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Evaluation of the Enhanced Case Management approach

Annex 1: Research Material

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.

This document is also available in Welsh.

Evaluation of the Enhanced Case Management approach

Annex 1: Research material

Cordis Bright



Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government.

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Annex A: Logic Model for the ECM approach

The aim of the ECM approach is to provide a framework within which:

- Practitioners are able to understand how early childhood trauma and attachment can impact on: (a) a young person’s developmental and mental health needs; and (b) a young person’s ability to effectively engage in youth justice interventions.
- To provide a psychology-led approach to multi-agency case formulation and intervention planning which will enable practitioners to adjust practice and tailor youth justice interventions according to developmental and individual needs.
- Appropriate identification of need leads to a referral for specialist intervention.

Table 1: Logic Model

Input	Activities	Outputs	Outcomes (s = short / m = medium / l = long)
Clinical Psychologists (8B, 8a), Administrative support Pre-reading and preparatory information for practitioners and managers Broad definition of what constitutes complex and prolific Training Package Practice guidance	Staff are trained in childhood development, specifically attachment and trauma; engagement and therapeutic working and the application of the Trauma Recovery Model. Psychology-led: case formulation; intervention planning according to developmental and mental health needs; Formative Case Reviews; and case reflection and discussion. Individual Clinical Supervision.	Practitioners are more aware of how early childhood attachment and trauma impact on adolescence. Improved effectiveness in the identification and assessment of developmental and mental health needs. Intervention plans are tailored to individual child development and mental health needs. Practitioners have increased confidence in sequencing	Young people’s underlying needs are more effectively identified and addressed (S). The workforce is better equipped to understand how early childhood attachment and trauma can impact on development and mental health (S). Young people are appropriately diverted into specialist support and intervention (S). Young people experience greater stability (S). More young people are able to effectively engage with statutory orders (M).

Input	Activities	Outputs	Outcomes (s = short / m = medium / l = long)
	<p>Group Clinical Supervision.</p> <p>Online community.</p>	<p>interventions to address developmental and mental health needs.</p> <p>Practitioners are better equipped to engage young people in their sentence and support.</p> <p>Managers are better equipped to support their staff in addressing the needs and behaviour of this cohort.</p> <p>Young people do not drop out of the intervention plan and support provided.</p> <p>Young people are diverted into the support services most appropriate to meet their needs.</p>	<p>More young people are able to effectively engage with support services (M).</p> <p>Young people experience reduced severity of post-traumatic distress and related psychological symptoms (M).</p> <p>Young people's emotional maturity improves (M).</p> <p>Reduction in breach (M).</p> <p>Reduction in frequency of offending (M).</p> <p>Reduction in severity of offending (M).</p> <p>Fewer young people in the YOS cohort who persistently reoffend (L).</p> <p>Reduced reoffending in the Youth Justice cohort (L).</p> <p>More young people have pro-social attitudes and behaviour (L).</p>

Source: Welsh Government

Annex B: Interviews with staff

	November 2015 to January 2016	February 2016 to November 2016
FACTS and YJB	Senior Adviser – Casework Innovation, YJB Cymru	Senior Adviser – Casework Innovation, YJB Cymru
	Programme and Project Manager, Youth Justice Board Highly Specialist Clinical Psychologist, All Wales Forensic Adolescent Consultation and Treatment Service (FACTS)	Highly Specialist Clinical Psychologist, All Wales Forensic Adolescent Consultation and Treatment Service (FACTS)
YOT A	Team manager	Team manager
	Case managers x3	Case managers x3
	Intensive Supervision and Surveillance team members x3	Intensive Supervision and Surveillance team members x2
	Substance misuse worker (former)	Education, Training and Employment worker
	CAMHS nurse and mental health worker	CAMHS nurse and mental health worker
YOT B	Case manager	Case managers x2
	Restorative Justice worker	Prevention Coordinator

	Senior practitioner	Intensive Supervision and Surveillance Coordinator
	Substance misuse worker	
YOT C	YOS manager	YOS manager
	Case managers x3	Operations manager
	Senior practitioner	Case managers x3

Annex C: Data/documentation provided to inform this report

Communication Strategy: Enhanced Case Management project (June 2016)

Complex Needs Programme Board (no date): Agenda item 5: test site selection

Criteria review for Enhanced Case Management project (May 2015)

Email from Lynzi Jarman, 24 February, re numbers of cases included in ECM trial

Enhanced Case Management: Developing our approach to complex cases in youth offending teams

Enhanced Case Management Project: Practice Guidance Practice Materials for Test Implementation of the Enhanced Case Management Approach: May, 2015 v1.4

Enhanced Case Management Project Extension: email from Lynzi Jarman to YOSs (April 2016)

Enhanced Case Management Project: Lessons from Practice (November 2016)

Minutes from the Complex Needs Programme Board on 27 May 2015

Papers from the Complex Needs Programme Board on 27 May 2015

Profiling Welsh young people with prolific offending histories: YJB Cymru. August 2012

Project newsletter (August 2016) for Enhanced Case Management approach: YJB Cymru

Quick reference case record spreadsheet (November 2016)

Specification for Research in the YJB/Welsh Government Enhanced Case Management Practice Project

Supplementary Information Expressions of Interest Case Management Project: March, 2014 v.01

YJB Casework Innovation Project Highlight and Exception Reports for:

- July to September 2013
- September to December 2013
- January to April 2014
- May to July 2014
- November 2014
- February 2015
- April 2015
- June to September 2015
- September 2015 to January 2016

Annex D: Research materials

1. Interview guide for use with practitioners and managers

Question	Further information / follow-up
What has been your involvement so far with the Enhanced Case Management approach?	Role, responsibilities, length of involvement Questions that they feel comfortable talking about
How would you describe the Enhanced Case Management approach?	Rationale, what problem is it trying to solve? Aims, objectives? Structure, format? Roles, responsibilities?
To what extent is the trial of the Enhanced Case Management approach being implemented in line with expectations?	Aspects of implementation to consider: <ul style="list-style-type: none"> • Design of the trial and of the approach • Site selection • YOS involvement in the trial • Criteria of the programme/ referrals • Training • Staffing • Implementation of the trial • Governance and accountability • Project monitoring • Finances and other resources Level of fidelity with the original model What helps, what gets in the way? Are there any aspects that need to be further improved or where implementation and impact could be maximised?
To what extent has young people's level of engagement with the Enhanced Case Management approach been in-line with expectations?	Level of take-up Is this in line with expectations? Why? Are there any specific groups who aren't taking-up the Enhanced Case Management approach? Why? What helps to ensure take-up? Any improvement suggestions or barriers? Sustaining take-up Is this in line with expectations? Why? Are there any specific groups who aren't sustaining their involvement? Why? What helps to ensure that engagement is sustained? Any improvement suggestions or barriers?
To what extent is the Enhanced Case Management approach	How do you know/why have you answered in this way? Do you have specific comments in relation to training, case

Question	Further information / follow-up
<p>improving practice of YOS workers?</p>	<p>formulation and/or clinical supervision? What are the main areas of impact? These are the ones that the Logic Model anticipates:</p> <ul style="list-style-type: none"> • More effective at identifying the underlying needs of young people • Improved understanding of how early childhood attachment and trauma can impact on development and mental health • Improved effectiveness in the identification and assessment of developmental and mental health needs • Intervention plans are better tailored to individual child development and mental health needs • Increased confidence in sequencing interventions to address developmental and mental health needs • Better equipped to engage young people in their sentence and support. <p>How is this different from previous practice? Is the level and nature of change in line with expectations? Has it affected the way you think about working with young people? Can you provide an example? What helps, what gets in the way? Are there any aspects that need to be further improved or where impact could be maximised?</p>
<p>To what extent is the Enhanced Case Management approach improving practice of YOS managers?</p>	<p>How do you know/why have you answered in this way? What are the main areas of impact? These are the ones that the Logic Model anticipates:</p> <ul style="list-style-type: none"> • Managers are better equipped to support their staff in addressing the needs and behaviour of this cohort. <p>Is there impact in other areas of management, e.g. supervision, oversight, quality assurance? Do you have any specific views on the impact of clinical supervision? How is this different from previous practice? Is the level and nature of change in line with expectations? What helps, what gets in the way? Are there any aspects that need to be further improved or where impact could be maximised?</p>

Question	Further information / follow-up
<p>To what extent is the Enhanced Case Management approach improving outcomes for young people?</p>	<p>How do you know/why have you answered in this way? What are the main areas of impact? These are the ones that the Logic Model anticipates:</p> <ul style="list-style-type: none"> • More appropriately diverted into specialist support and intervention • Greater stability • More able to effectively engage with statutory orders • More able to effectively engage with support services • Reduced severity of post-traumatic distress and related psychological symptoms • Improvements to emotional maturity • Reduction in breach • Reduction in frequency of offending • Reduction in severity of offending • Reduction in persistent reoffending • Increase in pro-social attitudes and behaviour <p>How is this different from previous practice? Is the level and nature of change in line with expectations? What helps, what gets in the way? Are there any aspects that need to be further improved or where impact could be maximised?</p>
<p>To what extent should there be further roll-out of the Enhanced Case Management approach to other YOSs?</p>	<p>Why have you answered in this way? Which aspects of the approach do you think are the most important? Why? Which aspects of the approach are less critical? Why? Are there any changes to the model or to implementation that may be needed to maximise impact? Do you have any feedback on how best to monitor and evaluate the Enhanced Case Management approach (implementation and impact) on an ongoing basis?</p>

2. Informed consent materials for use with young people

Name of research organisation: Cordis Bright

Name of client: Welsh Government and Youth Justice Board Cymru

Name of project: Evaluation of the Enhanced Case Management approach

This Informed Assent Form has two parts:

- Information Sheet (this gives you information about the research).
- Certificate of Assent (this is where you sign if you agree to be involved in the research).

You will be given a copy of this form.

Part I: Information Sheet

Introduction

We are a research organisation called Cordis Bright. We have been asked by the Welsh Government and the Youth Justice Board Cymru to research whether the Enhanced Case Management approach is making a difference for young people. The Enhanced Case Management approach involves the Youth Offending Service (YOS) worker spending more time getting to know a young person and doing activities with them that help to improve the young person's life and ensure that they do not offend in the future.

This form gives you information about the research and asks you to be part of a research study. You can choose whether or not you want to be involved. We will also discuss this research with your parent(s)/guardian. If you are going to participate in the research, your parent(s)/guardian also have to agree. But if you do not wish to take part in the research, you do not have to, even if your parent(s)/guardian have agreed.

You may discuss anything in this form with your parent(s)/guardian or friends or anyone else you feel comfortable talking to. You can decide whether to participate or not after you have talked it over. You do not have to decide immediately.

There may be some words you don't understand or things that you want to know more about. Please talk to the person who asked you to complete this form if you have any questions.

Purpose: Why are you doing this research?

We want to find out whether the Enhanced Case Management approach is making a positive difference to young people. The Enhanced Case Management approach involves the YOS worker spending more time getting to know a young person and doing activities with them that help to improve the young person's life and ensure that they do not offend in the future.

Choice of participants: Why are you asking me?

We are asking you to be involved in this research because you have been working with the YOS using the Enhanced Case Management approach. We want to find out how you found it and whether it made a difference to you.

Participation is voluntary: Do I have to do this?

You don't have to be involved in this research if you don't want to be. If you decide not to be involved in the research, that's OK and nothing changes. Even if you say 'yes' now, you can change

your mind later and that's OK too. Also, if you do agree to be involved, you can choose which bits of the research you are involved in.

Involvement: What will be involved in the research?

If you agree to be involved in the research, we would like you to be involved in three main ways:

- We would like you to fill-in a survey at the end of your involvement with the Enhanced Case Management approach. This will ask questions about your involvement with the YOS.
- You will also be asked to meet with a researcher. This will also take place near the end of your involvement with the Enhanced Case Management approach. The researcher will ask you questions about your involvement with the YOS and whether it has made a positive difference in your life.
- We would also like to read the file that the YOS holds about the work that you have completed with them.

You do not have to be involved in all three elements if you do not want to.

What are the benefits and disadvantages to being involved?

The main benefit of being involved is that your views will help us decide whether the Enhanced Case Management approach is making a positive difference. It will also give you a chance to tell us about your experiences of working with the YOS. There are no real disadvantages of being involved in the research. The only thing is that you may be asked to attend the YOS for an additional meeting in order to meet with a researcher.

Reimbursements: Do I get anything for being in the research?

You will not get anything for being involved in the research.

Confidentiality: Is everybody going to know about this?

The only people who will know that you are involved in the research is you, your parent(s)/guardian, your YOS worker and the researchers from Cordis Bright.

If you fill-in a survey, no one will know what you say in the survey (you will be anonymous and your responses will be confidential). You will not have to answer any question that you do not want to.

If you meet with a researcher, only the researchers will know what you say (your meeting will be private).

If you let us read the file that the YOS holds about the work that you have done with them then we will not tell anyone else about what is written in the file.

Information about you that will be collected from the meeting with the researcher and from looking at your file will be put away and no-one but the researchers will be able to see it. Any information about you will have a number on it instead of your name. Only the researchers will know what your number is and we will store the information safely and securely. It will not be shared with, or given to, anyone except researchers from Cordis Bright. The information you give us in the survey will be anonymous. We will not know what you write.

The only time when information that you give us may not be kept private and confidential is if you tell us something that makes us think that you or someone else is at risk of serious harm.

Sharing the Findings: Will you tell me the results?

The research will finish in about October 2016. When we have finished the research we will write a report that tells people what we have found about the Enhanced Case Management approach and whether it has made a difference to young people. We will also attend meetings and talk about our findings with people from the Welsh Government and the Youth Justice Board Cymru. Our report might also be published on websites. If you would like to see the results from the research you should visit the Welsh Government website: www.wales.gov.uk after October 2016.

The report will not tell people that you have been involved in the research (you will be anonymous). It will also not mention any details of what you tell us (it will be confidential).

Right to Refuse or Withdraw: Can I choose not to be in the research? Can I change my mind?

You don't have to be involved in this research if you don't want to be. If you decide not to be involved in the research, that's OK and nothing changes. Even if you say 'yes' now, you can change your mind later and that's OK too. Also, if you do agree to be involved, you can choose which bits of the research you are involved in.

Who to Contact: Who can I talk to or ask questions to?

If you have any questions then you can ask the person who gave you this form. You can also talk to anyone else about this research, for example your parent(s)/guardian, other family members, friends or teacher. You can also contact a researcher from Cordis Bright. His name is Colin Horswell and you can phone him on 020 7330 9170 or email him on colinhorswell@cordisbright.co.uk.

If you choose to be part of this research you get a copy of this form to keep for yourself. You can ask your parent(s)/guardian to look after it if you want.

What happens next?

If you are happy to be involved in the research then please fill-in the form overleaf. If you do not want to be involved then that's fine, just let the YOS worker know.

If you agree to be involved, nothing will happen straight away. When you have nearly completed the Enhanced Case Management approach then someone will ask you to fill-in a survey and ask when it might be a good time for you to meet with a researcher from Cordis Bright.

PART 2: Certificate of Assent

Please tick if you agree

I understand that the research is about finding out if the Enhanced Case Management approach makes a positive difference for young people.

I agree to take part in the research.

I agree to fill-in a survey about my involvement in the Enhanced Case Management approach.

I agree to meet with a researcher from Cordis Bright at the end of my involvement with the Enhanced Case Management approach to talk about my experiences.

I agree to let a researcher from Cordis Bright read the file that the YOS has about my work with them.

I understand that I can change my mind about my involvement at any time.

Your name

Your signature

Date

Please give this form back to the person who asked you to complete it.

Note for the YOS worker: please return this form to Colin Horswell at the following Freepost address (no stamp required): Cordis Bright, FREEPOST RTLL-EART-CETT, Thomas Ford House, 23-24 Smithfield Street, London EC1A 9LF

3. Informed consent materials for use with parents/carers

Dear Parent/Guardian

Re: Evaluation of the Enhanced Case Management approach in the Youth Offending Service

We have asked the Youth Offending Service (YOS) to send you this letter because your child is involved in helping to trial a new way for the YOS to work with young people. This approach is called the Enhanced Case Management approach. The approach involves the YOS worker spending more time getting to know a young person and doing activities with them that help to improve the young person's life and ensure that they do not offend in the future.

This letter is about the evaluation of the Enhanced Case Management approach. This evaluation is being undertaken by researchers from Cordis Bright. They have been asked by the Welsh Government and the Youth Justice Board Cymru to find out if the new approach is effective. They have been asked to find out if it helps the YOS to work well with young people.

The purpose of this letter is to ask:

- (a) Whether you are happy for your child to be involved in the evaluation of the Enhanced Case Management approach.
- (b) Whether you are happy for the YOS to send your contact details to the Cordis Bright research team who are undertaking the evaluation so that they can arrange to conduct a short telephone interview with you about your child's involvement in the Enhanced Case Management approach.

We have included further information below about the research and what it will mean for you and for your child.

If you are happy to be involved and for your child to be involved in this evaluation then you do not need to do anything. A member of the research team will be in touch with you near the end of your child's involvement in the Enhanced Case Management approach to make arrangements.

If you do not want to be involved then please contact the person below to let them know:

Name of person

Telephone number

If you have any questions about the research then please contact Colin Horswell at Cordis Bright on 020 7330 9170 or colinhorswell@cordisbright.co.uk.

4. Informed consent form for parents/carers with young people involved in the Enhanced Case Management approach

Name of research organisation: Cordis Bright

Name of client: Welsh Government and Youth Justice Board Cymru

Name of project: Evaluation of the Enhanced Case Management approach

Introduction

We are a research organisation called Cordis Bright. We have been asked by the Welsh Government and the Youth Justice Board Cymru to research whether the Enhanced Case Management approach is making a difference for young people. The Enhanced Case Management approach involves the Youth Offending Service (YOS) worker spending more time getting to know a young person and doing activities with them that help to improve the young person's life and ensure that they do not offend in the future.

This form gives you information about the research and asks you to be part of a research study. It also asks you to agree for your child to be involved in the research study. You can choose whether or not you want to be involved. You can also choose whether or not you want your child to be involved. We will also discuss this research with your child. If you agree that your child can be involved, your child will also have to agree.

You may discuss anything in this form with your child or other family members or friends or anyone else you feel comfortable talking to. You can decide whether to participate or not after you have talked it over. You do not have to decide immediately.

Purpose: Why are you doing this research?

We want to find out whether the Enhanced Case Management approach is making a positive difference to young people. The Enhanced Case Management approach involves the YOS worker spending more time getting to know a young person and doing activities with them that help to improve the young person's life and ensure that they do not offend in the future.

Choice of participants: Why are you asking me?

We are asking to involve your child in the research because they have been working with the YOS using the Enhanced Case Management approach. We want to find out how they found it and whether it made a difference to them. We need your permission to enable us to involve your child.

We are asking you to be involved in the research because your child has been working with the YOS using the Enhanced Case Management approach. We want to get your view on whether it has made a difference to your child.

How did you get my contact details?

Cordis Bright has not been given your contact details. This letter was sent to you by the Youth Offending Service on our behalf. They have your details because your child is working with the YOS. If you agree to be involved in the research then the YOS will send your contact details to Cordis Bright. These will be kept safely and securely and will only be used for the purposes of the research.

Participation is voluntary: Does my child have to do this. Do I have to do this?

You do not have to agree for your child to be involved in the research. In addition, you do not have to be involved in the research yourself.

If you decide that you do not want your child to be involved – or if you decide that you do not want to be involved yourself – that's OK and nothing changes. Even if you say 'yes' now, you can change your mind later.

Involvement: What will be involved in the research?

If you agree for your child to be involved in the research, we would like to involve them in three main ways:

- We would like to ask them to fill-in a survey at the end of their involvement with the Enhanced Case Management approach. This will ask questions about their involvement with the YOS.
- We would also like your child to meet with a researcher. This will also take place near the end of their involvement with the Enhanced Case Management approach. The researcher will ask them questions about their involvement with the YOS and whether it has made a positive difference in their life. The meeting will take place at the YOS.
- We would also like to read the file that the YOS holds about the work that they have completed with your child.

If you do not want your child to be involved in some or all of these then please let us know.

If you agree to be involved in the research yourself then we would like to talk to you over the phone about how you think the Enhanced Case Management approach and the work of the YOS has made a difference to your child. This will take place near the end of your child's involvement with the YOS.

What are the benefits and disadvantages to being involved?

The main benefit of being involved is that your views and your child's views will help us decide whether the Enhanced Case Management approach is making a positive difference. It will also give you a chance to tell us about your experiences of your child working with the YOS. There are no real disadvantages for you or your child of being involved in the research. The only thing is that we may need to ask your child to attend the YOS for an additional meeting in order to meet with a researcher. The only disadvantage for you is that you will need to find some time to talk to us over the phone. We will find a time that is convenient for you.

Reimbursements: Do I or my child get anything for being in the research?

You or your child will not get anything for being involved in the research.

Confidentiality: Is everybody going to know about this?

The only people who will know that your child is involved in the research is you, your child, their YOS worker and the researchers from Cordis Bright.

The only people who will know that you are involved in the research is you, your child's YOS worker and the researchers from Cordis Bright.

If your child fills-in a survey, no one will know what they say in the survey (they will be anonymous and their responses will be confidential). If your child meets with a researcher, only the researchers will know what they say (the meeting will be private). If you let us read the file that the YOS holds about the work that your child has done then we will not tell anyone else about what is written in the file.

If you are involved in a telephone interview, only the researchers from Cordis Bright will know what you say (the meeting will be private).

No-one but the researchers from Cordis Bright will be able to see the information about you and/or your child that is collected as part of the research.

The only time when information that is given to us may not be kept private and confidential is we are told something that makes us think that you or someone else is at risk of serious harm.

Sharing the Findings: Will you tell me the results?

The research will finish in about October 2016. When we have finished the research we will write a report about the Enhanced Case Management approach and whether it has made a difference to young people. We will also attend meetings and discuss our findings with the Welsh Government and the Youth Justice Board Cymru. Our report might also be published on websites. If you would like to see the results from the research you should visit the Welsh Government website: www.wales.gov.uk after October 2016.

The report will not tell people that you or your child have been involved in the research (you and your child will be anonymous). It will also not mention any details of what you or your child tell us (it will be confidential).

Right to Refuse or Withdraw: Can I choose not to be in the research? Can I change my mind?

You do not have to agree for your child to be involved in the research. In addition, you do not have to be involved in the research yourself.

If you decide that you do not want your child to be involved – or if you decide that you do not want to be involved yourself – that's OK and nothing changes. Even if you say 'yes' now, you can change your mind later.

What happens next?

Your child's involvement

If you are happy for your child to be involved in the research, then you do not have to do anything. We will contact your child to ask them directly if they are happy to be involved. Near the end of

their involvement with the Enhanced Case Management approach we will ask them to fill-in a survey and meet with a researcher from Cordis Bright.

If you are happy for your child to be involved in some but not all parts of the research then please contact the person below.

If you do not want your child to be involved in the research at all then please contact the person below.

Name of person

Telephone number

Your involvement

If you are happy to be involved in the research, then you do not have to do anything. The YOS will send Cordis Bright your contact details. Cordis Bright will then contact you near the end of your child's involvement in the Enhanced Case Management approach to find a convenient time to talk to you over the phone. You can change your mind about being involved at any time.

If you do not want to be involved in the research then please contact the person below.

It is OK if you would like your child to be involved in the research but you would prefer not to be involved. Equally it is OK for you to be involved in the research but not your child. Just let the person below know.

Name of person

Telephone number

Who to Contact: Who can I talk to or ask questions to?

If you have any questions then please contact Colin Horswell from Cordis Bright on 020 7330 9170 or colinhorswell@cordisbright.co.uk.

5. Interview template for use with young people and parents/carers

Introduction to the interview

Thank you for agreeing to meet with me to talk about your experience of being involved in the Enhanced Case Management approach. The approach involves the YOS worker spending more time getting to know a young person and doing activities with them that help to improve the young person's life and ensure that they do not offend in the future.

Before we start, you should know that:

- I'd like to ask you questions about your involvement in the YOS and whether it has made a positive difference in your life.
- You do not have to meet with me. If you would prefer to leave at any time you can do so.
- If you would prefer not to answer any of the questions then that is fine. Just let me know.
- There are no right or wrong answers. I am interested in your view and your experience.
- I will keep the content of our discussions confidential. I will not share them with anyone from the YOS or your family.
- The only time when information that you give me may not be kept private and confidential is if you tell us something that makes us think that you or someone else is at risk of serious harm.

Do you have any questions?

Are you happy for us to continue?

Questions

These questions are about your most recent period of involvement with the YOS. During this time you were working with the YOS worker using the Enhanced Case Management approach. The approach involves the YOS worker spending more time getting to know a young person and doing activities with them that help to improve the young person's life and ensure that they do not offend in the future.

Question	Further information/follow-up
1. Why did you decide to be involved in the Enhanced Case Management approach?	If further guidance/structure is needed: <ul style="list-style-type: none">• How was the approach described to them at the beginning?• How did they think that involvement could benefit them?• Was there anything they were worried about before starting?
2. When you started your most recent involvement with the YOS, what were the main things that you needed help or support on?	Specific issues to check about are: <ul style="list-style-type: none">• level of stability in life• emotional/mental health (e.g. anxiety, depression, aggression, impulsivity)• prosocial values (e.g. social/community

Question	Further information/follow-up
	<p>responsibility, empathy, altruism/generosity)</p> <ul style="list-style-type: none"> • frequency and seriousness of offending. <p>Please use a rating scale (0 (not an issue) to 10 (significant issue)) if needed to help gauge the seriousness or extent of the concerns experienced or relative priority for the young person, especially if multiple issues are highlighted.</p> <p>If more guidance is needed, use the following topics (from Viewpoint):</p> <ul style="list-style-type: none"> • My physical health • My mental/emotional health • My drug use • My alcohol use • My relationships with friends • My relationships with my family • My education/training • My job/career • My home/accommodation • My safety • My attitudes • My offending
<p>3. Do you feel that your YOS worker had a good understanding of your needs?</p>	<p>Using a rating scale if needed: 0 = no understanding of needs to 10 = excellent understanding of needs.</p> <p>Follow-up questions:</p> <ul style="list-style-type: none"> • What aspects did they have a good understanding of? • What aspects did they not understand well? • Why do you think this is? • What could have been improved? Why?
<p>4. What support or type of work did you</p>	<p>Please explore type, nature, format, intensity and focus of work. Subsequent questions explore</p>

Question	Further information/follow-up
undertake with the YOS?	suitability and effectiveness.
5. Did you get the right type of support for you?	<p>Follow-up questions:</p> <ul style="list-style-type: none"> • How/why? • Was it of the right level and focus? • What worked particularly well? Why? • What could have been improved? Why?
6. Did you tackle the issues that were most important to you first?	<p>Use a 0-10 rating scale if needed.</p> <p>Follow-up questions:</p> <ul style="list-style-type: none"> • What worked particularly well? Why? • What could have been improved? Why?
7. Thinking about our discussion at the start of the interview about the areas that you needed help or support on at the start of your involvement with the YOS: How has your life changed?	<p>Use a 0-10 rating scale if needed.</p> <p>See Q1 for specific areas to explore.</p> <p>In addition, it may be helpful to distinguish between changes in knowledge, skills, attitudes and behaviours.</p> <p>Follow-up questions:</p> <ul style="list-style-type: none"> • What aspects have improved? • What aspects have stayed the same? • Have any aspects got worse?
8. Thinking about the change that you have achieved, how much of a difference did the work with the YOS (specifically) make?	<p>Follow-up questions:</p> <ul style="list-style-type: none"> • What aspects made a difference? Why? • Were there any elements that didn't make a difference? Why? • What could have been improved? Why? • Was there an agency or member of staff that made more of a difference to helping to make improvements in your life than the YOS

Question	Further information/follow-up
	worker? Who, how, why?
<p>9. During your most recent involvement with the YOS did you do everything that was asked of you by the YOS worker and the court?</p>	<p>If no, is there anything that the YOS could have done to help ensure that you did everything that was asked of you?</p> <p>If yes, what support from the YOS made the most positive difference in helping to ensure you met the requirements of your order?</p>
<p>10. Is there anything that the YOS could have done to further improve your life?</p>	
<p>11. For those young people who have been involved in the YOS previously: Were there any differences between how you worked with the YOS worker this time around?</p>	<p>Areas of follow-up:</p> <ul style="list-style-type: none"> • How was it different? In particular, were there differences in the approach, skills or confidence of the YOS worker? • What were the positive aspects, if any? • What were the negative aspects, if any?
<p>12. For those young people who withdrew from the Enhanced Case Management approach early: We understand that you did not complete the Enhanced Case Management approach in full. Could you tell us a little bit about why this was the case?</p>	<p>Areas of follow-up:</p> <ul style="list-style-type: none"> • What were the positive aspects, if any? • What were the negative aspects, if any? • Are there any improvements/changes that could have been made to the way the YOS worked with you that could have reduced the likelihood of your withdrawal?
<p>13. Do you have any other comments about your involvement with the YOS or with the Enhanced Case Management approach?</p>	

6. Interviews with parents/carers

These questions are about your child's most recent period of involvement with the YOS. During this time they were working with the YOS worker using the Enhanced Case Management approach. The approach involves the YOS worker spending more time getting to know a young person and doing activities with them that help to improve the young person's life and ensure that they do not offend in the future.

Question	Further information/follow-up
<p>1. Why did you decide to agree for your child to be involved in the Enhanced Case Management approach?</p>	<p>If further guidance/structure is needed:</p> <ul style="list-style-type: none"> • How was the approach described to them at the beginning? • How did they think that involvement could benefit them? • How did they think that involvement could benefit their child? • Was there anything they were worried about before starting?
<p>2. When your child started their most recent involvement with the YOS, what were the main things that they needed help or support on?</p>	<p>Specific issues to check about are:</p> <ul style="list-style-type: none"> • level of stability in life • emotional/mental health (e.g. anxiety, depression, aggression, impulsivity) • prosocial values (e.g. social/community responsibility, empathy, altruism/generosity) • frequency and seriousness of offending. <p>Please use a rating scale (0 (not an issue) to 10 (significant issue)) if needed to help gauge the seriousness or extent of the concerns experienced or relative priority for the young person, especially if multiple issues are highlighted.</p> <p>If more guidance is needed, use the following topics (from Viewpoint):</p> <ul style="list-style-type: none"> • My physical health

Question	Further information/follow-up
	<ul style="list-style-type: none"> • My mental/emotional health • My drug use • My alcohol use • My relationships with friends • My relationships with my family • My education/training • My job/career • My home/accommodation • My safety • My attitudes • My offending
<p>3. To what extent do you feel that the YOS worker had a good understanding of your child's needs?</p>	<p>Using a rating scale if needed: 0 = no understanding of needs to 10 = excellent understanding of needs.</p> <p>Follow-up questions:</p> <ul style="list-style-type: none"> • What aspects did they have a good understanding of? • What aspects did they not understand well? • Why do you think this is? • What could have been improved? Why?
<p>4. What support or type of work did your child undertake with the YOS?</p>	<p>Please explore type, nature, format, intensity and focus of work. Subsequent questions explore suitability and effectiveness.</p>
<p>5. To what extent did the YOS help your child tackle the issues that were most important to him/her and your family first?</p>	<p>Use a 0-10 rating scale if needed.</p> <p>Follow-up questions:</p> <ul style="list-style-type: none"> • What worked particularly well? Why? • What could have been improved? Why?
<p>6. To what extent did the support your child receive have the right focus and intensity?</p>	<p>Use a 0-10 rating scale if needed.</p> <p>Follow-up questions:</p> <ul style="list-style-type: none"> • What worked particularly well? Why?

Question	Further information/follow-up
	<ul style="list-style-type: none"> • What could have been improved? Why?
<p>7. Thinking about our discussion at the start of the interview about the areas that your child needed help or support on at the start of their involvement with the YOS: How has your child’s life changed?</p>	<p>Use a 0-10 rating scale if needed.</p> <p>See Q1 for specific areas to explore.</p> <p>In addition, it may be helpful to distinguish between changes in knowledge, skills, attitudes and behaviours.</p> <p>Follow-up questions:</p> <ul style="list-style-type: none"> • What aspects have improved? • What aspects have stayed the same? • Have any aspects got worse?
<p>8. Over this period, how has your and your family’s life changed?</p>	<p>Use a 0-10 rating scale if needed.</p> <p>Follow-up questions:</p> <ul style="list-style-type: none"> • What aspects have improved? • What aspects have stayed the same? • Have any aspects got worse?
<p>9. Thinking about the change that has been achieved, how much of a difference did the work with the YOS (specifically) make?</p>	<p>Follow-up questions:</p> <ul style="list-style-type: none"> • What aspects made a difference? Why? • Were there any elements that didn't make a difference? Why? • What could have been improved? Why? • Was there an agency or member of staff that made more of a difference to helping to make improvements in your child’s life than the YOS worker? Who, how, why?
<p>10. During your child’s most recent involvement with the YOS to what extent were they able to meet all the requirements of their order? Did they</p>	<p>If yes, is there anything that the YOS could have done to help ensure they didn't breach?</p>

Question	Further information/follow-up
<p>breach any aspect of their order?</p>	<p>If no, what support from the YOS made the most positive difference in helping to ensure they met the requirements of their order?</p>
<p>11. Is there anything that the YOS could have done to further improve your child's or your family's life?</p>	
<p>12. For those young people who have been involved in the YOS previously: Were there any differences between how your child worked with the YOS worker this time around?</p>	<p>Areas of follow-up:</p> <ul style="list-style-type: none"> • How was it different? In particular, were there differences in the approach, skills or confidence of the YOS worker? • What were the positive aspects, if any? • What were the negative aspects, if any?
<p>13. For those young people who withdrew from the Enhanced Case Management approach early: We understand that your child did not complete the Enhanced Case Management approach in full. Could you tell us a little bit about why this was the case?</p>	<p>Areas of follow-up:</p> <ul style="list-style-type: none"> • What were the positive aspects, if any? • What were the negative aspects, if any? • Are there any improvements/changes that could have been made to the way the YOS worked with your child that could have reduced the likelihood of their withdrawal?
<p>14. Do you have any other comments about your involvement with the YOS or with the Enhanced Case Management approach?</p>	

7. Questionnaire for completion by young people

Introduction

This survey asks you questions about your involvement with the Youth Offending Service (YOS) and your involvement in trying out a new approach for the YOS team to work with young people. This is called the Enhanced Case Management approach. The approach involves the YOS worker spending more time getting to know a young person and doing activities with them that help to improve the young person's life and ensure that they do not offend in the future.

You do not have to complete this survey if you do not want to. Also you do not have to answer all questions. If there are any questions that you do not want to answer then leave these blank.

Your responses are confidential and anonymous. This means that we will not be able to identify you or tell what you have written in response to these questions.

The results from this survey will be used by a team of researchers from Cordis Bright. They are working with the Youth Offending Service and the Welsh Government to help find out if the Enhanced Case Management approach has helped the young people who have been involved.

If you would like more information about this then please ask your YOS worker or email the Cordis Bright research team at jyotimorar@cordisbright.co.uk or phone us on 020 7330 9170.

Please click 'next' if you are happy to complete this survey. Thank you.

1. How old are you?

2. How long has been your most recent involvement with the YOS?

- Under 1 month
- 1 to 2 months
- 3 to 4 months
- 5 to 6 months
- More than 6 months
- Don't know

3. What is your current/most recent order?

- Referral order
- Youth Rehabilitation Order
- Youth Rehabilitation Order with Intensive Supervision and Surveillance
- Detention and Training Order
- Don't know

4. Have you been involved in the YOS before?

- No
- Yes, once before
- Yes, twice before
- Yes, three times or more before
- Don't know

5. Do you know that you are helping the YOS team to try out and test a new way of working with young people? This is called the Enhanced Case Management approach.

- I know a lot about this
- I know a little about this
- I don't know about this

6. Why did you decide to take part in helping the YOS team try out the Enhanced Case Management approach?

7. Which of these best describes your current involvement in the Enhanced Case Management approach?

- I have completed the Enhanced Case Management approach
- I am still involved in the Enhanced Case Management approach
- I left the Enhanced Case Management approach early
- I don't know

8. Why have you left the Enhanced Case Management approach early?

9. What do you like most about the Enhanced Case Management approach?

10. What do you like least about the Enhanced Case Management approach?

11. What was/is different about the Enhanced Case Management approach compared to your previous order/s at the YOS?

12. Were any of these things a problem for you, at the START of your time with the Youth Offending Service? Click on the buttons, to say if each thing was a problem.

	A big problem	A small problem	No problem	Can't remember
My physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My mental/emotional health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My drug use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My relationships with friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My relationships with my family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My education/training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job/career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My home/accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My attitudes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My offending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Had these things got better, worse or not changed, by the END of your time with the YOS? Click on the buttons, to say if each thing had changed.

	Got better	No change	Got worse
My physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My mental/emotional health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My drug use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My alcohol use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My relationships with friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My relationships with my family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My education/training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My job/career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My home/accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My attitudes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My offending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Thinking about your answers to the question above, how much of a difference overall did the workers of the YOS make to your life?

- A positive difference
- No difference
- A negative difference
- Don't know

15. During your most recent period of involvement with the YOS, how much have the following things changed?

	A lot better	A little better	No change	A little worse	A lot worse	Don't know
I try to be nice to other people. I care about their feelings	<input type="radio"/>					
I am restless, I cannot stay still for long	<input type="radio"/>					
I get a lot of headaches, stomach-aches or sickness	<input type="radio"/>					
I usually share with others (food, games, pens etc.)	<input type="radio"/>					
I get very angry and often lose my temper	<input type="radio"/>					
I am usually on my own. I generally play alone or keep to myself	<input type="radio"/>					
I usually do as I am told	<input type="radio"/>					
I worry a lot	<input type="radio"/>					
I am helpful if someone is hurt, upset or feeling ill	<input type="radio"/>					
I am constantly fidgeting or squirming	<input type="radio"/>					
I have one good friend or more	<input type="radio"/>					
I fight a lot. I can make other people do what I want	<input type="radio"/>					
I am often unhappy, down-hearted or tearful	<input type="radio"/>					
Other people my age generally like me	<input type="radio"/>					
I am easily distracted, I find it difficult to concentrate	<input type="radio"/>					
I am nervous in new situations. I easily lose confidence	<input type="radio"/>					
I am kind to younger children	<input type="radio"/>					
I am often accused of lying or cheating	<input type="radio"/>					
Other children or young people pick on me or bully me	<input type="radio"/>					
I often volunteer to help others (parents, teachers, children)	<input type="radio"/>					
I think before I do things	<input type="radio"/>					
I take things that are not mine from home, school or elsewhere	<input type="radio"/>					
I get on better with adults than with people my own age	<input type="radio"/>					
I have many fears, I am easily scared	<input type="radio"/>					
I finish the work I'm doing. My attention is good	<input type="radio"/>					

16. Thinking about your answers to the question above, how much of a difference overall did the workers of the YOS make to your life?

- A positive difference
- No difference
- A negative difference
- Don't know

17. Thinking about your work with the YOS, how much would you agree or disagree with the following?

	Strongly agree	Slightly agree	Neither agree or disagree	Slightly disagree	Strongly disagree	Don't know
My worker had a good understanding of my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received the right kind of support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received the right kind of support at the right time for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The first things that the worker helped me with were the things which I thought were most important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The support that I received meant that I was able to meet the conditions of my order	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am less likely to offend in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I did offend in the future it would be less serious	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt safe talking to my YOS worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt able to trust my YOS worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. How would you rate each of these things about your contact with the YOS?

	Very good	Good	Poor	Very poor
The places where you met your YOS worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way other workers treated you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way your YOS worker talked to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way your YOS worker listened to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. What, if anything, could be made better about how, when or where you met your YOS worker?

20. And how would you rate each of these things about your contact with the YOS?

	Very good	Good	Poor	Very poor
The information they gave you at the beginning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The chances you were given to help plan your programme / work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The chances you were given to review the progress you made	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. What, if anything, could be made better about the way your contact with the YOS was planned?

22. How has the YOS taken into account any needs you have around religion, culture, race or a disability?

23. Did you have any problems with your YOS worker?

- Yes
 No

24. Please say what problems you had with your YOS worker, and how these were sorted out?

25. Of all the things you did at the YOS during your order / intervention, which was MOST useful in helping you to stop offending, or change your behaviour?

26. Of all the things you did at the YOS during your order / intervention, which was LEAST useful in helping you to stop offending, or change your behaviour?

27. Have you reoffended / offended, since the START of your time with the YOS?

Yes

No

28. What else could the YOS have done, to help you stop offending, or change your behaviour?

29. Is there anything else you would like to say, about your contact with the Youth Offending Service?

Thank you for taking the time to respond to this survey. Your answers will help improve the Enhanced Case Management approach in the future. Please click 'submit' to send us your response.

The results from this survey will be used by a team of researchers from Cordis Bright. They are working with the Youth Offending Service and the Welsh Government to help evaluate the Enhanced Case Management approach and whether it has made a difference to young people who have been involved. If you would like more information about this then please ask your YOS worker or email the Cordis Bright research team at jjotimorar@cordisbright.co.uk or phone us on 020 7330 9170.