



## **HM Inspectorate of Probation**

### ***Wales National YOT Inspection***

***August 2006***

**The Viewpoint Organisation**

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# Introduction

## Background and Report Structure

This report presents the results of HM Inspectorate of Probation's consultation with young people for the national inspection of YOT services.

An interactive audio computer-assisted self-interview (ACASI) questionnaire using Viewpoint software was used to gather data from young people accessing YOT services. The Viewpoint software incorporates multimedia with colourful graphics and speech functions, with questions and instructions presented in audio and in text. Young people completed the questionnaires in Youth Offending Teams, using the Viewpoint software online or offline in a version that was installed on computers.

### An example of a Viewpoint software interface:



The questionnaire addressed service quality issues such as satisfaction with service, impact of the service, relationships with staff, reliability, respect, involvement, agreement, type of intervention and complaints information. The report reflects these areas.

The report presents the overall results of the survey, rather than breaking the results down by region. There was insufficient data in some regions to allow such a comparison. The report presents a description of differences in the responses of males or females, although the number of responses for females in particular is limited. The report is intended for descriptive purposes alone. No significant differences or associations are established.

# Summary

## Sample

103 young people completed the YOT inspection survey across 5 regions. 74 of the respondents were male and 27 female. 88 of the young people described themselves as White British, 1 as White Irish, 7 as White of another background, 3 of a Mixed White and Black Caribbean background and 1 as Black or Black British Caribbean.

## 1. Satisfaction with the Service

Half of the young people gave the most positive rating of 8 to 10 for rating the things they did with the YOT.

## 2. Impact of the Service

Most young people said that coming to the YOT had changed their life for the better 'a lot' or 'a little', with a third saying it had changed their life 'a lot'. Two-thirds of the young people said that they had 'definitely' stopped offending.

## 3. Relationships with YOT staff

Just under two-thirds of the young people said that people at the youth offending team were 'always' helpful to them, with a further third saying that people were 'sometimes' helpful.

83 of 99 young people responding said that their YOT worker 'always' listened to them. Two-thirds said their YOT worker 'always' understood them. 74 of 99 said their worker 'always' talked to them in a way they could understand.

## 4. Reliability

Two-thirds of the young people said that their YOT worker 'always' turned up on time. 80 of 99 responding said that their YOT worker 'always' did what they said they would do.

## 5. Respect

83 of 99 young people responding said that they were 'always' treated fairly and with respect. 4 young people said that they had particular needs to do with their culture or religion, which were taken into account by their YOT either 'a lot' or 'a little'.

## **6. Involvement**

Three-quarters of the young people said that they had completed the What Do You Think form. 16 of 100 young people responding said that they did not know what the What Do You Think form was.

## **7. Agreement with the process**

Two-thirds of the young people said that they 'definitely' knew what they were expected to do differently now that they were coming to the YOT. Of the 94 saying they 'definitely' knew what they were expected to do differently, 75 said that they 'definitely' knew why they were expected to do things differently.

92 of 99 young people responding said that they 'definitely' know what happens if they do not come in for appointments.

## **8. Intervention**

48 of 98 young people responding said they were on a Final Warning or Referral Order. Of these, 41 were on a Referral Order.

Of the young people on a Referral Order, 34 of 41 said that their YOT worker had 'definitely' explained the Panel Meeting to them and 38 of 41 said they had been told they could have an adult to support them at the Panel Meeting. However, only 18 of 41 said they had talked about their report 'a lot' with the YOT worker who wrote it.

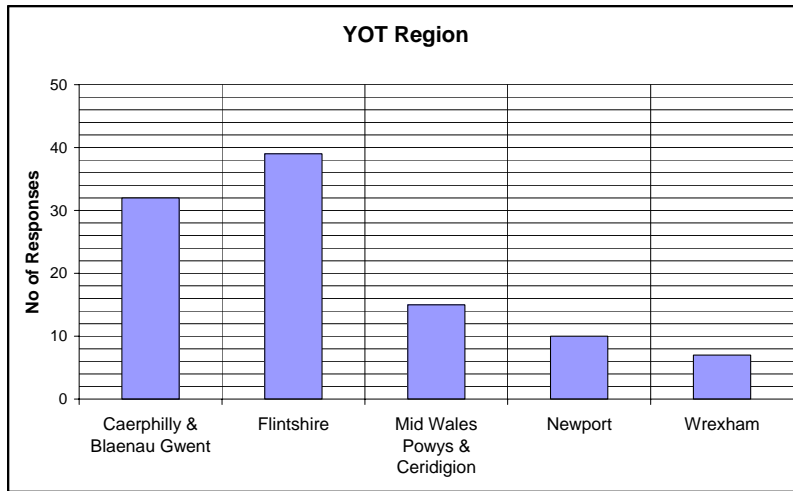
Of the 8 young people on a Final Warning, 6 said they had felt pressure into the Final Warning.

## **9. Complaints Information**

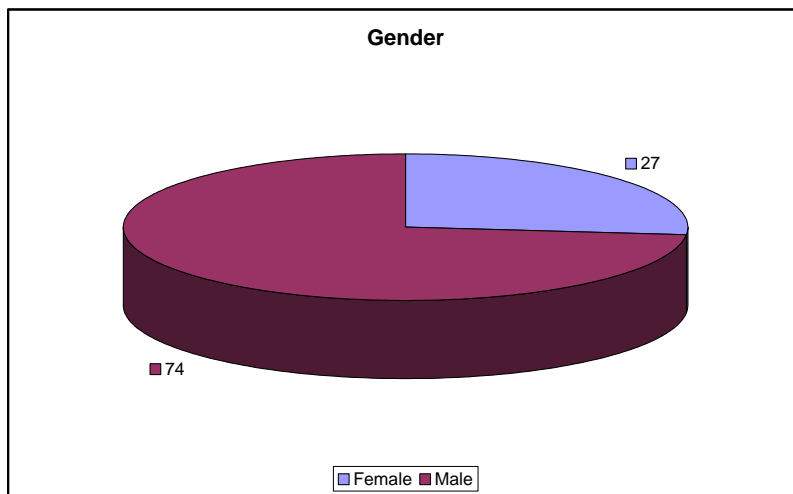
73 of the 98 young people responding said they had been told how to make a complaint.

## Sample

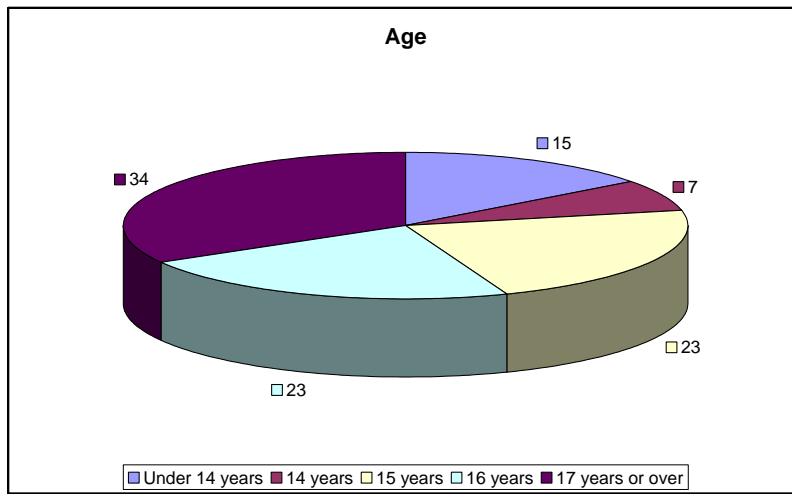
103 young people completed the YOT inspection survey across 5 regions, of which 32 were in Caerphilly and Blaenau Gwent, 39 were in Flintshire, 15 were in Mid Wales, Powys and Ceridigion, 10 were in Newport and 7 were in Wrexham (see chart below).



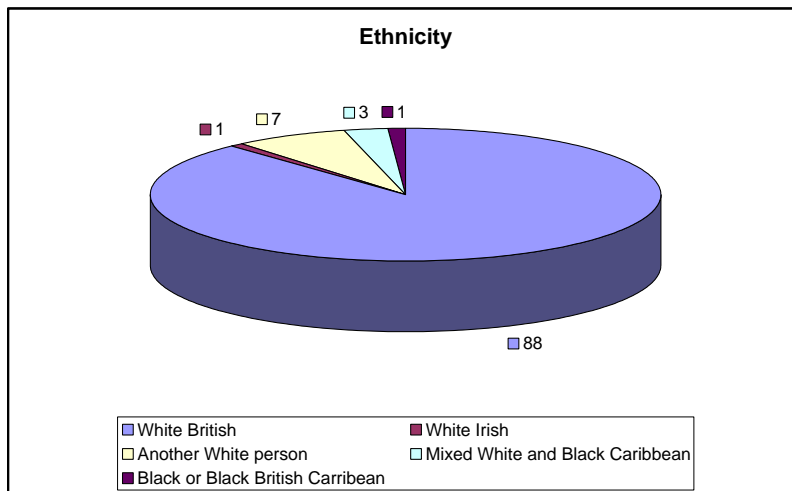
74 of the respondents were male and 27 female.



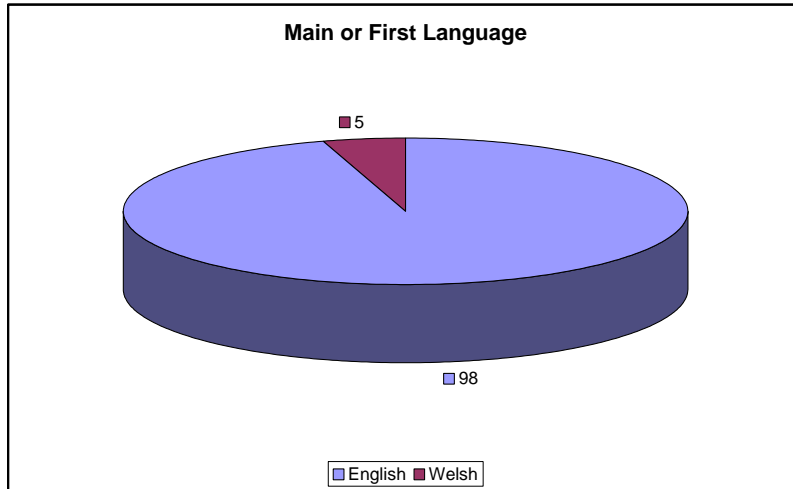
15 of the respondents were aged under 14, 7 were aged 14, 23 were aged 15, 23 were aged 16 and 34 were aged 17 or older.



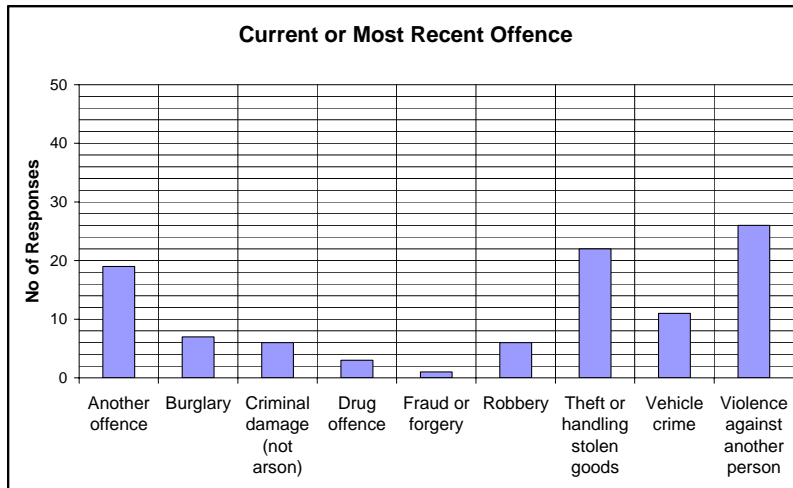
88 of the young people described themselves as White British, 1 as White Irish, 7 as White of another background, 3 of a Mixed White and Black Caribbean background and 1 as Black or Black British Caribbean.



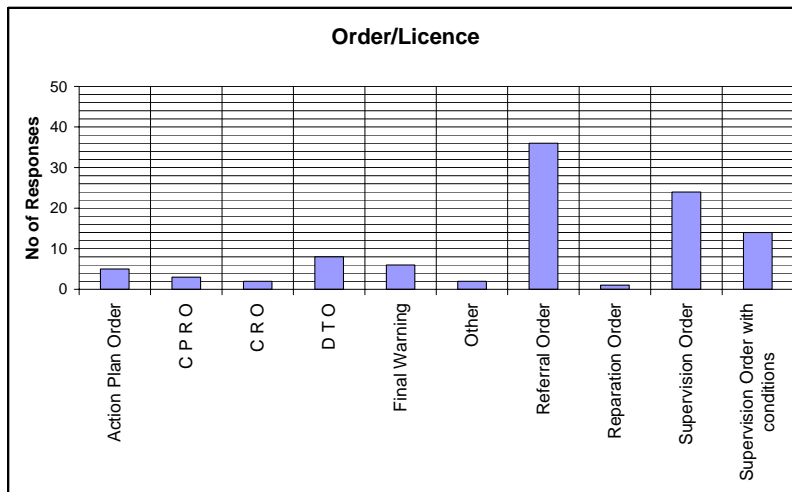
98 young people had English as a first language, with 5 speaking Welsh.



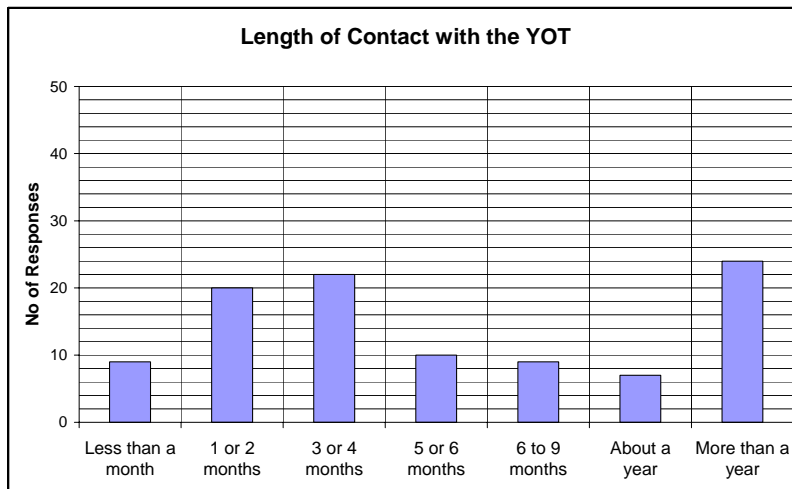
The most recent offences of the respondents were violence against another person (n = 26), theft or handling stolen goods (n = 22), vehicle crime (n = 11), burglary (n = 7), robbery (n = 6), criminal damage (n = 6), drug offences (n = 3) and fraud or forgery (n = 1).



36 young people were on a Referral Order, with 24 on a Supervision Order, 14 on a Supervision Order with conditions, 8 on a DTO, 6 on a Final Warning, 5 on an Action Plan Order, 3 on a CPRO, 2 on a CRO and 1 on a Reparation Order.



9 young people had been in contact with the YOT for less than a month, 52 for 1 to 6 months, 16 for 6 to 12 months, and 24 for more than a year.



33 of 99 young people responding said they had received help to complete the questionnaire, mainly from professionals at the youth offending teams.

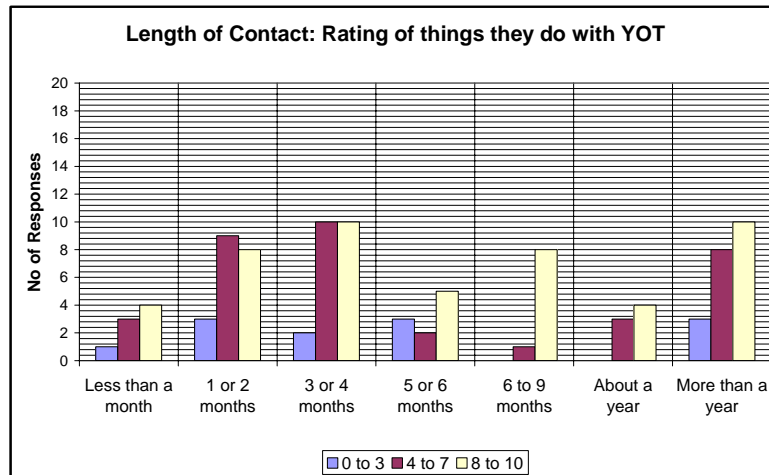
## Satisfaction with Service

Young people were asked to rate the things they did with the YOT on a sliding scale, where 10 was the most positive and 0 the least positive score. Of 98 young people responding, 49 gave the most positive rating of 8 to 10 and 13 gave the least positive of 0 to 3.

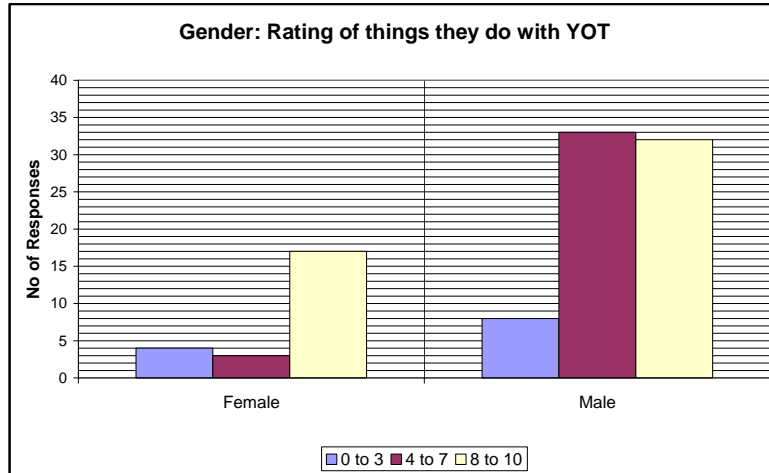
### 3 - How do you rate the things you do with the YOT? Drag the slider along the scale to score

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 0 - 3	13	12.6	13.3	13.3
	2 4 - 7	36	35.0	36.7	50.0
	3 8 - 10	49	47.6	50.0	100.0
	Total	98	95.1	100.0	
Missing	System	5	4.9		
Total		103	100.0		

The number of young people giving a rating of 8 to 10 was greater than those giving the lower ratings where they had attended the youth offending team for 5 months or longer. However, the number of responses supporting this observations is low.



In terms of gender, the number of male respondents giving a rating of 8 to 10 or 4 to 7 was fairly even, whereas there were more females giving a rating of 8 to 10 than 4 to 7. However, again, the number of responses is small.



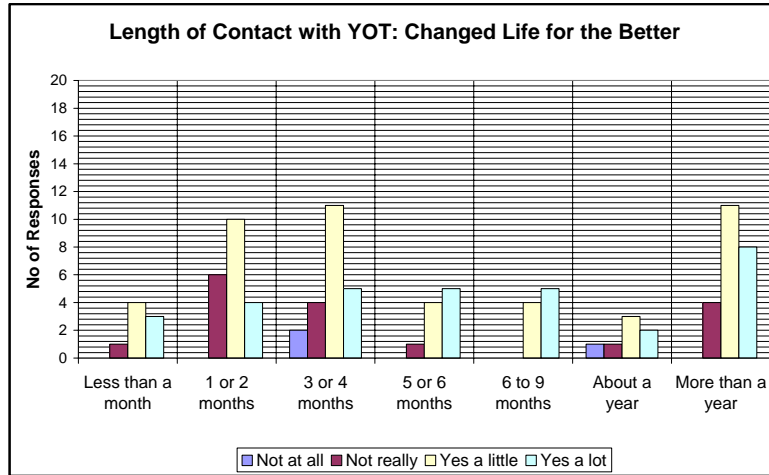
### Impact of Service

Young people were asked if coming to the YOT had changed their life for the better. Of 99 responding, 32 said coming to the YOT had changed their life 'a lot', with 47 saying 'a little'.

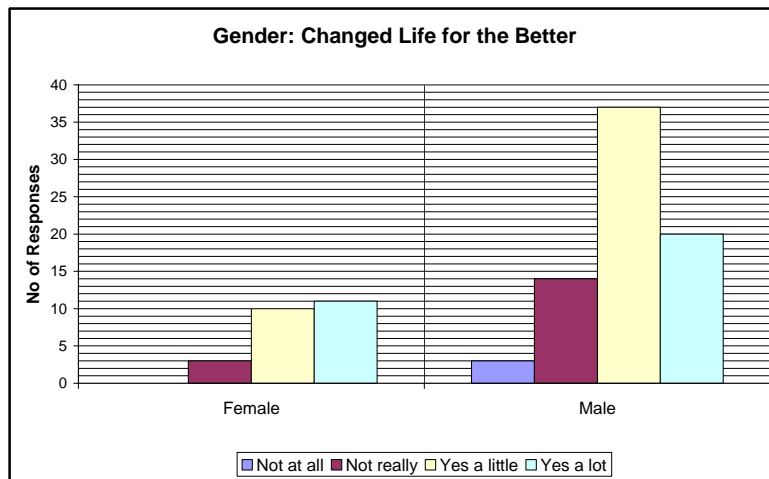
**32 - Has coming to the YOT changed your life for the better?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not at all	3	2.9	3.0	3.0
	3 Not really	17	16.5	17.2	20.2
	4 Yes a little	47	45.6	47.5	67.7
	5 Yes a lot	32	31.1	32.3	100.0
	Total	99	96.1	100.0	
Missing	1	4	3.9		
Total		103	100.0		

Slightly more young people who had attended the youth offending team for 5 to 9 months said their life had changed 'a lot' rather than 'a little'. In general, more young people across all time periods said their life had changed 'a little' rather than 'a lot'. However, the number of responses is small.



In terms of gender, more males said their life had changed for the better 'a little' rather than 'a lot', whereas the responses of females were more evenly spread. However, the number of responses is low.

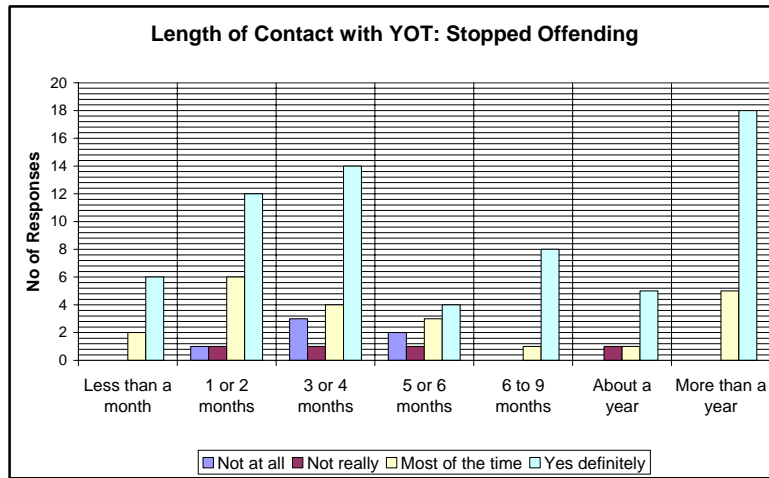


Young people were asked if they had stopped getting into trouble or offending. Most young people responding said they had definitely stopped offending (67 of 99 responding), with a further 22 saying they had stopped offending most of the time.

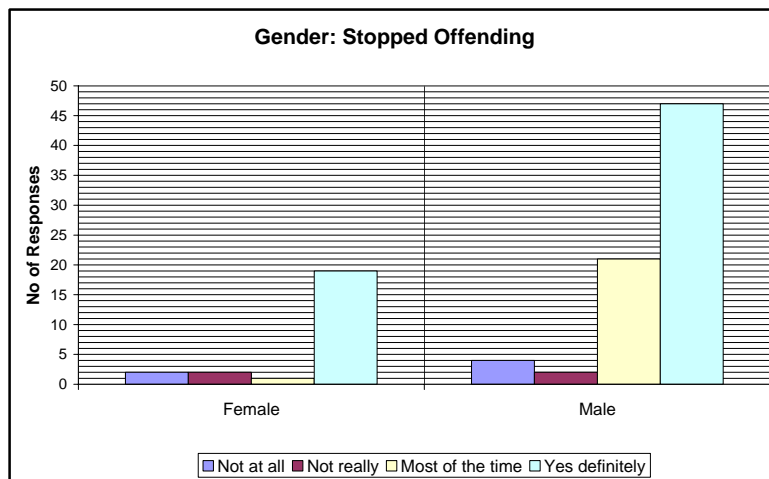
**34 - Have you stopped getting into trouble or offending?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not at all	6	5.8	6.1	6.1
	3 Not really	4	3.9	4.0	10.1
	4 Most of the time	22	21.4	22.2	32.3
	5 Yes definitely	67	65.0	67.7	100.0
	Total	99	96.1	100.0	
Missing	1	4	3.9		
Total		103	100.0		

In line with most young people saying they had 'definitely' stopped offending, most young people attending youth offending teams across all time periods said they had 'definitely' stopped offending.



Although most young people in both male and female groups said they had 'definitely' stopped offending, more males than females said they had stopped offending 'most of the time'.



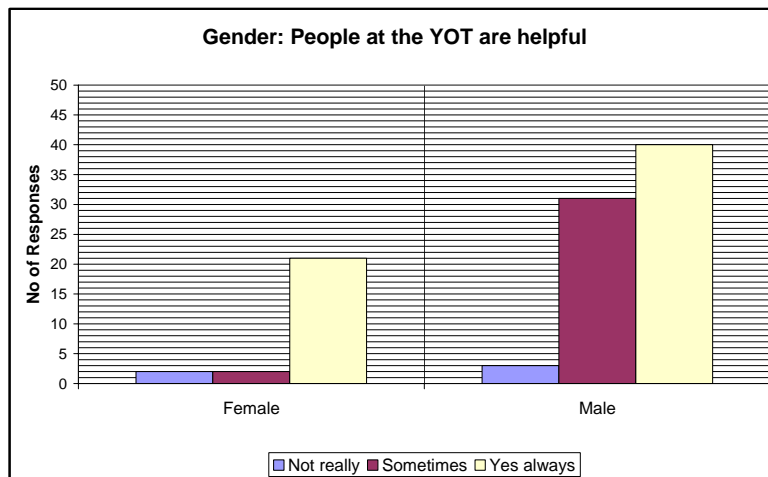
## Relationships with YOT staff

Young people were asked if the people at the YOT were helpful to them. Of 100 young people responding, 62 said that people were always helpful to them, with a further 33 saying people were sometimes helpful to them.

### 16 - Are the people at the YOT helpful to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not really	5	4.9	5.0	5.0
	3 Sometimes	33	32.0	33.0	38.0
	4 Yes always	62	60.2	62.0	100.0
	Total	100	97.1	100.0	
Missing	1	3	2.9		
Total		103	100.0		

Although most young people in both male and female groups said that people 'always' helped them, more males than females said that people were 'sometimes' helpful.

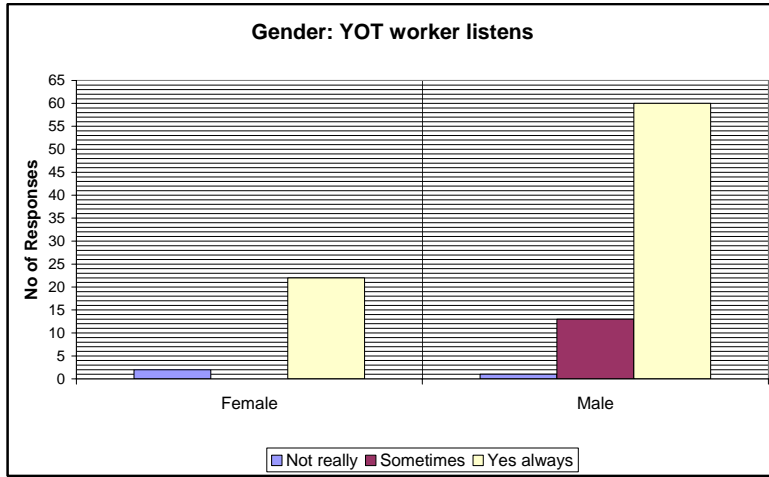


Young people were asked if their YOT worker listened to them. Of 99 responding 83 said that their YOT worker always listened to them, with a further 13 saying that their YOT worker sometimes listened to them.

### 23 - Does your YOT worker listen to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not really	3	2.9	3.0	3.0
	3 Sometimes	13	12.6	13.1	16.2
	4 Yes always	83	80.6	83.8	100.0
	Total	99	96.1	100.0	
Missing	1	4	3.9		
Total		103	100.0		

In terms of gender, both males and females mostly said that their YOT worker 'always' listened to them.

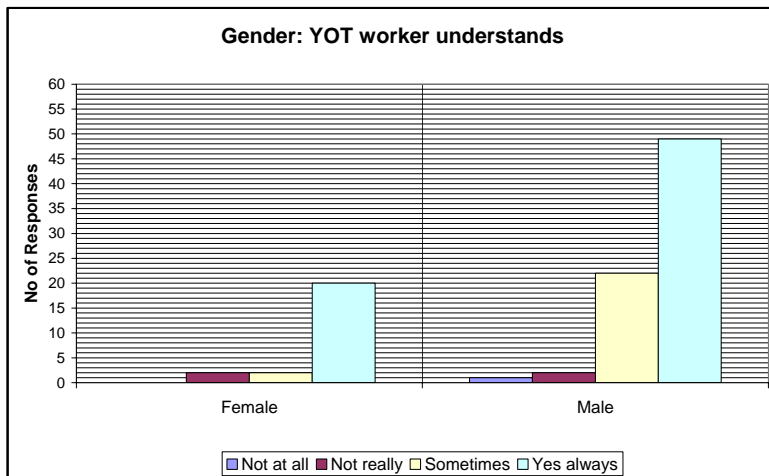


Young people were asked if their YOT worker understood them. Of 99 responding, 69 said that their YOT worker always understood them, with 24 saying that their YOT worker sometimes understood them.

**24 - Does your YOT worker understand you?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not at all	2	1.9	2.0	2.0
	3 Not really	4	3.9	4.0	6.1
	4 Sometimes	24	23.3	24.2	30.3
	5 Yes always	69	67.0	69.7	100.0
	Total	99	96.1	100.0	
Missing	1	4	3.9		
Total		103	100.0		

In terms of gender, most males and females said their YOT worker 'always' understands them, although more males also said that their YOT worker 'sometimes' understands them.

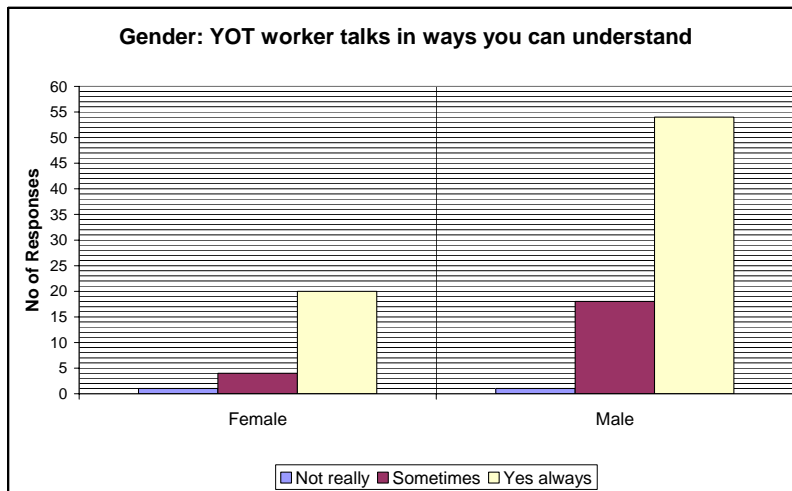


Young people were asked if their YOT worker talked to them in a way they could understand. Of 99 responding, 74 said that their YOT worker always talked to them in a way they could understand, with a further 22 saying that their YOT worker sometimes talked to them in a way they could understand.

**22 - Does your YOT worker talk to you in a way you can understand?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not at all	1	1.0	1.0	1.0
	3 Not really	2	1.9	2.0	3.0
	4 Sometimes	22	21.4	22.2	25.3
	5 Yes always	74	71.8	74.7	100.0
	Total	99	96.1	100.0	
Missing	1	4	3.9		
Total		103	100.0		

In terms of gender, most males and females said that their YOT worker talks in ways they can understand.



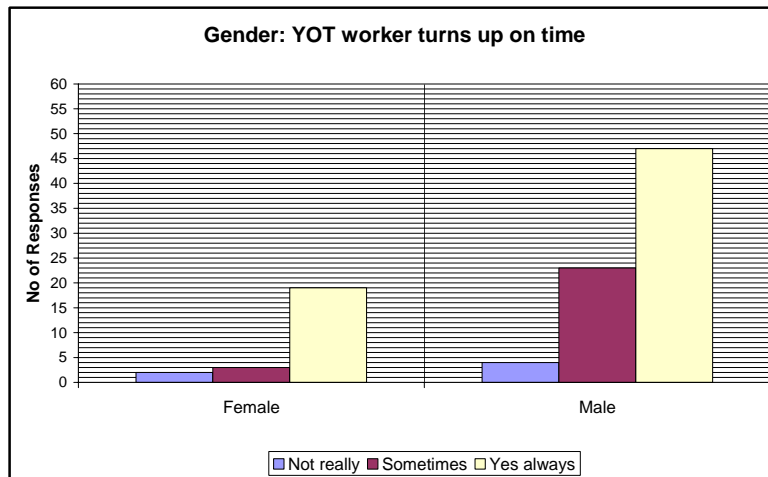
## Reliability

Young people were asked if their YOT worker turned up on time. Of 99 responding, 67 said that their YOT worker 'always' turned up on time, with a further 26 saying that their YOT worker 'sometimes' turned up on time.

**28 - Does your YOT worker turn up on time?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not really	6	5.8	6.1	6.1
	3 Sometimes	26	25.2	26.3	32.3
	4 Yes always	67	65.0	67.7	100.0
	Total	99	96.1	100.0	
Missing	1	4	3.9		
Total		103	100.0		

In terms of gender, most males and females reported that their YOT worker 'always' turns up on time.

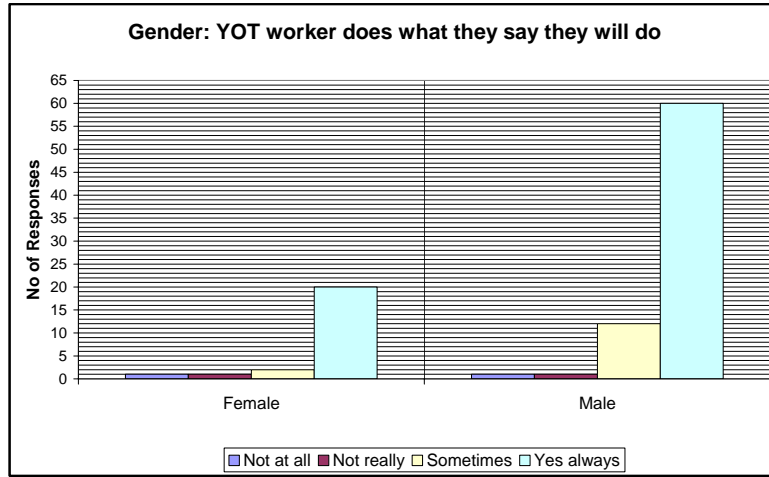


Young people were asked if their YOT worker did what they said they would do. Of 99 responding, 80 said that their YOT worker 'always' did what they said they would do, with a further 14 saying that their YOT worker 'sometimes' did what they said they would do.

**29 - Does your YOT worker do what they say they will do?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not at all	2	1.9	2.0	2.0
	3 Not really	3	2.9	3.0	5.1
	4 Sometimes	14	13.6	14.1	19.2
	5 Yes always	80	77.7	80.8	100.0
	Total	99	96.1	100.0	
Missing	1	4	3.9		
Total		103	100.0		

In terms of gender, most males and females reported that their YOT worker 'always' did what they said they would do.



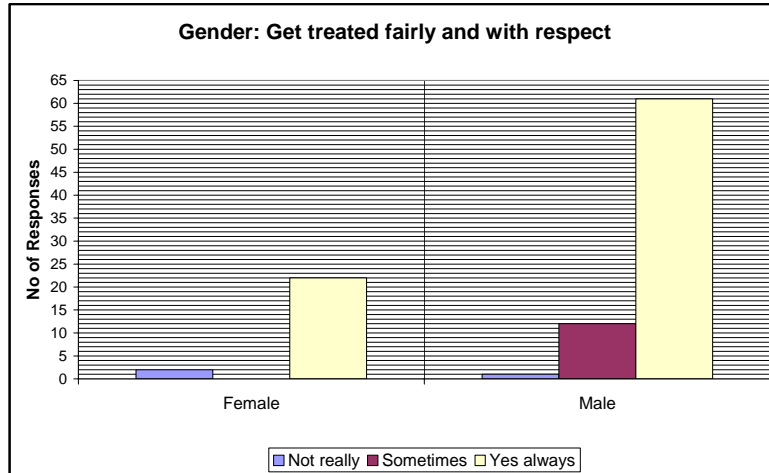
## Respect

Young people were asked if they were treated fairly and with respect. Of 99 responding, 83 said that they were 'always' treated fairly and with respect, with a further 12 saying that they were 'sometimes' treated fairly and with respect.

### 25 - Do you get treated fairly and with respect?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not really	4	3.9	4.0	4.0
	3 Sometimes	12	11.7	12.1	16.2
	4 Yes always	83	80.6	83.8	100.0
	Total	99	96.1	100.0	
Missing	1	4	3.9		
Total		103	100.0		

In terms of gender, results were fairly evenly spread, with most males and females reporting that they are 'always' treated fairly and with respect.



The 4 young people saying that they had particular needs to do with their culture or religion were asked if the YOT takes these needs into account. Of these, 2 said that the YOT takes their needs into account 'a lot', with a further 2 saying that their needs were taken into account 'a little' by the YOT.

**27 - Does the YOT take these needs into account?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Yes a little	2	1.9	50.0	50.0
	3 Yes a lot	2	1.9	50.0	100.0
	Total	4	3.9	100.0	
Missing	1	99	96.1		
Total		103	100.0		

### Involvement

Young people were asked if they had completed the What Do You Think form. Of 100 responding, 72 said that they had completed the form. 16 said that they did not know what the What Do You Think form was.

**15 - Have you completed the What Do You Think form?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Do not know what it is	16	15.5	16.0	16.0
	3 No	12	11.7	12.0	28.0
	4 Yes	72	69.9	72.0	100.0
	Total	100	97.1	100.0	
Missing	1	3	2.9		
Total		103	100.0		

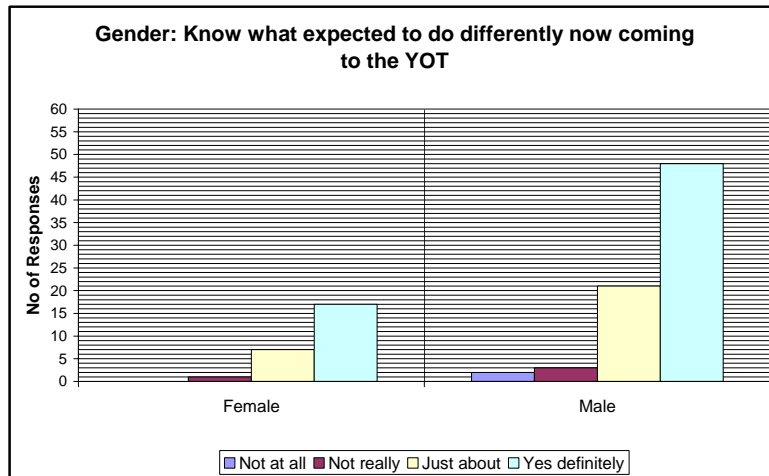
## Agreement with the process

Young people were asked if they knew what they were expected to do differently now that they were coming to the YOT. Of 101 responding, 66 said that they 'definitely' knew what they were expected to do differently, with a further 29 saying that they 'just about' knew what they were expected to do differently.

### 9 - Do you know what you are expected to do differently now you are coming to the YOT?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not at all	2	1.9	2.0	2.0
	3 Not really	4	3.9	4.0	5.9
	4 Just about	29	28.2	28.7	34.7
	5 Yes definitely	66	64.1	65.3	100.0
	Total	101	98.1	100.0	
Missing	1	2	1.9		
Total		103	100.0		

In terms of gender, most males and females reported that they 'definitely' knew what they were expected to do differently, although a number of young people, particularly male, reported that they 'just about' knew what they were expected to do differently.

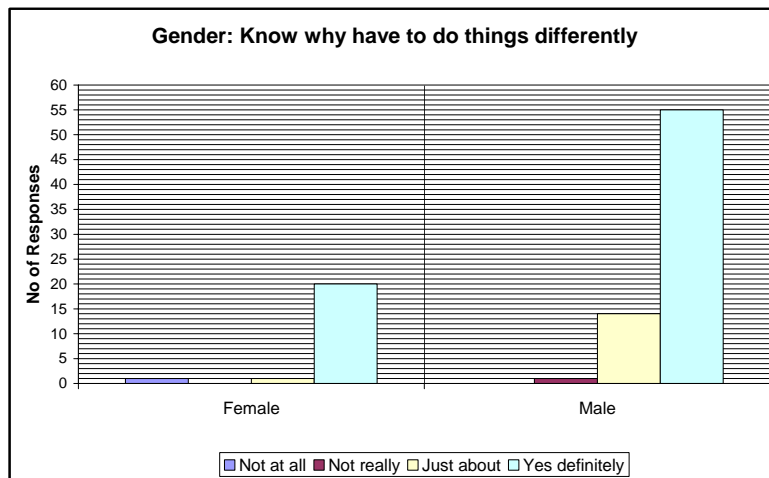


Of the 94 young who said they knew they were expected to do things differently now that they were coming to the YOT, 75 said that they 'definitely' knew why they were expected to do things differently, with a further 16 saying 'just about'.

**11 - Do you know why you have to do these things?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not at all	1	1.0	1.1	1.1
	3 Not really	2	1.9	2.1	3.2
	4 Just about	16	15.5	17.0	20.2
	5 Yes definitely	75	72.8	79.8	100.0
	Total	94	91.3	100.0	
Missing	1	9	8.7		
Total		103	100.0		

In terms of gender, most males and females said that they 'definitely' knew why they had to do things differently, although a number of males in particular said they 'just about' knew.

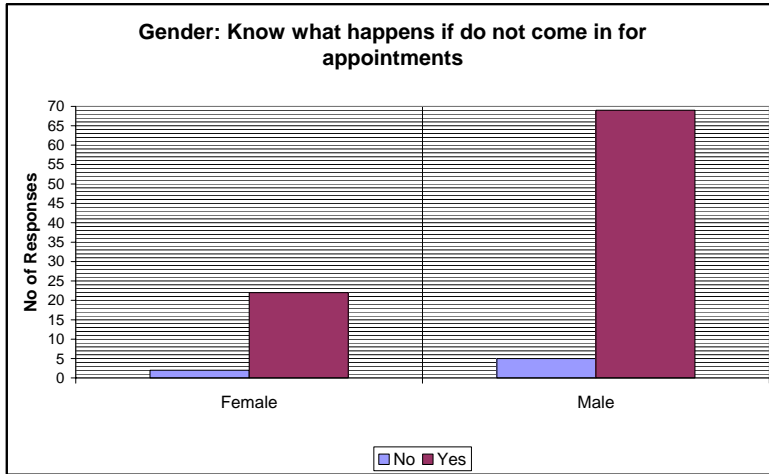


Young people were asked if they knew what happens if they do not come in for appointments. Of 99 responding, 92 said that they 'definitely' knew what happens.

**30 - Do you know what happens if you do not come in for appointments?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 No	7	6.8	7.1	7.1
	3 Yes	92	89.3	92.9	100.0
	Total	99	96.1	100.0	
Missing	1	4	3.9		
Total		103	100.0		

In terms of gender, most males and females said they knew what happens if they did not come in for appointments.



## Intervention

Young people were asked what type of intervention they were on, either Final Warning, Referral Order or something else. Most young people said they were not on a Final Warning or Referral Order. Of the 48 who were, 41 said they were on a Referral Order.

### 17 - Are you on a Final Warning or a Referral Order?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Final Warning	7	6.8	7.1	7.1
	3 Referral Order	41	39.8	41.8	49.0
	4 None of these	50	48.5	51.0	100.0
	Total	98	95.1	100.0	
Missing	1	5	4.9		
Total		103	100.0		

### Intervention: Referral Order

The young people who said they were on a Referral Order were asked a number of follow-up questions. The young people were asked if their YOT worker explained the Panel Meeting to them. 34 of 41 responding said that their YOT worker had 'definitely' explained the Panel Meeting to them, with a further 5 saying 'a little'.

### 19 - Did the YOT worker explain the Panel Meeting to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not really	2	1.9	4.9	4.9
	3 Yes a little	5	4.9	12.2	17.1
	4 Yes definitely	34	33.0	82.9	100.0
	Total	41	39.8	100.0	
Missing	1	62	60.2		
Total		103	100.0		

The young people who said they were on a Referral Order were also asked if they talked about their report with the YOT worker who wrote it. 18 of 41 responding said that they had talked about their report 'a lot', with 19 saying 'a little'.

### 20 - Did you talk about your report with the YOT worker who wrote it?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not really	4	3.9	9.8	9.8
	3 Yes a little	19	18.4	46.3	56.1
	4 Yes a lot	18	17.5	43.9	100.0
	Total	41	39.8	100.0	
Missing	1	62	60.2		
Total		103	100.0		

The young people who said they were on a Referral Order were also asked if they were told they could have an adult to support them at the Panel Meeting. 38 of 41 responding said that they had been told they could have an adult to support them.

**21 - Were you told you could have an adult to support you at the Panel Meeting?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 No	3	2.9	7.3	7.3
	3 Yes	38	36.9	92.7	100.0
	Total	41	39.8	100.0	
Missing	1	62	60.2		
Total		103	100.0		

**Intervention: Final Warning**

The young people who said they were on a Final Warning were also asked follow-up questions. The young people were asked if they felt pressured into the Final Warning. 6 of 8 responding said that did not feel at all pressured into the Final Warning, with 2 saying they felt pressured 'a little'.

**18 - Did you feel pressured into the Final Warning?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 Not at all	6	5.8	75.0	75.0
	3 Yes a little	2	1.9	25.0	100.0
	Total	8	7.8	100.0	
Missing	1	95	92.2		
Total		103	100.0		

**Complaints Information**

The young people were asked if they had been told how to make a complaint. Of 98 young people responding, 73 said they had been told how to make a complaint. However, 25 said they had not been told how to make a complaint.

**37 - Have you been told about how to make a complaint?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 No	25	24.3	25.5	25.5
	3 Yes	73	70.9	74.5	100.0
	Total	98	95.1	100.0	
Missing	1	5	4.9		
Total		103	100.0		