



Leicester City Youth Offending Service - Reparation Policy

This policy has been written to provide a structure by which Reparation at Leicester City YOS can be managed. It outlines the basic procedure for all parts of Reparation and can therefore be used as a reference/training tool for new and existing staff.

Relevant Forms / Paperwork

Currently, all of the following forms can be found on the YOS Special Folder: REPARATION 2014:

Diary – spreadsheet
Feedback Form- from reparation sessions
Reparation Evaluation Form-Young Peoples Reparation Feedback Form
Reparation Placement Information Form
Referral Form-Reparation Placement Agreement and photo consent/
Reparation Request Form (referral)
Risk Assessment
Referral Spreadsheet
Newsletter
Supervisor Rota
YJC – Referrals Forms

Referral Procedure

- Reparation Request Form completed by Case Manager and placed in Reparation tray.
- Every Request form must include a risk assessment
- Every Request form must specify whether the victim has requested a specific type of Reparation
- Specific requests for reparation from young people or case managers should be noted on the referral form but cannot be guaranteed.
- Be aware that this depends on placement availability and young people should be prepared to participate in any of the placements on the list.
- Case Managers should specify if any type of Reparation is unsuitable and why.
- Every referral must include Reparation Placement Agreement Form signed by Parent / Carer regardless of age.
- Emergency Contact Details must be completed
- Medical information must be completed
- Photography/video consent form must be completed
- Reparation staff will sign on behalf of the YOS and will ensure that the venue also sign the form when necessary

Logging

- The Reparation Administrator will log details of every referral on the Reparation Referral Spreadsheet which can be found in Special, YOT, Reparation 2014.
- This details the information such as young person name, dates and number of hours to complete etc

- This spreadsheet must be updated by the Restorative Justice Coordinator on a regular basis, every day
- Columns that are highlighted red on the spreadsheet have not yet been set up.
- Columns that are yellow have been set up and are ongoing
- Columns that are green have been completed
- If a placement is completed and turned green due to the young person being resentenced, the Restorative Justice Coordinator will specify on the spreadsheet that this is the case.

Hours

- If an Activity Requirement for a YRO is specified in days, unless it is specifically noted otherwise, each day constitutes 3 hours of Reparation. Total number of days recommend for Activity Requirement is 10 days which is equivalent to 30 hours.

Placement Set Up

- Restorative Justice Coordinator will arrange a suitable placement for the young person.
- If this is a new placement or a placement that is supervised by the venue, the Coordinator will contact the venue and arrange for a meeting. The purpose of this meeting is to set up the specific details of the placement including dates, times etc.
- The Restorative Justice Coordinator will speak to the Case Manager and Reparation Administrator will send a letter to the young person confirming arrangements.
- Careworks will be updated with all proposed future Reparation appointments.
- The Restorative Justice Coordinator will record any contact they have with the young person on Careworks.
- It is the Case Manager's responsibility to take any enforcement action should the young person not attend or comply with this appointment.
- Once a Placement has been agreed, the Reparation Referral Spreadsheet is updated.
- An electronic calendar detailing all current placements that young people are undertaking will be saved and regularly updated in Special, YOT, Reparation 2014, Diary.

Supervision of Placements

- All placements will be supervised.
- Some placements will be supervised by approved, DBS checked staff at the Reparation venue.
- If this is the case, the Restorative Justice Coordinator will contact the Placement at the start of the day to ensure that the young person has attended.

- The Restorative Justice Coordinator or Administrator will then contact the Placement at the end of the day to gain feedback on the young person's participation.
- The majority of Placements will be supervised by Youth Offending Service Youth Advocates.
- They will be trained by the YOS and will be supervised by the YOS Team Manager.
- The Restorative Justice Coordinator will provide consultation and support to a specified number of Youth Advocates on the Reparation duty rota.

Feedback to Case Managers

- Reparation Administrator or Coordinator will input on Careworks – Placement Reparation completed, Reparation work completed and a summary of hours completed and hours remaining will be included.
- Reparation feedback form completed by the Youth Advocate shall be attached onto Careworks Paperclip.
- The Reparation Administrator or Coordinator will email the Case Manager on the same day to inform them if the young person did not attend.
- At the end of each Careworks entry, If the young person fails to attend, or is ejected from the placement due to their behaviour, the Case Manager will be responsible for enforcement.
- It is the Case Manager's responsibility to inform the Restorative Justice Coordinator of any enforcement action taken and future plans for Reparation (i.e is the young person being breached or are they being allowed to continue with the planned Reparation.)

Evaluation of Reparation

- All Case Managers must complete a Reparation Evaluation Form: Young Person Feedback with each young person when they have completed all of their hours.
- An Evaluation Form will be placed in each Referral order Contract pack to make this easier for Case Managers.
- A copy of this form should be given to the Restorative Justice Coordinator once complete.
- The purpose of this is to allow young people to participate in the delivery of Reparation and to enable us to measure outcomes and to improve.

Health and Safety

- We have records of all risk assessments for all placements.
- These are currently saved in Special, YOS, Reparation 2014, Risk Assessments.
- The YOS have a full insurance policy in place covering public liability, injury to young people and staff and also any damage caused.

Setting Up New Placements

- All new placements will be visited by the Restorative Justice Coordinator to conduct a risk assessment.
- The Restorative Justice Coordinator will complete the Reparation Placement Information Form detailing information about what the Placement entails.

Statistics

- The Restorative Justice Coordinator gathers statistics detailing:
 - Numbers of young people completing Reparation
 - Hours completed
 - Days / times of sessions
 - Types of Reparation etc
 - Failures to attend
 - Enforcement action taken
- Quarterly Newsletters will be produced by the Restorative Justice Coordinator to share news on Reparation with staff and partner agencies.

Guidance for Supervisors

Introduction

This guide has been written to provide a quick reference for all supervisors (Youth Advocates) of Reparation. It covers the main areas that supervisors will need to know and is designed to be simple enough to be referred to mid-placement if required. Don't forget that support is also available from the Restorative Justice Coordinator or the Team Managers if you can't find the answers you're looking for in this guide.

General

- One of the key roles of supervisors is to act as a pro social role model for young people.
- The main duty of the supervisor is to ensure the **health and safety** of the young person and others at the Placement.
- The supervisor will always be able to contact the Restorative Justice Coordinator or the YOS Duty manager on a week day. On a weekend, the supervisor will be able to contact the weekend Duty Manager.
- All staff should always wear an ID Badge when on duty.

Arrangement Placements

- The Restorative Justice Coordinator will create monthly rotas for supervisors.
- There will be a fair rotation of work for all Youth Advocates.
- YOS volunteers will also supervise Reparation to support the Youth Advocates.
- The Restorative Justice Coordinator will provide them with all the details relating to the session either over the phone or by email.

- The Youth Advocates will be sent a reparation information form with the following details:
 - First names and initial of surname
 - Contact details for the venue- Address and SPOC at the venue.
 - Details of what the activity is (if this is required due to there being no members of staff at the venue).
 - Contact details for the Restorative Justice Coordinator or Duty Manager.

- The Youth Advocate after receiving the reparation information form should:
 - Read risk assessment of the activity/placement.
 - Read Integrated Intervention Plan areas – Risk, Vulnerability and Learning Styles.
 - Contact young people on the day of reparation at 09.00am to remind them about their reparation appointment.
 - Take A First Aid kit

- Depending on arrangements detailed in the pack, the supervisor will either meet the young person at the venue or they may be required to pick them up from home or the YOS Office and transport them to the venue via car or bus.
- Some placements will involve working alongside other supervisor/s. On other occasions, supervisors will be required to supervise young people on their own.
- The usual ratio of young people to supervisors will be one member of staff to two young people where appropriate. If there are two or more supervisors, the ratio could rise to one member of staff to three young people.
- Depending on the risks involved, there will be times when the ratio will be one to one.

At the Placement

- Once at the venue, it is important for the supervisor to work alongside the young person.
- A health and safety briefing must be carried out by the supervisor at the start of the placement to ensure that the young person is clear about any risks involved. The contact person at the venue should be involved in delivering this briefing. This has to also include the FIRE EVACUATION PROCEDURES AND EVACUATION MEETING POINT.
- The supervisor must check the risk assessment for the placement & communicate & adhere to any other control measures.
- The supervisor must be clear about boundaries with the young person and should ensure that they understand that the supervisor works for the YOS and has a duty to share any information with the YOS – they are not able to keep information confidential, especially if this is relating to safeguarding.
- The reparation can provide an opportunity for the young person to talk about their offence and reflect on how they are repairing the harm caused.

- Young people should be given the opportunity to take a comfort break at least every hour.

Packed Lunch

- All young people are instructed to bring a drink and a packed lunch if they are on an all day activity. If they do not bring food or drink, the supervisor should buy them a simple packed lunch to have on the day but should remind them that this is a 'one off'. The cost of this lunch can be claimed back via the monthly expenses claim.
- Supervisors should bring their own packed lunch for all day activities.

Safeguarding

- If the young person discloses any information that indicates that they or another person is at risk / vulnerable, the supervisor will follow their safeguarding training and disclose this at the earliest available opportunity to the Restorative Justice Coordinator, the Duty Manager or to Social Care & Safeguarding.

Incidents/Accidents

- There will be a First Aid kit available on every placement.
- There will be at least one trained First Aid worker on every placement.
- If an incident / accident occurs, the Supervisors will act according to their training and with the support of the Restorative Justice Coordinator or Duty Manager. Nobody should attempt First Aid unless they are trained.
- If necessary, an ambulance / Police / Fire Service should be called.
- The supervisor will complete an Incident Log (SO2 Form) with the support of the Restorative Justice Coordinator/Duty Manager at the earliest available opportunity

First Aid Box

- It is the responsibility of supervisors to ensure that when starting duty they have signed out a First Aid Box.
- It is the responsibility of staff to ensure that the First Aid Box is fully stocked as per sheet contained within the box.
- It is the responsibility of supervisors to check if any items within the First Aid Box are out of date.
- If any item is out of date it is the responsibility of the supervisor to discard this item/s and inform the Restorative Justice Coordinator to restock the item/s.

Young Person becoming Violent whilst being Supervised

(Please see Leicester City Youth Offending Service Personal Safety Policy document)

Safety Equipment

- Many of the Reparation Placements require safety equipment to be worn by young people and supervisors. This is explained to the young people and their parents/carers in the Reparation Placement Agreement.
- If a young person refuses to wear this safety equipment, they must be sent home and will forfeit the hours of reparation and may face

enforcement proceedings. The supervisor should follow the usual process for sending the young person home.

Standards of Behaviour

- If a young person behaves unacceptably, they should be warned by the supervisor. If the behaviour is too serious for a warning, or if the behaviour persists following a warning, the young person should be sent home following the procedure detailed in this policy for young people leaving the placement.
- Unacceptable behaviour includes:
 - Violence
 - Aggression
 - Swearing
 - Smoking
 - Substance use
 - Not following instruction
 - Refusing to engage with the activity
 - Refusing to wear safety equipment etc.
- This is not an exhaustive list and the supervisor should use their discretion with support from the Restorative Justice Coordinator or Duty Manager.

Young People Leaving the Placement

- If a young person decides to leave the Placement, or is asked to leave due to unacceptable behaviour, the supervisors must weigh up whether there is enough support from other supervisors to enable them to transport the young person home. They should phone the Restorative Justice Coordinator or Duty Manager for support with this decision.
- If they can transport the young person home or back to the office, the Supervisor, Restorative Justice Coordinator or Duty Manager should phone the parent/carer to explain the situation to them and prepare them for the arrival of their child.
- If they cannot transport the young person, the supervisor must liaise with the Restorative Justice Coordinator or the Duty Manager and the Supervisor, Restorative Justice Coordinator or Duty Manager must phone the young person's parent/carer using the emergency contact details to inform them that the young person is leaving the placement and will no longer be the responsibility of the YOS.

Communication with YOS

- Supervisors should contact the Restorative Justice Coordinator (or Duty Manager at the weekend) at the start of the Placement to inform them who has attended and to update them on any issues.
- At the end of a placement, the supervisor must contact the Restorative Justice Coordinator (or Duty manager at the weekend) to inform them that the Placement has finished successfully.
- Following a Reparation session, the supervisor will be expected to provide feedback on the placement to the Restorative Justice Coordinator.
- A Reparation Feedback form must be completed by the supervisor and emailed to the Restorative Justice Administrator within 24 hours of the

Placement ending (or the start of the next working day if the placement is at the weekend)

Vehicle Use

- If a supervisor uses their car to transport young people, they must have cover for business use on their insurance policy.
- Supervisors should follow the LCC protocol for claiming back expenses or mileage dependent on the position they hold.

Transporting Young People

- If the supervisor does not have a car or does not wish to use their car for reparation, and is required to accompany the young person to the placement, it will be necessary for them to go with the young person on a bus or on foot. If there are particular risks or needs in relation to the young person, a taxi may be used however must be approved by Restorative Justice Co-Ordinator or Duty Manager.
- In all cases when young people attend for reparation, supervisors have to provide a 'Duty of Care' ie. even when crossing the roads with the young people.
- When bus ticket is required (Please see Process for Bus Tickets for Reparation) Ash Patel, receptionist, to be approached by the Advocate supervising Reparation for required number of tickets.
- Reparation staff will be required to sign out the tickets in a book and keep hold of them; the young people do not have these passed to them.
- Once returned to the office the young person can collect their £2 bus fare for attending their appointment as normal.
- The 10 journey ticket is to then be returned to Ash Patel and the book updated by Ash to show this.
- Staff should program in to their diary sufficient travel time in advance of journey. Staff should, at this point consider route and likely condition of roads etc.
- If running late staff should, prior to setting out, either phone ahead or arrange for other staff to phone ahead and give apologies. Staff should never go faster than the permitted speed limit in order to try to make up time whilst travelling.
- Staff should consider prior to travel their level of tiredness or ill health. If too tired or unwell an alternative method of travel **Must** be used.
- Staff should consider effects of medication currently being taken. Can this affect their ability to drive safely? If unsure medical advice must be sought and no work related driving must be undertaken whilst such advice is being sought.
- A visual inspection of the vehicle used must be carried out prior to starting the journey.
- Staff should consider weather conditions prior to starting any journey. If conditions are bad consider whether they need to make the journey at this time or whether extra travel time required?
- Staff must always take the time to familiarise themselves with public transport arrangements when travelling to new venue/destination prior to starting journey.

- Supervisors must ensure that all front and back seat passengers wear their seat belts when transporting young people. (Please see LCC Travel at Work Policy)

Young People becoming Violent in the Car

- If service users being transported become violent whilst a vehicle is in motion, immediately stop the vehicle when safe to do so.
- If violence/aggression between two young people verbally keep them apart but, DO NOT get physically involved.
- Ring Police/ Restorative Justice Co-ordinator/YOS Duty Manager/ for assistance if necessary.
- If violence/aggression against member of staff again immediately stop the car and call for assistance from the above list. DO NOT CARRY ON WITH YOUR JOURNEY without ringing one of the above.
- On arrival back to the YOS a detailed account/report of the incident will have to be conveyed to the Reparation Coordinator/Duty Manager. Also a SO2 form, found on-line needs to be completed.

Transporting Female/Male Young People

- If a male Youth Advocate is transporting a female on their own they should put the young person in the back of their car behind the front passenger seat. It will be 'Vice Versa' if it was a female worker transporting a male young person.

Breakdown/Catching Fire of Motor Vehicle

- In the event of your vehicle breaking down/catching fire whilst transporting young people either in a group or when lone working;
- Position car in safe position if possible.
- Safely get the young people out of the vehicle and onto the pavement as soon as possible.
- Phone emergency services straight away.
- Phone Restorative Justice Coordinator/YOS for help to pick up young people.
- Recover vehicle/ contact recovery company.
- On arrival back to the YOS a detailed account/report of the incident will have to be conveyed to the Restorative Justice Coordinator/Duty Manager. Also a SO2 form, found on-line needs to be completed.

Accidents

In the event of an accident registration and insurance details of vehicle/s involved have to be noted with the person name. An accident form then needs to be filled in as soon as possible.

Lone Working

- When supervisors working 1-1 at placement alone ring the Restorative Justice coordinator/ duty manager regularly to inform them everything alright.

- If Young person becomes violent / aggressive during Reparation immediately stop what you are doing and call for assistance from either Police/Restorative Justice Coordinator/ Duty Manager. **Under no circumstances should the session continue.**
- On arrival back to the YOS a detailed account/report of the incident will have to be conveyed to the Restorative Justice Coordinator/Duty Manager.

Paperwork / Confidentiality

- Supervisors will be given paperwork detailing the first name, last initial and contact details of the young people they will be supervising. This is to minimise the chances of sensitive information being lost whilst out on Placements.

Training

- Supervisors will receive full training on Reparation and the relevant procedures.
- This will be complimented by e-learning through YJILS to learn about the Youth Justice System and young people who offend.
- Ongoing training will be offered to supervisors when necessary.

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