

## The voices of young people under supervision (findings from the HMI Probation eSurvey)

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HM Inspectorate of Probation  
Research & Analysis Bulletin 2018/03

NOVEMBER 2018

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HMI Probation is committed to reviewing, developing and promoting the evidence-base for high-quality probation and youth offending services. Our *Research & Analysis Bulletins* are aimed at all those with an interest in the quality of these services, presenting key findings to assist with informed debate and help drive improvement where it is required. The findings are used within HMI Probation to develop our inspection programmes, guidance and position statements.

This bulletin was prepared by Oliver Kenton (Research Officer) and Dr Robin Moore (Head of Research), HMI Probation.

We would like to thank all those who participated in any way in our inspections. Without their help and cooperation, the collation of inspection data would not have been possible.

Please note that throughout the report the names in the practice examples have been changed to protect the individual's identity.

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Published by: Her Majesty's Inspectorate of Probation 1st Floor Civil Justice Centre 1 Bridge Street West Manchester M3 3FX

The HMI Probation Research Team can be contacted via  
[HMIProbationResearch@hmiprobation.gov.uk](mailto:HMIProbationResearch@hmiprobation.gov.uk)

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## Executive summary

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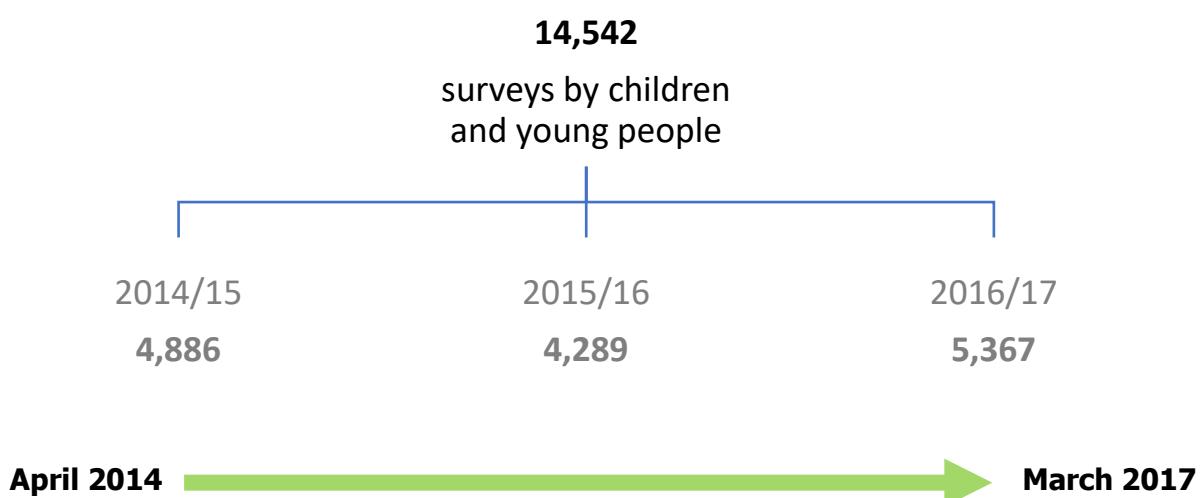
### Context

This bulletin focuses upon the views of children and young people supervised by Youth Offending Teams (YOTs). It is vital that their voices are heard and taken into account when designing and reviewing services, maximising the quality of these services and ensuring that they are sufficiently personalised and responsive to their different needs.



### Approach

The findings are based upon analysis of the responses to HMI Probation's eSurvey, which captured the children and young peoples' views regarding their needs, the support provided through the YOT and the progress that they had made. It was completed by 14,542 children and young people between April 2014 and March 2017.



## **Key findings and implications**

- Most children and young people were positive about working with the YOT, reporting that their views had been taken seriously (96%), that they had been treated fairly (95%), and that the service had been good (95%).
- Nearly nine in ten (87%) reported that they were now less likely to reoffend, especially if they also felt the quality of the YOT work had been good, that their views had been taken seriously and they had been treated fairly – the latter two being key elements of procedural justice.
- Responses were a little less positive among those not on a first-tier order and those with a black, Asian, mixed or other ethnic background. While not large, the differences were significant and YOTs should continue to explore potential areas for improvement for these children and young people.
- There were differences between young people of different age groups in their reported needs and reported barriers to effective engagement. Whether the child or young person felt that there had been an improvement in relation to a specific need was strongly associated with whether they had received relevant help or not – those who had received help being much more likely to say that there had been an improvement. The importance of tailored and responsive intervention was thus evident.
- Children and young people were least likely to say that help had been provided (when required) with money problems and with living arrangements. YOTs should explore whether more can be done in addressing these specific needs.
- Young women and those reporting a disability were more likely to report having felt afraid or unsafe and not all informed the YOT. Careful consideration needs to be given in all cases to potential issues around safety.

## 1. Introduction

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Our Inspection of Youth Offending Work (IYOW) programme began at the end of 2012 and was completed in 2017. It was designed to inspect the quality of work with children and young people who had offended. The unit of inspection was the YOT.<sup>1</sup>

The programme included Short Quality Screenings (SQS) and Full Joint Inspections (FJI). Our SQS inspections were relatively short, and focused on the early months of work with the children and young people. We looked particularly at assessment and planning, as previous inspection programmes had shown these areas as key to quality work. Our FJI inspections examined in depth the quality of work with young people, covering additional aspects such as interventions and outcomes. FJIs were mainly targeted at YOTs where there were concerns regarding performance, although some YOTs believed to be high performers were also targeted – with the aim of promulgating good practice. FJIs involved collaboration with partner inspectorates.

Alongside these inspections, we commissioned The Viewpoint Organisation to provide YOTs with an online facility enabling them to capture the views of the children and young people on their statutory caseload. The resultant eSurvey was designed to be as simple as possible, taking on board advice from speech and language professionals and feedback from the children and young people themselves. The eSurvey ran for three annual reporting periods, finishing in 2017, with YOTs being provided with anonymised feedback at the end of each period.<sup>2</sup> The data was also used to help determine the priority areas for inspection and to provide useful contextual information in the inspection of youth offending work.

### Inspection standards

Our current inspections of youth offending services are underpinned by standards which are grounded in evidence, learning and experience. In developing the standards, we worked constructively with providers and others to build a common view of high-quality services and what should be expected.

The standards are grouped within three domains, the first of which covers how well the youth offending service is led, managed and set up.<sup>3</sup> Those standards listed below reflect the need for the YOT to have a clear understanding of their children and young people in order to provide the range of services required. Furthermore, the child or young person's experience of the value of the service received from the YOT should be an important part of the YOT's learning. The YOT should give attention to general themes that indicate both strengths and ways in which the quality of the service could be improved.

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<sup>1</sup> Most YOTs were within the boundaries of a single local authority. Where two or more local authorities had merged their YOTs, we inspected the shared YOT as a single organisation.

<sup>2</sup> Feedback was dependent upon a sufficient number of surveys having been completed.

<sup>3</sup> The full standards framework can be found here: <https://www.justiceinspectorates.gov.uk/hmiprobation/about-our-work/our-standards-and-ratings/>.

### **1.3 Partnerships and services**

*A comprehensive range of high-quality services is in place, enabling personalised and responsive provision for all children and young people.*

1.3.1. Is there a sufficiently comprehensive and up to date analysis of the profile of children and young people, to ensure that the YOT can deliver well targeted services?

1.3.2 Does the YOT partnership have access to the volume, range and quality of services and interventions to meet the needs of all children and young people?

### **1.4 Information and facilities**

*Timely and relevant information is available and appropriate facilities are in place to support a high-quality, personalised and responsive approach for all children and young people.*

1.4.4 Is analysis, evidence and learning used effectively to drive improvement?

d) Are the views of the children and young people, their parents/carers and other key stakeholders sought, analysed and used to review and improve the effectiveness of services?

## 2. Findings

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The eSurvey consisted of 73 questions with a mix of multiple choice and free text response options (see Annex A).<sup>4</sup> In this bulletin, we focus on headline findings from the responses provided by the children and young people, and any statistically significant differences between sub-groups.

Across the three annual reporting periods, the eSurvey was completed by 14,542 children and young people under YOT supervision. As set out in Annex B, the sample should not be considered representative of the overall YOT caseloads. Nevertheless, the relatively large national sample provides some valuable insights into the views of the children and young people under YOT supervision.

### **The survey sample comprised the following sub-groups:<sup>5</sup>**

- 4% were aged 10-13, 23% were aged 14-15, 24% were aged 16, and 46% were aged 17 or older.<sup>6</sup>
- 84% were male and 14% were female.
- 70% were white, 10% were black, 8% were of mixed ethnic background, and 6% were Asian.
- 54% had received a first-tier order,<sup>7</sup> 31% had received a Youth Rehabilitation Order (YRO), 6% had received a custodial sentence, and 5% did not know what sentence they had received.
- 15% self-identified as having a disability and 76% stated that they did not have a disability.<sup>8</sup>
- 94% were supervised by YOTs in England and 6% by YOTs in Wales.

The reasons reported by young people for their YOT supervision are set out in Figure 1. There were considerable differences between males and females, with young women more likely to report having lost their temper, being drunk, or hitting or hurting someone else.

The children and young people were also asked about the nature of their living arrangements. About four in five (82%) replied that they were living with a parent or carer, seven percent were living in a children's home and six percent were living on their own. A significantly higher proportion (88%) of black and Asian respondents lived with a parent or carer.

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<sup>4</sup> The eSurvey was reviewed each year and a small number of questions were altered, added and removed. The final count of questions in year three was 73.

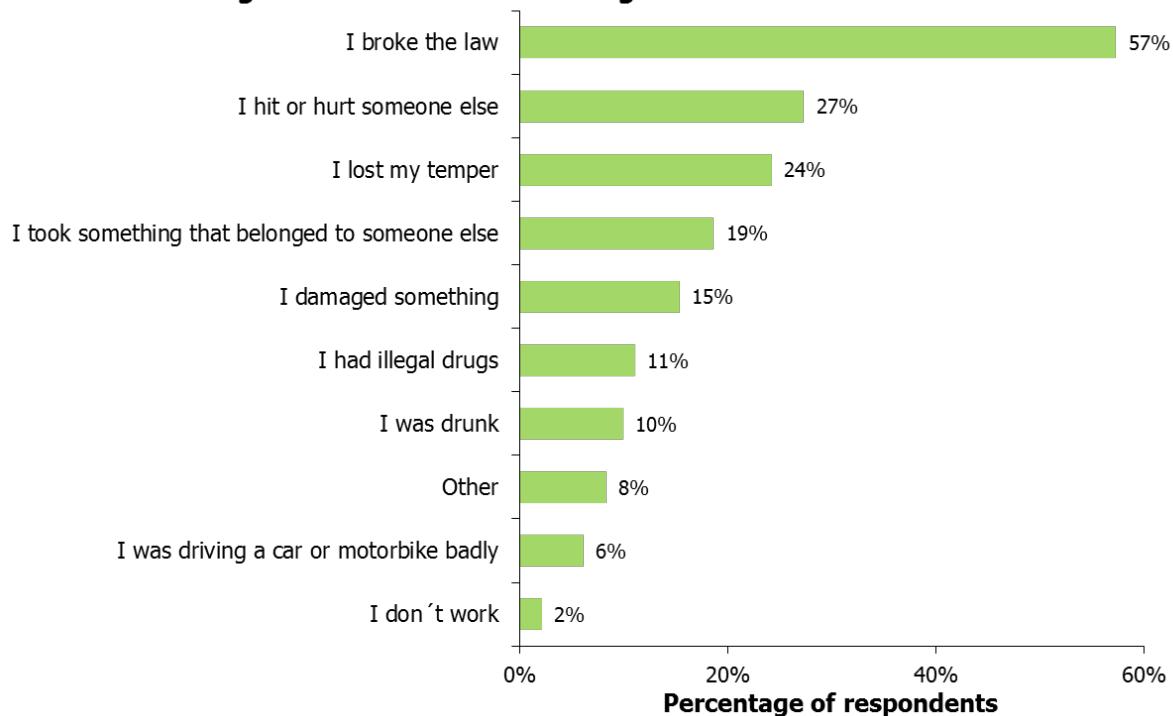
<sup>5</sup> Not all percentages will sum to 100% due to some respondents answering that they did not want to say what category they fell into or that they did not know the answer. The available responses under each question were chosen to suit ease of completion by the broad age range (10 to 17) surveyed.

<sup>6</sup> Young people may remain with youth justice services after their 18<sup>th</sup> birthday in agreement with probation, typically if there is very little time left on their order, if transitioning to adult services would interrupt the delivery of a programme or if they are receiving very specific services unavailable in adult probation, especially if those services relate to a lack of maturity or development.

<sup>7</sup> Includes referral orders and reparation orders.

<sup>8</sup> Approximately two-thirds (64%) of respondents who reported a disability selected at least one of attention deficit hyperactivity disorder (ADHD), problems with concentration, or problems controlling behaviour. Other frequently reported disabilities related to 'learning things' (35%) and 'reading things' (26%).

**Figure 1: Reasons for coming to the YOT**



## 2.1 Engagement

We expect that in the initial engagement with the YOT, the child or young person will be asked constructive, and also challenging, questions about why they offended and what the YOT can do to help them desist from further offending. It is important that the child or young person is fully engaged in developing the plan of work and understands what is expected of them.

As shown by Figure 2, at least nine in ten respondents felt that they had been sufficiently well consulted on what would help them stop offending and that they understood what was required of them in their referral order contracts or supervision plans. However, there were some differences between sub-groups; 87% of 10-13 year olds understood what their referral order or supervision plan required them to do; which rose to 94% for referral orders and 91% for supervision plans for the 17 or older age group.

**Figure 2: Understanding and engagement**

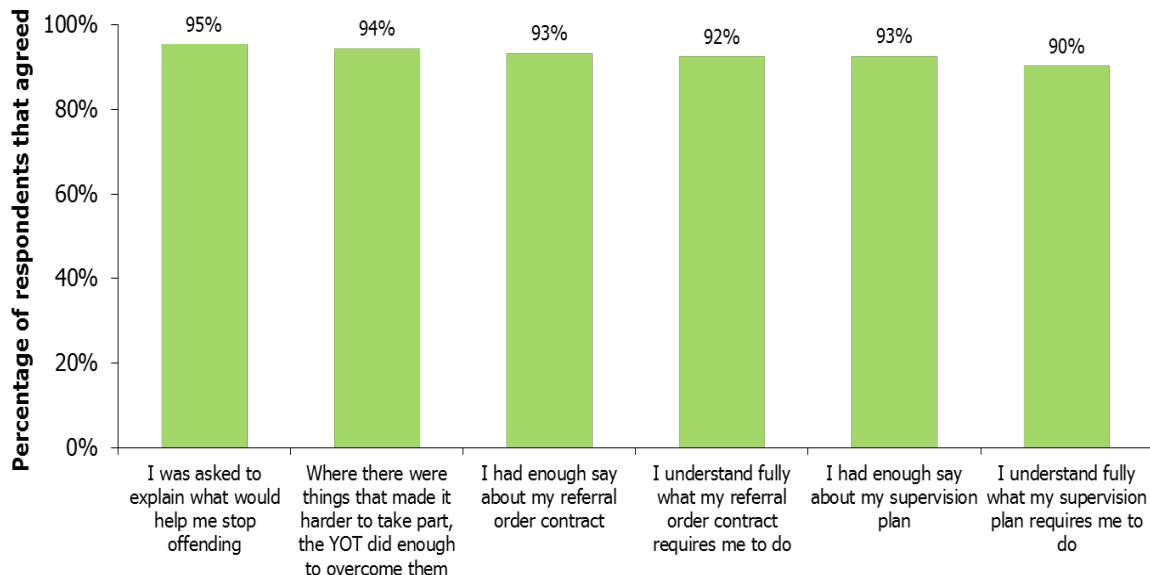
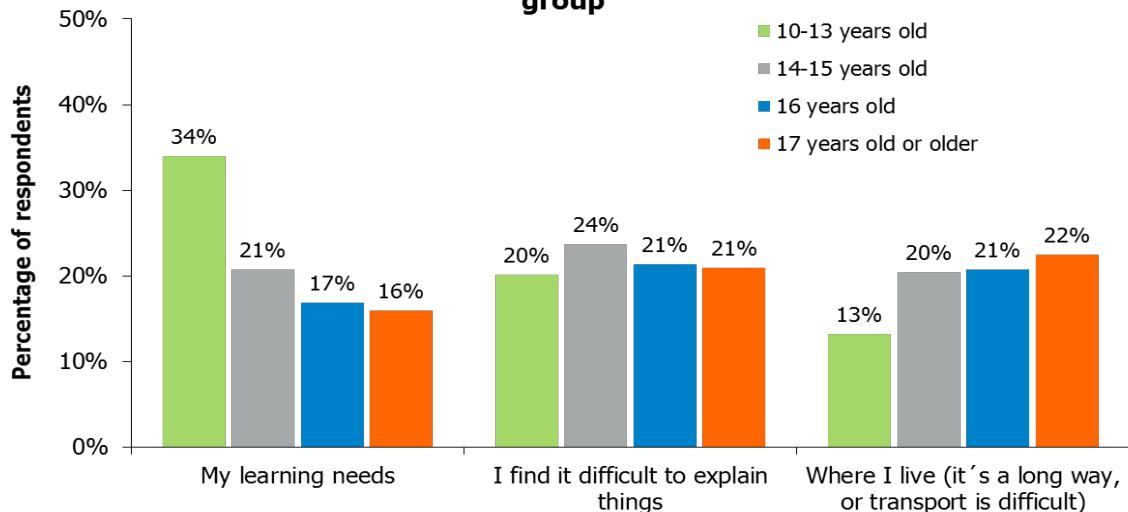


Figure 2 also indicates that the overwhelming majority (94%) of children and young people considered that the YOT had done enough to overcome any issues that were preventing participation. Figure 3 shows the three most common barriers reported by young people, revealing that a much higher proportion of the youngest respondents (those aged 10-13) highlighted their learning needs as a barrier. This group of young people were less likely than older respondents to report difficulties arising from where they lived.

*“My diagnosis of ADHD and having limited attention can make it difficult for me to take part in a session lasting more than 30 minutes.”*

*“I couldn’t always afford my bus fare.”*

**Figure 3: Barriers to taking part in work with the YOT by age group**

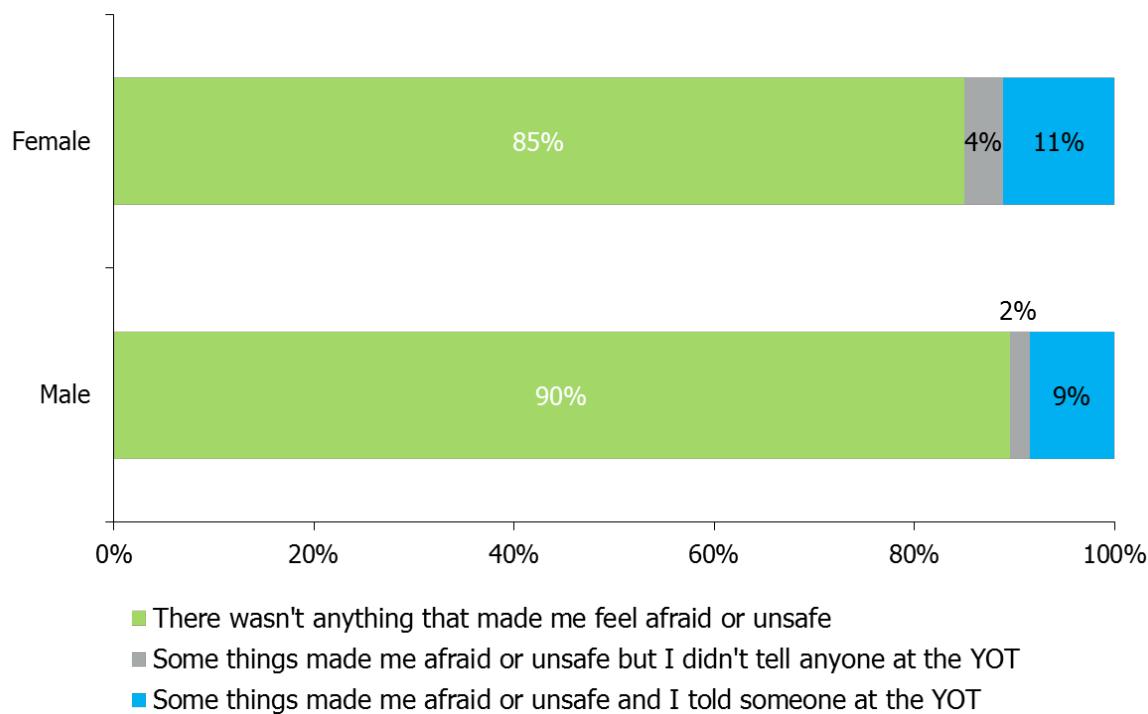


Safety when attending the YOT was identified as a barrier to engagement for around one in ten young people. Figure 4 shows that girls and young women were more likely to say that there were things that made them feel afraid or unsafe than boys and young men (15% female; 10% male). Focusing upon those that felt afraid or unsafe, young men were slightly more likely to report this to the YOT than young women (81% for young men and 74% for young women).

*“Other youths attending the YOS often upset me due to their attitude and behaviour towards me. I am concerned that I may respond inappropriately.”*

*“Some other local lads were after me and I was scared I would run into them at the YOT.”*

**Figure 4: Feeling afraid or unsafe by gender**



There was a further difference in perceptions of safety and fear between those who reported a disability and those who did not. Nearly one in five (18%) of those who reported a disability experienced feeling unsafe or afraid while in contact with the YOT, compared to one in ten (10%) of those who did not report a disability.

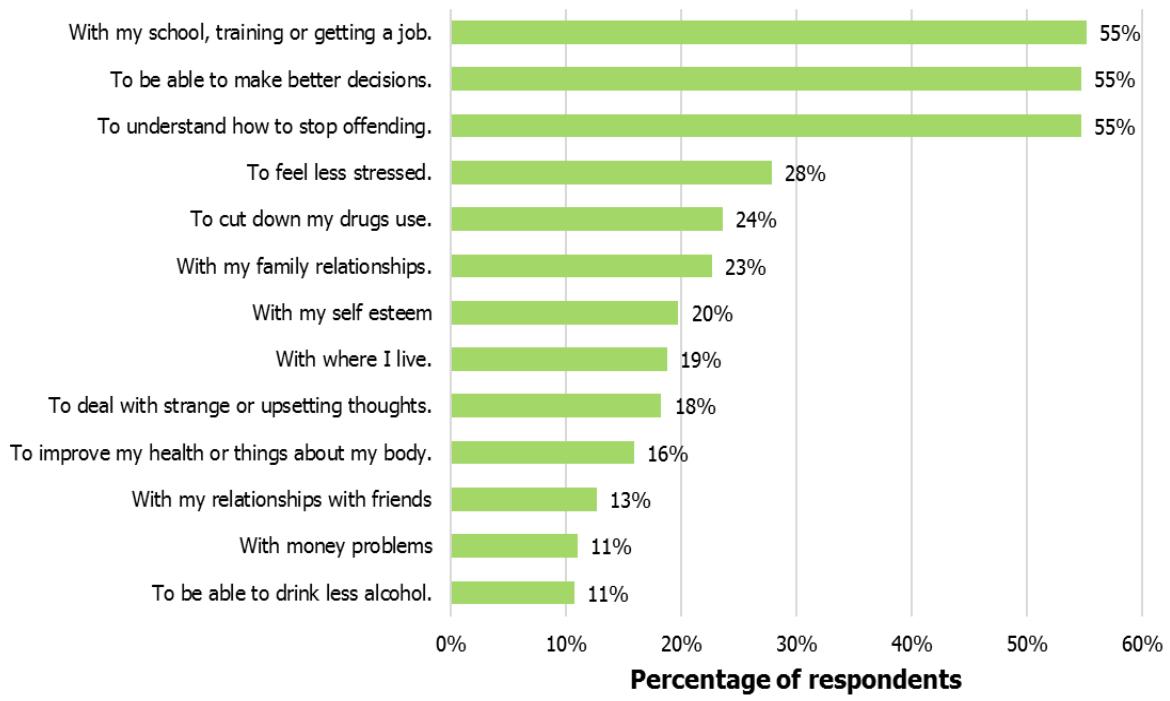
## 2.2 Help with specific 'problems'

The children and young people were asked whether enough help had been provided on a range of factors that could be pathways to offending, such as interrupted education, drug misuse, difficult relationships and problems with decision making.

The respondents were asked whether the issue was a problem for them, whether they had asked for help, whether they got help and finally (for some of the issues) whether there had been any improvement.

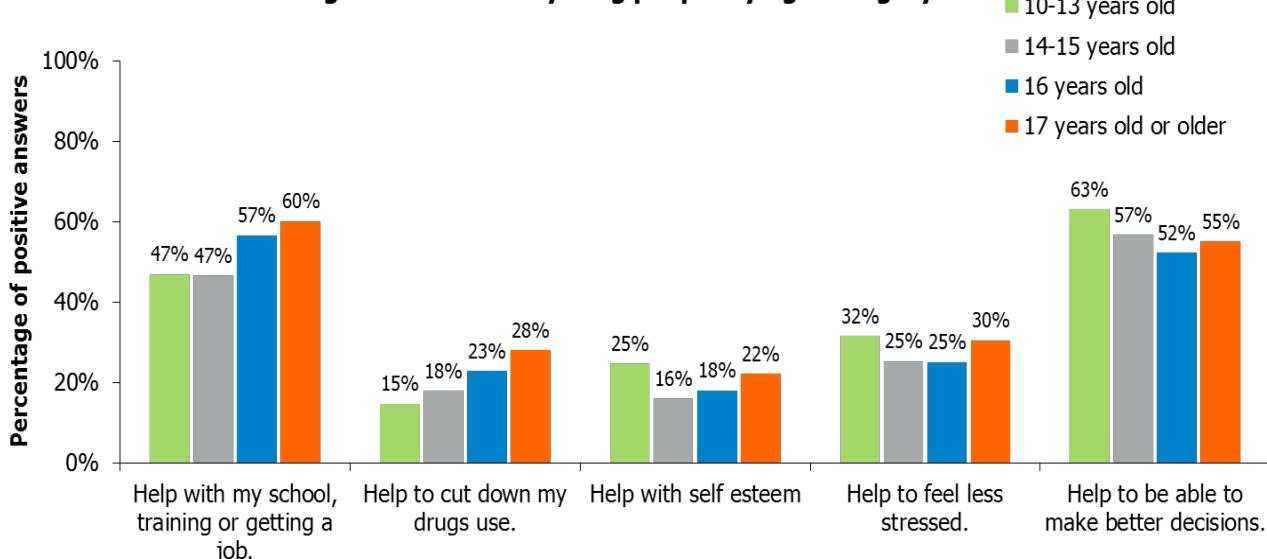
As shown by Figure 5, the areas where children and young people most commonly thought they needed help were: (i) school, training or getting a job; (ii) making better decisions; and (iii) understanding how to stop offending.

**Figure 5: I needed help...**

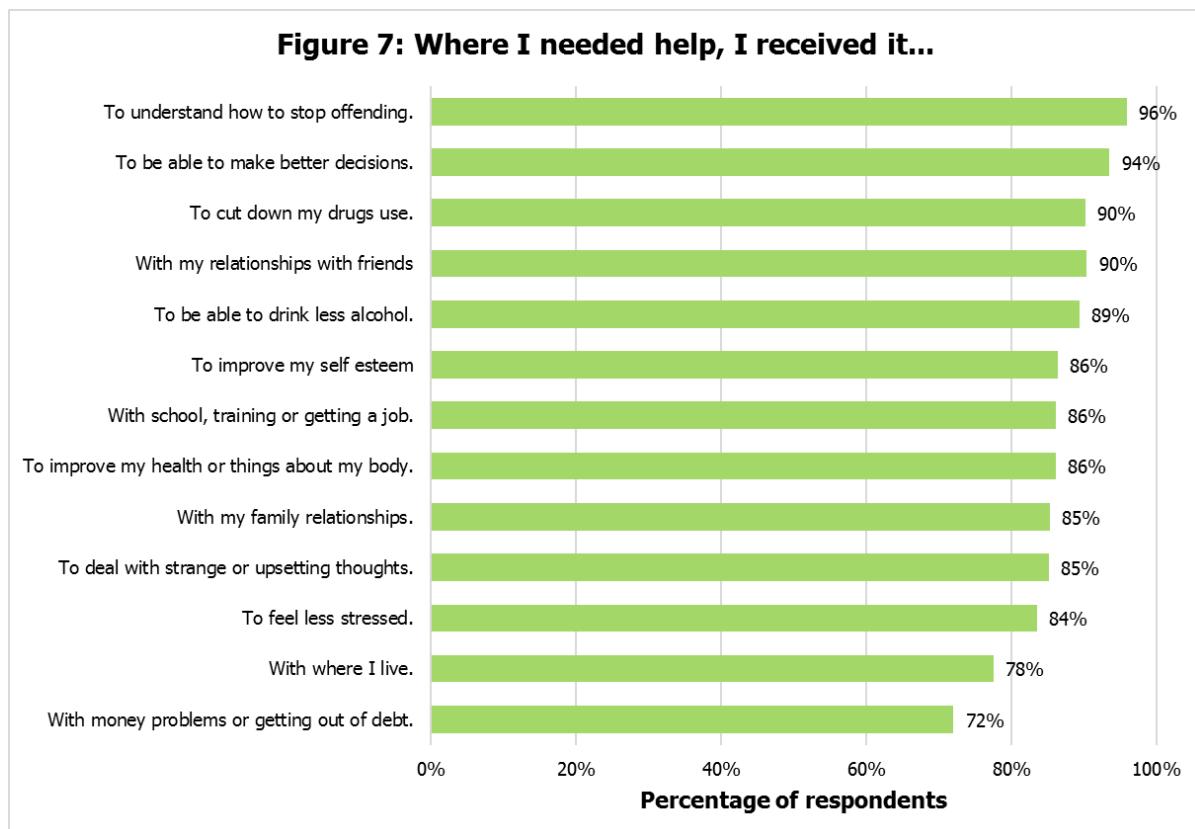


The needs that young people reported varied by age, with the greatest level of divergence for: (i) needing help with school, training or getting a job; (ii) help with cutting down the use of drugs; (iii) help with self-esteem; (iv) help to feel less stressed; and (v) making better decisions. As shown by Figure 6, the 10 to 13 year old age group had a noticeably distinct profile, with either the highest or the lowest prevalence of need compared to the other age groups.

**Figure 6: Needs of young people by age category**



For those young people who indicated that they had a problem, most said that the YOT had provided them with help. Figure 7 shows that YOTs were most likely to have helped the young person to understand what they needed to do to stop offending (96%) and make better decisions (94%), and were least likely to have provided enough help with money problems (72%) or with living arrangements (78%).

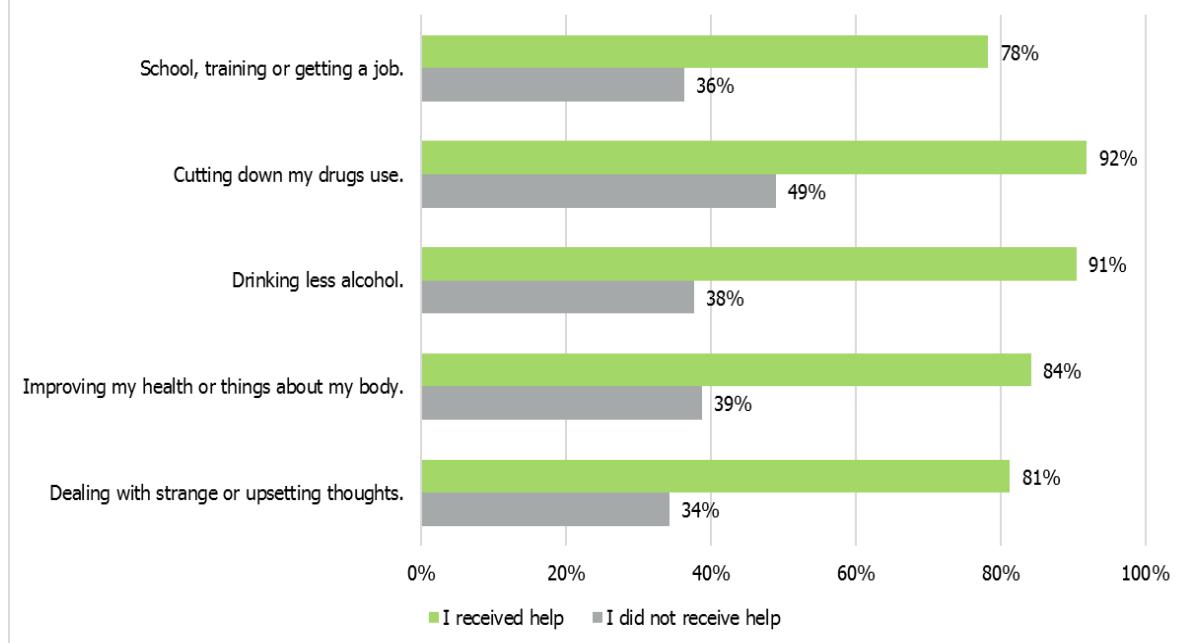


In relation to five of the needs, the children and young people were asked if there had been an improvement. Responses were strongly associated with whether they had received help. As shown by Figure 8, across four of the five questions, those who had received help were least twice as likely to say that there had been an improvement compared to those not receiving help. The importance of tailored and responsive intervention is evident.

*"I struggled in a school and learning area and my YOT worker got me on to youth connections who helped me find an apprenticeship in something which didn't involve that school kind of learning environment."*

*"I don't get into trouble in school anymore as they taught me how to control my anger."*

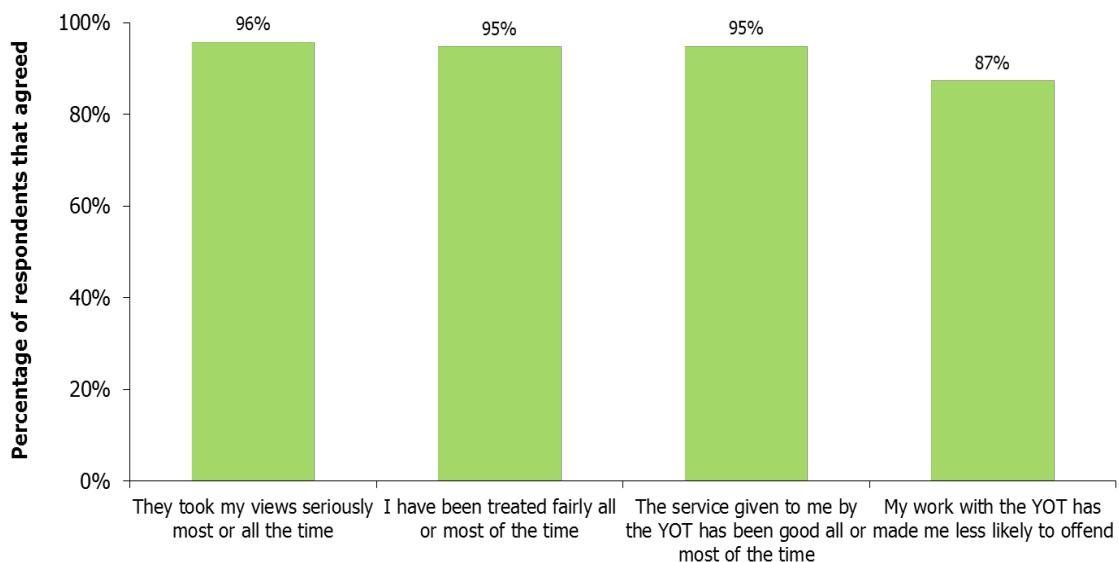
**Figure 8: Improvements in needs**



## 2.3 Quality and impact

Respondents were asked some high-level questions about the quality and impact of the YOT's work. As shown by Figure 9, the majority of the children and young people were positive.

**Figure 9: Quality and impact of the YOT work**



Responses to these four questions were examined in more detail to determine whether there were significant differences between sub-groups, using logistic regression to account for the relationships between the variables.<sup>9</sup> The following independent variables were entered into the models:<sup>10</sup>

- Gender
- Age
- Ethnicity
- Sentence type
- Living status
- Disability status

Detailed findings are provided at Annex C. The following differences, while not large, were significant:

- Young people with a YRO or custodial sentence were less likely than those on a first-tier order to say: (i) that the YOT had taken their views seriously; (ii) they had been treated fairly; (iii) the quality of work had been good/very good; and (iv) that they now had a lower likelihood of reoffending.
- Young people with a black, Asian, mixed or other ethnic background were less likely than young white people to say that: (i) the YOT had taken their views seriously; (ii) they had been treated fairly; and (iii) the quality of work had been good/very good. Young people with a black or mixed ethnic background were less likely than young white people to believe that they now had a lower likelihood of reoffending.

The children and young people were more likely to say that their likelihood of reoffending had fallen if they also felt that their views had been taken seriously, they had been treated fairly, and the quality of the YOT work had been good. Logistic regression confirmed that these differences were significant when accounting for the children and young people's gender, age, ethnicity, sentence type, living status and reported disability.

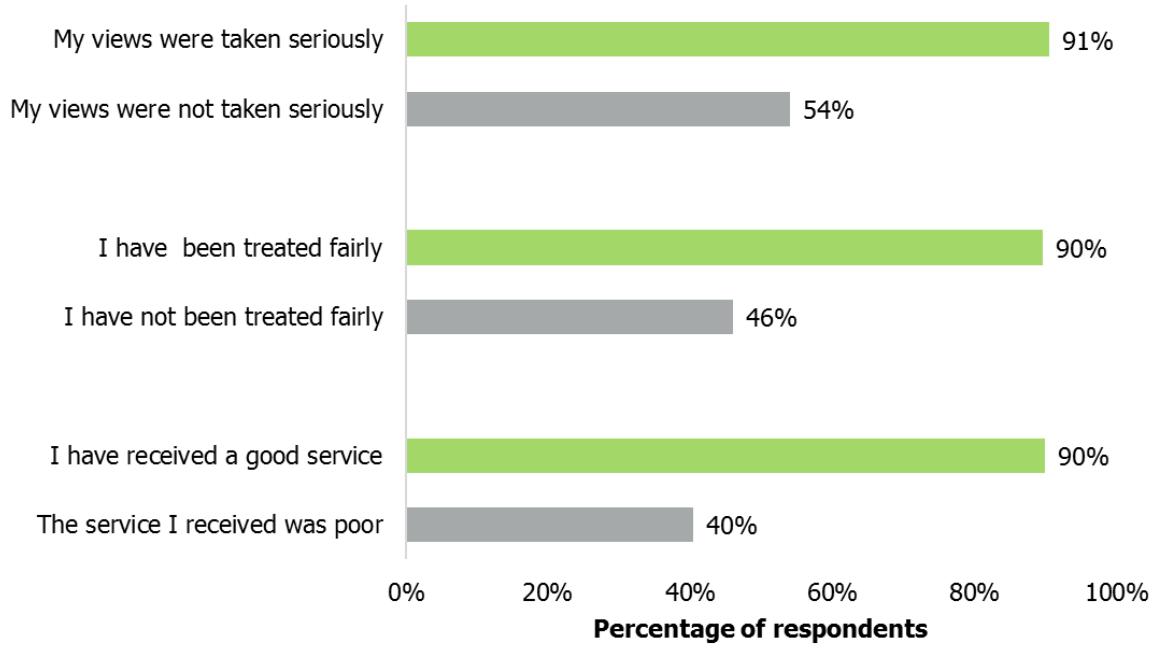
As shown by Figure 10, the most marked difference was between those that believed that they had received a good service and those that did not; nine in ten of the former group believing that they were less likely to reoffend compared to four in ten of the latter group. The other differences (set out in the figure) are also large, demonstrating the importance of these key elements of procedural justice – treating children and young people fairly and giving them a voice, listening to their concerns and experiences.

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<sup>9</sup> See Annex A for further information about the logistic regression analysis

<sup>10</sup> As the eSurvey did not include any questions regarding previous offences and offending, it was not possible to directly control for offending history in the analysis. However, the analysis did control for age and sentence type; those younger offenders on first-tier orders will have been less criminally entrenched than their peers.

**Figure 10: I am less likely to reoffend**



### 3. Conclusion

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The eSurvey provided a wealth of information to individual YOTs about the views of the children and young people with whom they were working. This report, in collating the findings from all YOT surveys from April 2014 to March 2017, summarises the opinions of a sizeable sample of the youth statutory caseload and provides some important messages.

Overall, the survey presents a positive picture of the work undertaken by English and Welsh youth offending services – services which can make a big difference to those receiving them and to wider society. Notably, the majority of the children and young people were positive about working with the YOT, reporting that their views had been taken seriously (96%), that they had been treated fairly (95%), and that the service had been good (95%) – the former two being key elements of procedural justice. Nearly nine in ten (87%) reported that they were now less likely to reoffend, with the children and young people more likely to respond this way if they also responded positively to the aforementioned questions.

*"It made me aware and take onboard the bigger picture of not just what's going through my mind but what is going through everybody else's mind."*

*"The YOS helped me put my life back together after I made a stupid mistake."*

Responses to the questions above were a little less positive amongst those not on a first-tier order and those with a black, Asian, mixed or other ethnic background. While not large, the differences were significant and YOTs should continue to explore potential areas for improvement. With regard to ethnicity, YOTs should be mindful of the Lammy Review and its recommendation to introduce the necessary reforms if an evidence-based explanation cannot be provided for any apparent disparities.<sup>11</sup>

There were considerable differences between young people of different age groups in their reported needs and barriers to effective engagement. Whether the child or young person felt that there had been an improvement in relation to a specific need was strongly associated with whether they had received relevant help or not – those who had received help being much more likely to say that there had been an improvement. The importance of tailored and responsive intervention was thus evident, taking into account the specific characteristics and needs of the child/young person, and their maturity.

The children and young people were least likely to say that help had been provided (when required) with money problems and with living arrangements. YOTs should explore whether more can be done to address these specific needs. Young women and those reporting a disability were more likely to say that they had felt afraid or unsafe and not all informed the YOT. Careful consideration should also be given in all cases to potential issues around safety.

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<sup>11</sup> The Lammy Review sets out a principle of 'explain or reform' (Recommendation 4).

Our new inspection standards highlight the importance of continuing to seek and analyse the views of children and young people to review and improve the effectiveness of services. YOTs should consider the range of approaches required for obtaining their views, with a focus upon inclusivity.

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## Annex A: eSurvey questions and response options

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The questions and response options presented below are those used in the final year of the eSurvey. Any duplicate question numbers or non-ordering is due to (relatively small) changes to the survey across the three annual reporting periods.

4: Are you male or female?

Male

Female

I'd rather not say

5: How old are you?

10-11

12-13

14-15

16

17 or older

I'd rather not say

6: My ethnicity is most closely described as...

I am White

I am Black

I am Asian

I am mixed race

I am Chinese

I am from another group

I don't know / I'd rather not say

7: You have said that you are White. Please describe your background:

I am British

I am from elsewhere in Europe

I am from somewhere else

I don't know/I'd rather not say

8: My first (preferred) language is...

English

Welsh

Other

I'd don't want to say

9: The YOT asked me which language I wanted to use with them.

Yes, I was asked

No, I wasn't asked

I don't know / I can't remember

10: I was able to work with the YOT in my chosen language.

Yes, I used my preferred language

No, I didn't use my preferred language

12: I have a disability, or a physical or mental difficulty that causes me a problem.

Yes, I have a disability

No, I do not have a disability

I don't know / I would rather not say

13: My disability means that I have difficulty with (tick all that apply)...

Seeing things

Hearing things

Another physical disability

Strange or upsetting thoughts

My concentration

ADHD

Reading things

Learning things

Understanding what others mean

Explaining things to others

Controlling my behaviour

Other

14: I live...

With a parent

With a carer

In a children / Young peoples home

On my own in a hotel, bedsit or flat

I live somewhere else

I'd rather not say

15: Please explain where you normally live (do not give your address)

<Free text field> - Triggered by 14: I live somewhere else

16: I have been in local authority care at some stage of my life

Yes

No

I'm not sure

I'd rather not say

17: The YOT staff explained to me what would happen, when I first came to the YOT.

Yes, they explained things enough

No, they didn't explain things enough

I don't know / I can't remember

17: The sentence that I received is...

Referral Order

Youth Rehabilitation Order (YRO)

YRO with ISS

Reparation Order

Detention and Training Order (DTO) (part prison part home)

DTO with ISS

Other prison sentence

Other

I don't know

18: Please explain what sentence you received

<Free text field> - Triggered by 17: Other

21: I have agreed to a Referral Order Contract (if you have one, it would have been agreed at a panel meeting. It explains what work will be done to help you stop offending and pay back for the harm you may have caused).

Yes, I agreed to a referral order

No, I haven't agreed to a referral order

I don't know what one is

21: I had enough say in what went into my Referral Order Contract (that means you were asked what needed to go into the contract, your views were listened to, and the things you needed went into the contract).

Yes, I have had enough say in what went into my Referral Order Contract

No, I haven't had enough say in what went into my Referral Order Contract

I don't know what one is

22: I understand what my Referral Order Contract requires me to do, to help me stop offending.

Yes, I understand it fully

Yes, but I only understand it partly

No, I don't really understand

23: I have agreed to a supervision or sentence plan. (If you have one, it explains what work will be done to help you stop offending).

Yes, I agreed to a supervision plan

No, I haven't agreed to a supervision plan

I don't know what one is

25: I had enough say in what went into my supervision, or sentence plan (that means you were asked what needed to go into the plan, your views were listened to, and the things you needed went into the plan).

Yes, I had enough say

No, I didn't have enough say

I don't know/I'm not sure

26: I understand what my supervision or sentence plan requires me to do, to help me stop offending.

Yes, I understand it fully

Yes, but I only understand it partly

No, I don't really understand it

27: The reasons I have had to come to the YOT are: (select all that apply)

Because I broke the law

Because I lost my temper

Because I hit or hurt someone else

Because I had illegal drugs

Because I was drunk  
Because I don't work  
Because I damaged something  
Because I took something that belonged to someone else  
Because I was driving a car or motorbike badly  
Other  
I'd prefer not to say

30: Someone at the YOT asked me to explain why I thought I had offended.

Yes, they asked me to explain why I had offended  
No, they never asked me to explain why I had offended  
I'm not sure / I can't remember

28: Someone at the YOT asked me to explain what I thought would help me to stop offending.

Yes, they asked me to explain  
No, they never asked me to explain what would help me to stop offending  
I'm not sure / I can't remember

29: The YOT took my views seriously.

Yes, they always took my views seriously  
Yes, they took my views seriously most of the time  
No, they rarely or never took my views seriously  
No, because they didn't ask what I thought  
I'm not sure / I can't remember

31: There were things that made it harder for me to take a full part in my sessions with the YOT.

Yes, there were things that made it harder to take part  
No, there was nothing that made it harder to take part  
I'm not sure / I don't want to say

32: The things that made it harder for me to take part were: (select all that apply):

My learning needs  
My race or ethnicity  
English is not my first language  
English is not my parents' first language

I find it difficult to explain things

I find it difficult to understand things

My gender

A disability

Where I live (it's a long way, or transport is difficult)

To get there I have to go through places I don't feel safe or not allowed

My sexuality

My religion

I have to care for someone else (child or adult)

Other people who come to the YOT

I have education, training and/or employment commitments

Another reason

33: Were there any other reasons that made it harder for you to take part?

Yes

No

37: Please explain what other things made it harder for you to take part in the YOT:

<Free text field> - Triggered by 33: Yes

35: My YOT or ISS workers did enough to help me take part in the YOT work.

Yes, they did enough to help me take part

No, they didn't do enough to help me take part

I didn't want any help/I didn't need any help

36: This is what my workers did to help me take part.

<Free text field> - Triggered by 35: Yes, they did enough to help me take part

39: There have been things that made me feel afraid or that I was not safe, while I have been in contact with the YOT.

Yes, some things have made me afraid and I told someone at the YOT

Yes, some things have made me afraid but I didn't tell anyone at the YOT

No, there wasn't anything that made me feel afraid

I would rather not say

40: The YOT helped me to feel safer.

Yes, they helped me

No, they didn't help me

I didn't want any help/I didn't need any help

**42: I needed help with my school, training or getting a job.**

Yes, and I got the help I needed

Yes, but I didn't get enough help

I didn't want any help/I didn't need any help

**43: Things have got better for me, at school, at college, or in getting a job.**

Yes, things have got better

No, things haven't got any better

**44: Please write here what has got better for you about school, at college, or in getting a job.**

<Free text field>

**45: I needed help to cut down my drugs use.**

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

**46: Things have got better for me about my use of drugs.**

Yes, things have got better

No, things haven't got any better

**47: Please write here what has got better for you about your use of drugs.**

<Free text field>

**48: I needed help to be able to drink less alcohol.**

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

**49: Things have got better for me so that I drink less.**

Yes, things have got better

No, things haven't got any better

**50: Please write here what has got better for you about how much you drink.**

<Free text field>

51: I needed help to improve my health or things about my body.

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

52: My health has improved whilst I've been at the YOT.

Yes, things have got better

No, things haven't got any better

53: Please write here what has got better for you about your health.

<Free text field>

54: I needed help to deal with strange or upsetting thoughts.

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

55: I have got fewer strange or upsetting thoughts since I've been at the YOT.

Yes, things have got better

No, things haven't got any better

56: Please write here what is now different for you about your strange or upsetting thoughts.

<Free text field>

57: I needed help with where I live.

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

58: I needed help with money problems or getting out of debt.

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

59: I needed help with my family relationships.

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

60: I needed help with my relationships with friends

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

62: I needed help with my relationships or things about my family.

Yes, and I got the help I needed

Yes, but I didn't get enough help

I didn't want any help/I didn't need any help

61: I needed help to feel less stressed.

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

62: I needed help to feel happier about what I think of myself, or what others think of me.

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

63: I needed help to be able to make better decisions.

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

64: I needed help to understand how to stop offending.

Yes, and I got the help I needed

Yes, but I didn't get enough help

No, I didn't want any help/I didn't need any help

65: I know what kind of things make me more likely to offend

Yes

No

Not sure

66: My work with the YOT has made me realise that change is possible

Yes

No

Not sure

I didn't need to change

67: Please write here what things have got better for you, or how the YOT helped you, whilst you have been at the YOT.

<Free text field>

68: Since I started to work with the YOT...

I am a lot less likely to offend

I am a bit less likely to offend

It has made no difference to whether I will offend

I am more likely to offend

69: Please write here the things that have made you less likely to offend.

<Free text field>

70: There are things that have stopped me being able to change

Yes

No

I didn't need to change

71: Please write here the things that have stopped you being able to change.

<Free text field>

72: I have been treated fairly by the people who worked with me.

Yes, all the time

Yes, most of the time

No, not really

No, not at all

73: I think the service given to me by the YOT has been...

Very Good

Good most of the time, but not all the time

Not very good

Poor

74: Please write here any ideas for how the YOT could be improved. What else could they have helped you with?

<Free text field>

75: I answered these questions on my own.

Yes, I answered them on my own

Yes, but there was someone else in the room who could help me

No, I had some help to answer them

76: I needed help to... (Select all that apply):

Read the questions

Understand the questions

Type my answers

Some other help

77: The person who helped me to answer these most was...

My YOT Worker

Someone else from the YOT

Parent or carer

Someone else

78: If there is anything else you would like to tell us please write it here.

<Free text field>

79: Could this survey be improved?

Yes

No

Not sure

80: Please write here how the survey could be improved.

<Free text field>

## Annex B: Methodology

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### YOT eSurvey targets

The HMI Probation eSurvey ran across three annual reporting periods: 2014/2015, 2015/2016 and 2016/2017. In the first two reporting periods, all YOTs in England and Wales were asked to facilitate completion of the survey by a minimum of 20% of the children and young people whom they had supervised in the community on a statutory order or after release from prison for between three to six months. In the final reporting period (2016/2017) the targets were set to produce samples of the YOT's statutory caseload with a confidence level of 95% and a margin of error of 10.<sup>12</sup>

While HMI Probation strongly encouraged YOTs to meet their targets, it was not mandatory. Reliance was placed on the individual YOTs to encourage children and young people to complete the survey – the way in which this was done varied across YOTs.

During the period covered in this report, the number of YOTs changed as several local authorities merged their youth justice provision. To help the YOTs with their feedback and to make our data comparable across time, we aggregated data from YOTs that merged during the sample period, resulting in 154 YOTs, while still enabling YOTs to compare feedback from their component authorities.

### The final sample

Those survey returns which did not include any responses beyond the initial profiling questions were excluded from the final sample.<sup>13</sup> Also excluded were surveys that fell outside of our sentencing criteria, such as surveys completed by young people on bail, or out of court disposals. This resulted in a final sample for the three-year period of 14,542 surveys, broken down as follows:

- 2014/15: 4,886 survey returns. Seven YOTs did not provide any returns and a further eight YOTs provided fewer than five returns.
- 2015/16: 4,289 survey returns. Two YOTs failed to return any surveys and a further nine YOTs returned less than five surveys.
- 2016/17: 5,367 survey returns. Six YOTs failed to return any surveys and a further seven YOTs returned less than five surveys.<sup>14</sup>

While the large number of surveys completed give the findings value, it cannot be considered to be a truly representative sample due to the way the data was gathered. The findings may thus not be generalisable to all children and young people being supervised by YOTs. Comparing the survey respondents' profile to the national caseload data for the year

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<sup>12</sup> In all three years the target number was derived from the YOT disposals data published by the Youth Justice Board. This data covers a twelve-month period ending ten months prior to publication. Due to generally falling statutory caseloads, it was recognised that some of the YOT targets could be higher than warranted by their current caseloads.

<sup>13</sup> In the findings section of this bulletin, those who opted not to respond to a later question are excluded from the analysis of the responses to that question.

<sup>14</sup> The fall in the number of completed surveys from 2014/15 to 2015/16 reflects the reduction in YOT caseloads over this period, while the increase in 2016/17 reflects the higher overall targets set for the YOTs.

ending March 2016,<sup>15</sup> the gender and ethnicity profiles were broadly similar, albeit the eSurvey was completed by a slightly lower proportion of girls and by a slightly lower proportion of white respondents. The age profile was not directly comparable due to differences in the age categories used, although it is clear that the eSurvey was completed by a higher proportion of the oldest age group (17 or older). It was also completed by a slightly higher proportion of those subject to referral orders and a lower proportion of those subject to YROs.

It should also be noted that the survey returns were anonymous and so it is not possible to compare the children and young peoples' views to those of practitioners or information from any other source.

## **Analysis**

In this bulletin, differences between sub-groups are only highlighted if they were statistically significant ( $p < .01$ ). Logistic regression was used to analyse the responses to some of the high-level questions about the quality and impact of the YOT's work, examining which sub-group differences were significant when accounting for the relationships between the variables. The independent variables were entered using a forward stepwise approach, incorporating the most significant variables in turn ( $p < .001$ ) and then removing them at a later stage if necessary ( $p > .005$ ). This approach was considered appropriate as the analysis was exploratory in nature and there was no clear evidence as to the relative importance of the various independent variables.

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<sup>15</sup> The latest available at the time of writing.

## Annex C: Views on the quality and impact of YOT work

Table 1: Views taken seriously by the YOT

	Views taken seriously by YOT?			Significance (LR Model; n= 10,596)
	Always / most of the time	Rarely / never / did not ask	% positive	
All respondents	12,483	545	95.8%	
<b>Gender</b>				
Male	10,598	443	96.0%	^
Female	1,771	76	95.9%	
<b>Age</b>				
10-13	502	23	95.6%	
14-15	2,912	129	95.8%	
16	3,012	126	96.0%	
17+	5,896	245	96.0%	^
<b>Ethnicity</b>				
White	9,041	285	96.9%	^
Black	1,167	92	92.7%	*
Asian	720	50	93.5%	*
Mixed	1,013	65	94.0%	*
Other	333	25	93.0%	*
<b>Sentence Type</b>				
First Tier	7,238	233	96.9%	^
YRO	3,849	188	95.3%	*
Custody	765	71	91.5%	*
Other	209	7	96.8%	
<b>Living status</b>				
Living with a parent or carer	10,033	361	96.5%	^
Living in a children's home	779	55	93.4%	*
Living on my own	753	60	92.6%	*
<b>Disability status</b>				
Disabled	1,903	107	94.7%	*
Not disabled	9,713	386	96.2%	^

Key: ^ = reference category; \* = statistically significant

**Table 2: Fairness of treatment by YOT**

	Treated fairly by the YOT?			Significance (LR Model; n=10,799)
	All / most of the time	Not really / not at all	% positive	
All respondents	12,816	695	94.9%	
<b>Gender</b>				
Male	10,857	557	95.1%	^
Female	1795	83	95.6%	
<b>Age</b>				
10-13	527	21	96.2%	
14-15	3,069	145	95.5%	
16	3,098	173	94.7%	
17+	5,938	298	95.2%	^
<b>Ethnicity</b>				
White	9,220	336	96.5%	^
Black	1,241	106	92.1%	*
Asian	719	68	91.4%	*
Mixed	1,046	80	92.9%	*
Other	336	34	90.8%	*
<b>Sentence Type</b>				
First Tier	7,338	283	96.3%	^
YRO	3,952	218	94.8%	*
Custody	784	76	91.2%	*
Other	201	16	92.6%	
<b>Living status</b>				
Living with a parent or carer	10,281	465	95.7%	^
Living in a children's home	809	59	93.2%	
Living on my own	743	53	93.3%	
<b>Disability status</b>				
Disabled	1,965	101	95.1%	
Not disabled	9,893	477	95.4%	^

Key: ^ = reference category; \* = statistically significant difference

**Table 3: Quality of the YOT work**

	Quality of the YOT work			Significance (LR Model; n=10,779)
	Very good / good	Poor / not very good	% positive	
All respondents	12,799	685	94.9%	
<b>Gender</b>				
Male	10,844	549	95.2%	^
Female	1794	81	95.7%	
<b>Age</b>				
10-13	520	27	95.1%	
14-15	3,044	161	95.0%	
16	3,089	179	94.5%	
17+	5,962	262	95.8%	^
<b>Ethnicity</b>				
White	9,181	359	96.2%	^
Black	1,242	101	92.5%	*
Asian	724	58	92.6%	*
Mixed	1,054	71	93.7%	*
Other	341	29	92.2%	*
<b>Sentence Type</b>				
First Tier	7,329	269	96.5%	^
YRO	3,938	230	94.5%	*
Custody	786	73	91.5%	*
Other	203	13	94.0%	
<b>Living status</b>				
Living with a parent or carer	10,262	462	95.7%	^
Living in a children's home	805	62	92.8%	
Living on my own	749	47	94.1%	
<b>Disability status</b>				
Disabled	1,970	96	95.4%	
Not disabled	9,871	476	95.4%	^

Key: ^ = reference category; \* = statistically significant difference

**Table 4: Likelihood of reoffending**

	Less likely to reoffend?			Significance (LR Model; n=10,832)
	A lot / bit less likely	No difference / more likely	% positive	
All respondents	11,836	1,717	87.3%	
<b>Gender</b>				
Male	10,043	1,406	87.7%	^
Female	1,668	216	88.5%	
<b>Age</b>				
10-13	505	44	92.0%	
14-15	2,789	434	86.5%	
16	2,848	434	86.8%	
17+	5,554	702	88.8%	^
<b>Ethnicity</b>				
White	8,518	1,061	88.9%	^
Black	1,141	212	84.3%	*
Asian	688	103	87.0%	
Mixed	956	176	84.5%	*
Other	320	51	86.3%	
<b>Sentence Type</b>				
First Tier	6,827	814	89.3%	^
YRO	3,636	551	86.8%	*
Custody	716	146	83.1%	*
Other	184	35	84.0%	
<b>Living status</b>				
Living with a parent or carer	9,544	1,234	88.6%	^
Living in a children's home	734	136	84.4%	
Living on my own	680	122	84.8%	
<b>Disability status</b>				
Disabled	1,818	254	87.7%	
Not disabled	9,158	1,245	88.0%	^

Key: ^ = reference category; \* = statistically significant difference