up for the missed sessions by increasing the frequency of the sessions (rather than extending the term of the intervention).
- Closure: If the child/parent confirm that there will be no further engagement, the case worker will record the reasons given by the child/parent and send a case closure request to the line manager within **3 working days** and indicating the steps taken to engage with the child.
- If ongoing engagement was agreed but the child fails to attend further sessions, the case worker will discuss case closure with the child/parent and proceed to request closure from their line manager unless exceptional circumstances are identified.
- If closure is agreed by the line manager, closure should be recorded as a contact on IYSS and case/case worker ended by the manager.
- Following closure, the case worker must send a “closure disengagement” letter to the child and parent/carer, within **5 working days** of closure.

3. Closure Declined

- When initial contact is successful, but child and/or parent/carer decline to engage with PYJS service offer, the case worker will record the discussion as a contact on IYSS and discuss the closure with their line manager.
- If closure is agreed by the line manager, closure should be recorded as a contact on IYSS and case/case worker ended by the manager.
- Following closure, the case worker must send a “closure/service declined” letter to the child and parent/carer, within **5 working days** of closure.