



**WOKINGHAM  
BOROUGH COUNCIL**

**Wokingham Prevention and Youth Justice Service**

**Case Management Guidance**

**Youth Rehabilitation Order**

## Document Control Information

**Title:** Prevention and Youth Justice Service Case Management  
Guidance: Youth Rehabilitation Order

**Date:** April 2024

**Review date:** April 2025

**Version:** 1.0

**Classification:** Public

**Owner:** **Kelli Scott**, Service Manager CWD, Early Help and Prevention  
and Youth Justice Service

**Bea Nigolian**, Team Manager Prevention and Youth Justice  
Service

Version	Date	Description
1.0	April 2024	Prevention and Youth Justice Service Case Management Guidance: Youth Rehabilitation Order last reviewed in April 2024.

## Acronyms

**CPS:** Crown Prosecution Service

**IYSS:** case management information system utilised to record our work

**PYJS:** Wokingham Prevention and Youth Justice Service

**YJB:** Youth Justice Board

**TVP:** Thames Valley Police

**Case worker:** Youth Justice Workers/PYJS Social Worker/Probation Link worker

**RJW:** Restorative Justice Worker

**PSR:** Pre-Sentence Report

**YRO:** Youth Rehabilitation Order

**ATM:** Assistant Team Manager

**TM:** Team Manager

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

- Sentencing Children and Young People-Definitive Guideline (Sentencing Council)
- Standards for Children in Youth Justice Services 2019 (Youth Justice Board)
- Youth Court Bench Book (Judicial College)
- YJB Case Management Guidance (updated 2022/23)  
<https://www.gov.uk/guidance/case-management-guidance/how-to-use-reports>

A YRO is a community sentence within which a court may include one or more requirements designed to provide for punishment, protection of the public, reducing re-offending and reparation. When imposing a YRO, the court must fix a period within which the requirements of the order are to be completed; this must not be more than three years from the date on which the order comes into effect.

The available requirements within a YRO are:

- activity requirement (maximum 90 days).
- supervision requirement.
- unpaid work requirement (between 40 and 240 hours);\*
- programme requirement.
- attendance centre requirement (maximum 12 hours for children aged 10–13, between 12 and 24 hours for young people aged 14 or 15 and between 12 and 36 hours for young people aged 16 or over (all ages refer to age at date of the finding of guilt);

- prohibited activity requirement.
- curfew requirement (maximum 12 months and between 2 and 16 hours a day);
- exclusion requirement (maximum 3 months);
- electronic monitoring requirement (and with GPS monitoring)
- residence requirement;\*
- local authority residence requirement (maximum 6 months but not for any period after young person attains age of 18).
- fostering requirement (maximum 12 months but not for any period after young person attains age of 18);\*\*
- mental health treatment requirement.
- drug treatment requirement (with or without drug testing).
- intoxicating substance requirement.
- education requirement; and
- intensive supervision and surveillance requirement.\*\*

\* These requirements are only available for young people aged 16 or 17 years old on the date of the finding of guilt.

\*\* These requirements can only be imposed if the offence is an imprisonable one AND the custody threshold has been passed. For children and young people aged under 15 they must be deemed a persistent offender.

**YROs** are subject to quality assurance of the assessment and plans and monthly line supervision of the case to quality assure the delivery of the intervention. Where applicable, the case worker should also consult with CAMHS about the Trauma Recovery Model support.

### **Overarching principles underpinning YRO programmes**

**First and foremost we should always remember that we are working with children.**

- 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 consider 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 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 posed by the short length of some Orders, 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. CIC 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 Case Management Guidance and Standards for children in the Youth Justice System, 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.

#### **Referrals in/Allocations/Generic points of practice**

- YROs are made in Court, usually requiring a PSR or other report (i.e. Breach) to inform the Court's decision.
- All Court outcomes (local Courts or out of borough Courts) are received in our shared email inbox. For dates when we cover Court, the Court officer should email the whole team with the Court outcome.
- If PYJS was at Court at point of sentencing, the Court officer must meet with the child after sentencing and explain to them what a YRO entails and what to expect next. The child must be handed a leaflet that explains the sentence to them.
- The ATM (or TM in their absence) must liaise with admin support to ensure Court outcomes are recorded on the Z drive Court outcome folder and on IYSS; and that Court Orders are uploaded to multi-media. Admin should also ensure that CPS

documents are available on file or that they are promptly requested after the Court hearing.

- ATM/TM discuss allocations on Wednesday/Thursday based on workloads, skills, experience, and interests of the team.
- Allocations are shared with the team on Thursdays. Specialist workers are also copied in so that they can conduct an initial screening of each child and share information with the allocated case worker.
- Where a direct victim has been identified and they have provided consent to be contacted by the RJW, the allocation email will also allocate the RJW to the relevant case.
- **Communication with the child:** communication should always be in the first instance and primarily with the child. All appointments and warnings must be communicated directly with the child in writing. It is good practice that for children under 16 years old their parents are copied into any correspondence.
- **Home Visits:** supervision contacts for children on community orders should include regular home visits, so that a comprehensive assessment of home circumstances can take place. There may be some occasions when home visits are not appropriate, such as where there is a risk of harm to staff or where parents refuse admission. In these circumstances you must discuss with your manager, and agree alternatives, including a timescale for reviewing this decision. An initial home visit should take place within 15 days of the start of the Order and at least every 3 months thereafter.
- **Assessments:** An AssetPlus review must be completed within 4 weeks of the Order starting and thereafter, service guidance regarding review of AssetPlus will apply: AssetPlus should be reviewed every six months unless there is a significant change in circumstances or a significant event that warrants the review of the risk domains.
- **Intervention plans:** an intervention plan should be co-produced with the child within 3 weeks of the start of the order. Plans should be reviewed every 3 months. Parents/carers should always receive a copy of the intervention plan and this should be recorded and evidenced on IYSS.
- **Process stage:** the plan and subsequent reviews must be recorded in the
- **Attendance and Compliance:** 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 acceptable or not. Missed appointments should not be recorded as “rescheduled” appointments.
- Missed appointments can only be considered acceptable if written evidence is provided by the child (for example a sick note, a letter/email from the school or employer). Until such written evidence is received, the absence must be considered unacceptable.
- When making a judgement about an absence where no evidence is provided, it is imperative that the assessed levels of risk are borne in mind. Consideration should be given to the possibility that the child could have been at risk or have put others at risk/caused harm to others when the appointment was missed. Exceptionally, only once during the Order, and where children have an otherwise good record of attendance, an absence can be accepted without written evidence. In such cases, the absence must be noted with a “verbal warning” that must be recorded in writing, and where the child is also made aware that further absences without evidence will be recorded as unacceptable and result in a formal warning. The rationale for this exceptional approach must be clearly recorded.

### Engaging victims

- For all cases where children have been sentenced to a YRO and provided the victim has agreed on the YOT1 for the PYJS to contact them, the RJW would contact the victim within **5 working days of sentencing** to keep them updated about the outcome; and to explore victim support services available to them.

### Week 1-4 Assessment, Plan & QA

- If the child was sentenced at our Local Court and a PYJS case worker was at Court, they must speak with the child after sentencing. This initial conversation will aim at explaining to the child (and their parent/carers) what to expect post-sentencing and to take their contact details. A leaflet explaining what a Youth Referral Order is should also be handed to the child. The case worker must record this contact on IYSS within 2 working days.
- Allocated case workers must contact the child and parent/carer within **3 working days** of allocation to arrange an initial appointment. **The initial phone contact must be made directly with the child.**
- If the initial telephone contact is unsuccessful, an unannounced home visit should be completed within **5 working days** of allocation.
- A YRO will always follow a PSR which would have been informed by an AssetPlus. Therefore, post sentence, only a Review AssetPlus will be required.

- The first 4 weeks must be utilised to complete any information gathering pending; to sign the behaviour contract with the child; clearly explain to them their Order and its requirements; and to co-produce the initial intervention plan.
- Early revocation processes should be explained and discussed during this initial stage and subsequently at every review plan meeting.
- The Review AssetPlus in its entirety (including Pathway & Planning section) must be completed within 4 weeks and must be QA'd by a manager.
- The Intervention Plan will be a separate document that must be attached in the relevant section of AssetPlus.

#### **Week 4 – 5 Complex Case Clinic, Trauma Recovery Model, Group Supervision**

- Consideration must be given throughout the Order to whether the Complex Case Clinic, Trauma Recovery Model network meeting or Group Supervision would be useful spaces to discuss the case and support with supervision, planning and delivery to achieve the best outcomes for the child.

#### **Week 6 onward Programme Delivery**

- The case worker must record all contacts and intervention sessions on IYSS and within **two working days** of occurrence. For supervision sessions, the relevant template must be used.
- The frequency of contact will be determined by the scaled approach in the AssetPlus.
- If during the order a change of circumstances indicate a variation in risk/safeguarding levels, the case worker must raise it with the line manager within **two working days**. The case worker and their manager must meet to assess and discuss any changes to the risk/safeguarding assessment. If required, an AssetPlus review will need to be completed to capture the new concerns and the changes to the assessed levels.
- Where the child has been assessed as High / Very High risk of serious harm or safety and wellbeing concerns, a Risk Panel, chaired by the Team Manager (or ATM in TM's absence) must be scheduled within five working days of the Asset being completed and relevant professionals must be invited to attend.

#### **Review Plan Meetings**

- They must be held at three-month intervals and be attended by the child and their parent/carer. Where possible, the line manager should also be invited to the meeting as well as any other relevant professional who has or will become involved with the child.
- At the end of the review plan meetings, the child should be clear about what elements of the plan they have completed, which remain pending and which, if any, have been added.



- Frequency of contact should also be reviewed at the meeting.
- Review meetings could also be held at any other time where a change of circumstances require that the plan is reviewed to add/remove targets.

### Closure/Exit Interview

- At least two weeks prior to the final supervision session the PYJS youth justice worker will arrange an exit interview with the child and their parent/carer. The exit interview will 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.
- The PYJS youth justice worker will have to complete a “Closure” document for the meeting and submit it to a manager for quality assurance no later than two days before the exit interview. The document will be printed and a copy of it handed to the child and their parent/carer at the meeting. A stand-alone closure document can be found in Z drive PYJS Feedback interviews and consultations folder.
- This meeting could be held at the PYJS office or as a home visit. The purpose of the closure meeting is to ensure there is an exit plan in place and/or that the child/family can be signposted for ongoing support/services. The meeting should also be used to capture the voice of the child/parent about quality of Service and to provide feedback to the PYJS Management Board.
- The exit strategy could involve the recognition of current support mechanisms available to the child; PYJS referral for additional ongoing support (mentoring programmes, constructive activities, etc); or signposting to other agencies.
- After the meeting, the line manager will close the intervention and the case worker role on IYSS.
- At the end of the meeting, the child should be handed a letter confirming completion of the Order, which should also include guidance on spent convictions under rehabilitation of Offenders Act, 1974.
- A closure Asset+ must be completed by the case worker within 4 weeks of the exit interview.

### Failures to Comply and Non-engagement

- Missed appointments without an explanation should be followed up with a phone call or home visit to explore the reasons of the absence within one working day. Where the explanation is unacceptable or if the case worker is unable to contact the child, a **first warning letter** must be sent to them, which must include the next appointment.
- At the next available opportunity, the case worker should explore non-compliance with the child. This exploration should include any barriers to engagement and how to overcome them.

- If a child misses a second appointment without an explanation, the same process should be followed. Where the explanation for the absence is unacceptable or if the case worker is unable to contact the child, a **second warning letter** must be sent to the child, which must include the next appointment to attend a **compliance meeting** with a manager within ten days of the second missed appointment.
- The purpose of this meeting is to use the restorative process to elicit from the child the underlying reasons why they have not complied, and where appropriate explore how they might re-engage with the PYJS. At the end of the meeting, the manager will explain to the child what the expectations going forward will be and the consequences of missing a further appointment.
- If a child misses a third appointment without an explanation or where the explanation for the absence is unacceptable or the case worker is unable to contact the child, a **breach letter** must be sent to the child and breach proceedings must be initiated within **five days** of the last missed appointment.
- The case worker must get the case listed in Court within two weeks or sooner where there are risk or safeguarding concerns. A written breach report will be produced for the Court hearing and must be QA'd by the line manager.

### Early Revocation

- After mid-point of the Order, the case worker should consider whether the Order could be revoked early in the best interest of justice, provided all the targets of the plan have been satisfactorily completed.
- The case worker must discuss early revocation with their manager to ensure that the criteria is met (i.e. mid-point through the order, low levels of risk, successful completion of intervention programme, satisfactory level of compliance, no re-offending).
- Next, the case worker must discuss the early revocation with the child seek their views.
- Should Early Revocation be agreed, the case worker must initiate the process to get the case listed in Court within two weeks of the decision being communicated to the child. A written early revocation report will be produced for the Court hearing and must be QA'd by the line manager.