



**Voice & Influence  
Young Persons' Feedback Report  
December 2007**

**Young People  
Making a Positive Contribution to  
Sheffield Youth Offending Service**

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South Yorkshire Youth Offending Teams**

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## **Introduction**

Over the past eight months the Voice & Influence Regional Co-ordinator has engaged 101 young people to actively participate in contributing feedback to Sheffield Youth Offending Team. All of these young people were subject to court orders, 18 of which were taking part in the Intensive Supervision & Surveillance Programme (ISSP).

23 of these young people participated in 1:1, in depth, Feedback Questionnaires with the V&I Co-ordinator, 78 engaged in individual feedback sessions using the 'Have Your Say' form.

During all interviews with the Voice & Influence Co-ordinator, young people were reminded that participation in the V&I process was done on a voluntary basis and reassured that any information they provided would be anonymised and no-one other than herself would know their identity if they so chose. However, all young people chose for their 'real' names to be recorded. Additionally, all participants were encouraged to speak their minds and say exactly what they thought of the Sheffield YOT.

This report contains the basic data analysis of recorded and collated information from service users of Sheffield YOT and Sheffield ISSP between April and November 2006. These two pieces of information are expressed separately in the body of the report.

Finally, recommendations are drawn from the analysis of young people's feedback. This report is submitted to Andy Peadar, Head of Sheffield YOT, to be considered by himself and the YOT management team and integrated into Sheffield YOT Strategic Plan.

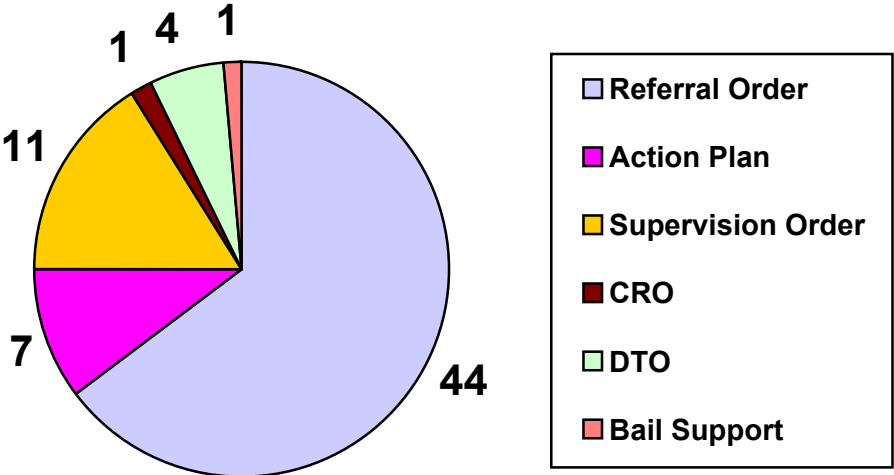
# Have Your Say Feedback Forms Individual Feedback Sessions Young Persons' Data Analysis

The 'Have Your Say' feedback form was completed with 68 individual young people attending the Sheffield Youth Offending Team between April 2006 and November 2006 inclusively.

Out of those 68, 54 were male and 14 were female. The majority of young people, 56 described themselves as White British, 3 as Asian British, 3 as Black British, 6 as Dual Heritage. All were aged between 13 and 19 years old.

The majority of HYS forms, 58 were completed by young people themselves and 10 forms were completed with the support of a key worker.

### Breakdown of Orders:



All 68 participants who completed the HYS forms were asked two basic questions about their experiences of Sheffield YOT; **'What do you think is good about the YOT?'** and **'What do you think is bad about the YOT?'**, these 68 responses were collated, together with those 15 responses from Questions 10.2 and 10.3 from the Young Persons' Questionnaire.

In total 83 young people responded to these 2 questions and actively contributed feedback. 69 out of 83 participants (83%) gave examples of 'good' things they liked about Sheffield YOT and 44 out of 83 young people (53%) gave examples of 'bad' things they perceived about Sheffield YOT.

## **'Good' things about Sheffield YOT**

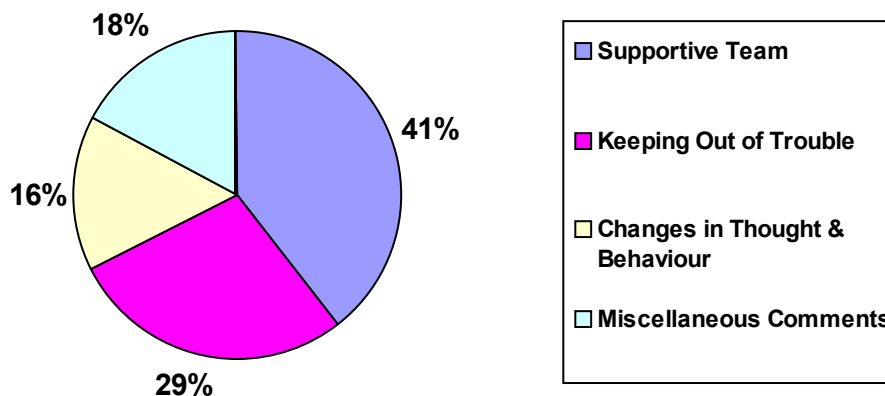
When given the opportunity to provide positive feedback about the YOT, 14 out of 83 (17%) young people reported they had nothing good to say about it. These 14 responses commonly recorded minimal information of **'nothing'** or **'nowt'**, or where left blank without elaborating their reason(s) for this, with only one young person going any further to say:

***'Nothing.. what would be good about coming here?'***

(16 year old, male, Referral Order)

However, 69 young people (83%), gave details of what they believed was good about Sheffield YOT. Upon analysis it became apparent that 4 common themes were generated within the text. These themes are closely inter-related and coexist reflecting young people's perceptions of Sheffield YOT and their experiences within the Criminal Justice System:

- a) Supportive Youth Offending Team**
- b) Keeping Out of Trouble**
- c) Changes in Thoughts & Behaviour**
- d) Miscellaneous Comments**



### **a) Supportive Youth Offending Team**

By far the largest theme generated by young people who were asked what was good about the YOT, highlighted common perceptions amongst them that Sheffield YOT is helpful and provides a supportive service. 28 out of 69 participants who provided positive feedback (41%) stated that positive relationships with individual workers and YOT staff in general and the help and support they provided is what they valued most about Sheffield YOT.

### **i) YOT Staff in General**

14 young people within this category expressed praise for the YOT Staff team:-

***'The staff are friendly & you can talk to them without judgement of you'***

(15 year old, female, Referral Order)

***'The staff listen to what you have to say and they are really kind and helpful'***

(17 year old, male, Referral Order)

***'Its good cos they try and help you out with your life'***

(14 year old, male, Action Plan Order)

***'I think it really good. It really help me out. You can talk to them, they are not evil they are very kind'***

(14 year old, female, Referral Order)

### **ii) Individual Workers**

5 young people within this category expressed praise for individual workers within the YOT team:-

***'I spoke to XXXX he was helping me and that is what I like about it'***

(15 year old, male, Referral Order)

***'The only thing good was my YOT officer XXX XXXXXXXX – thanks XXX'***

(17 year old, male, CRO)

***'Mentor dude! He was really good.... Someone to talk to.... Really sound'***

(15 year old, male, Referral order)

***'I get to see XXX & XXXX cos they nice and friendly'***

(19 year old, male, Referral Order)

***'XXX's alright she got me into college'***

(17 year old, male, Supervision Order)

### **iii) Helpful Service**

6 young people commented that they found the YOT helpful and this is what they most liked about it:-

***'The service is good'***

(15 year old, male, Referral Order)

***'You get help'***

(16 year old, male, Supervision Order)

***'The help they provide'***

(15 year old, male, Referral Order)

**'Get help & support'**

(17 year old, male, Supervision Order)

**b) Keeping Out of Trouble**

The second largest theme generated by young people at Sheffield YOT highlighted common perceptions that Sheffield YOT keeps young people who have offended out of further trouble. 20 out of the 69 participants (29%) who gave positive feedback gave a variety of reasons around how the YOT keeps them out of trouble including, changing their attitudes to offending, supportive workers and useful interventions. Here are some examples:-

***'They helped me control my violence. XXXX helped me get off cannabis. I haven't hit my mum in 6 weeks..... it used to be every week'***

(14 year old, male, Action Plan Order)

***'It kept me out of trouble.... By coming in here and talking and officers reminding me what will happen if I re-offend'***

(16 year old, male, Supervision Order)

***'Helps you keep out of trouble because it encourage you not to go back to prison'***

(17 year old, male, DTO)

***'Helps people who have done wrong. Less likely to re-offend because it is annoying having to come hear'***

(15 year old, male, Referral Order)

***'Help me keep me out of trouble. Feel they have influence me not to get locked up again'***

(17 year old, male, Supervision Order)

***'Stop you from getting into more trouble makes you think about what you are doing'***

(16 year old, male, Action Plan Order)

***'It got me out of trouble and helped me get interviews for jobs'***

(18 year old, male, Referral Order)

***'Theres nowt good about it its just a waste of time. However, I have learnet about Dugs and everything to do with offending and I wont offend again'***

(15 year old, male, Referral Order)

**c) Changes in Thoughts & Behaviour**

The third theme that young people have identified as something they value in Sheffield YOT is their recognition that involvement with, and learning through, the YOT has

positively impacted on the way they think about life and consequences of their offending that has led to changes in their thoughts and ultimately their behaviour. Cognitive shifts are evident and have been influential in keeping young people out of trouble stated in the last theme. However, 11 out of 69 young people (16%) gave examples that directly recognise the relationship between their thoughts and behaviour and how these shifts have positively impacted upon their lives with the help of the YOT:-

***'Learn about consequences of actions and how it can affect your future. Learn not to offend again'***

(16 year old, male, Referral Order)

***'Learn me how to behave.... Learn me about offending. Learn me not to set fire to bike and not to follow friends... fink for myself'***

(17 year old, male, Referral Order)

***'Its made me think about what I did & not want to get into trouble again'***

(14 year old, male, Referral Order)

***'Because it makes u think wat uve done wrong n how uve hurt people by doing it!'***

(16 year old, male, Referral Order)

***'It's learned me to be more aware about problems around me and how to get out of them.... Coming here has been really useful to me'***

(14 year old, male, Supervision Order)

#### **d) Miscellaneous Good Comments (under 10%)**

3 out of the 69 young people (4%) said that, for them, having support in issues related to employment is what they thought was good about Sheffield YOT:

***'Helped me to get interviews for jobs'***

(18 year old, male, Referral Order)

***'I think YOT was a good help to get a job. I have now settled down'***

(17 year old, male, Referral Order)

Also, 3 young people (4%) said that they liked the new look of Sheffield YOT reception area:

***'The graffiti on the walls as it looks good'***

(16 year old, male, Referral Order)

Here is what the remaining 7 young people said they liked best about Sheffield YOT:

**'Boys Group!'** (14 year old, male, Referral Order)

***'Staff and building are nice'*** (15 year old, female, DTO)

***'Hopefully, accommodation will be sorted'*** (16 year old, male, Action Plan Order)

***'Just gets me out of my area for a while'*** (17 year old, male, Action Plan Order)

***'Good that I have been to all of them'*** (13 year old, male, Referral Order)

***'You get to see other people quicker.... Quick response to referrals'*** (from YOT)  
(17 year old, male, Supervision Order)

***'Keeps you out of prison & is better than being locked up'***  
(16 year old, male, Supervision Order)

### **'Bad' things about Sheffield YOT**

When young people were given the opportunity to say what was 'bad' about the Sheffield YOT, 39 out of 83 (47%) stated that there was nothing they perceived as being bad within their experiences of the YOT. The majority of these responses recorded ***'nothing'*** or ***'nowt'*** without elaborating any further. A few young people made the following comments:

***'I don't really think there is any problems wrong with the YOT'***  
(15 year old, male, Bail Support)

***'I don't think nothing is wrong with the YOT'***  
(14 year old, female, Referral Order)

However, 44 out of 83 young people (53%) gave details of what they perceived as being 'bad' about Sheffield YOT. Upon analysis 5 common themes were generated within the text:

- a) **YOT Location – Time & Money**
- b) **Compulsory Attendance**
- c) **Reparation Intervention**
- d) **YOT Environment**
- e) **Miscellaneous 'Bad' Comments (under 10%)**

#### **a) YOT Location – Time & Money**

One of the reoccurring comments that consistently evoked passionate responses from young people was their frustration around issues relating to travelling time and money they spent on bus fares to attend appointments at the City Centre location of Sheffield YOT. 18 out of 44 young people (41%) raised these issues.

#### **Travelling Time**

9 young people stated that bad points about the YOT were its location as young people had to travel so far from the outlying areas to attend appointments:

***'It takes me 1 hour 5 minutes to get here and the same back on the buses.... I'm 5 minutes in here. It's just a waste of time'***  
(16 year old, male, Referral Order)

***'Having to get there for 4.30pm with traffic all way from Stocksbridge'***

(15 year old, male, Referral Order)

***'Don't like travelling all the way to the City centre'***

(15 year old, female, Referral Order)

***'Having to come into the City centre'***

(18 year old, male, Referral Order)

***'Going to Steer Clear 'cos its furthest away and takes ages to get there'***

(17 year old, male, Referral Order)

### **Financial Implications**

5 young people within this category stated that it was the financial implications of having to travel to Sheffield YOT and paying their own bus fares that they disliked most about it:

***'Bus fares are 2 expensive and I have to pay £3.50 per day for a day saver'***

(17 year old, male, Supervision Order)

***'There's not way of getting here without public transport & sometime I can't gather money up to attend the appointments'***

(17 year old, male, Supervision Order)

***'No Bus fares... got them b4 from ISSP'***

(17 year old, male, Supervision Order)

### **Time & Money**

A further 4 young people within this category also stated that both the time and money issues were what they most disliked about the YOT:

***'Far away.... Costs money.... Bus fares'***

(16 year old, male, Action Plan Order)

***'I think its bad cos you have to come here & cause I live far away it costs a lot and no bus fares are given'***

(14 year old, male, Action Plan Order)

***'It's to fare its cost money coming down all the time'***

(17 year old, male, Referral Order)

## **b) Compulsory Attendance**

Out of the 44 young people who provided feedback, 7 (16%) said that compulsory attendance to comply with their Order at the YOT and the restrictions this placed on personal freedom was what they disliked about the YOT:

***'Havin too attend and thinking that u could be out wiv ure mates and not the environment u want to be in'***

(16 year old, male, Referral Order)

***'Some times when you want to go out with mi friends and you have to go with YOT team'*** (18 year old, female, Referral Order)

***'Annoying having to come here'*** (15 year old, male, Referral Order)

***'They stopped me doing things I wanted to like my fishing match I lost £50 x 4'*** (14 year old, male, Action Plan Order)

### **c) Reparation Intervention**

A further 6 young people (14%) stated that it was the Reparation part of their Orders which they disliked the most about Sheffield YOT. These responses were quite brief and did not elaborate reasons for this:

***'Having to get up on Saturday morning to do reparation'***  
(16 year old, male, Referral Order)

***'Heeley City farm'*** (13 year old, female, Referral Order)

***'Doing community service'*** (16 year old, female, Referral Order)

***'Going to preparation'*** (15 year old, male, Referral Order)

### **d) YOT Environment**

Also, 6 young people out of the 44, (14%) highlighted issues relating to discomfort they felt during their visits to the YOT due to the surroundings and other young people who were also attending at the same time. Interestingly, the majority of these responses were from females:

***'All idiots stand outside & smoke splifs..'***  
(15 year old, female, DTO)

***'Behaviour of other young people in YOT (reception) .... is an intimidating environment..... did not like attending appointments with my daughter'***  
(18 year old, female, Supervision Order)

***'Loads of graffiti in the toilet'***  
(18 year old, female, Referral Order)

***'Graffiti'*** (18 year old, female, Referral Order)

***'Rooms are a bit too hot in summer'*** (15 year old, female, DTO)

### **e) Miscellaneous 'bad' Comments (under 10%)**

A further 11 young people, making up 25% of the negative comments, gave a real mixture of views about their experiences with Sheffield YOT:

**'They took the pool table out'** (15 year old, female, DTO)

**'Getting up in the morning'** (18 year old, male, Referral Order)

**'Not being able to see my girlfriend as much'**  
(14 year old, male, Supervision Order)

**'I think it is wrong when XXXXXX nois my situatson & told me to come to YOT for a certain time and she is not in. I am not comeing back to YOT because she no's I find it hard to commicate without her people so I am not going to bother any longer'**  
(17 year old, female, Supervision Order)

**'I think that the only bad thing is that it can interfere with the job that the person has'** (18 year old, male, Referral Order)

**'Waste of time'** (15 year old, male, Referral Order)

**'Everything because I shouldn't have been here in the first place because I didn't comitte the offence'**  
(15 year old, male, Referral Order)

**'I found it unhelpful and a waste of my time. I won't offend again but that's nothing to do with the fact I went to YOT for 12 months'**  
(17 year old, male, CRO)

**'Its not good, inconvenience didn't like going there... but ive got nothing bad to say'** (14 year old, male, DTO)

**'You have to get out of bed in the morning'**  
(17 year old, male, Supervision Order)

**'I'm grateful that I'm not in prison so can't complain'**  
(17 year old, male, Supervision Order)

# Feedback Questionnaires

## Young Persons' Data Analysis

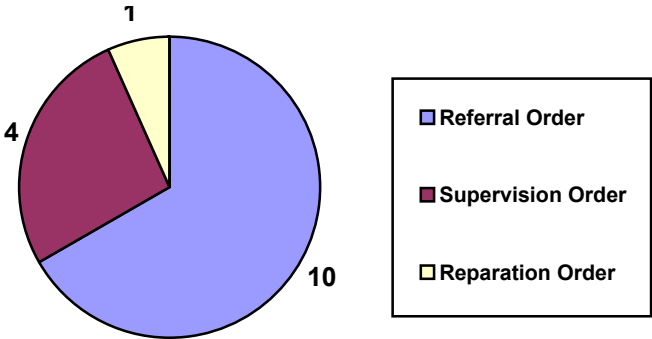
15 young people actively participated in providing feedback of their experiences of Sheffield Youth Offending Team (YOT) in 1:1 interviews, conducted by the Voice & Influence Regional Co-ordinator, using the Young Persons' Feedback questionnaire.

All interviews with participants were carried out on a voluntary basis with a random sample of young people completing their orders with Sheffield YOT, April 2006 to November 2006.

Of the 15 young people who participated, 12 were male and 3 were female, aged between 14 and 18 years. 10 described themselves as White or White British, 1 as Asian British, 2 as Dual Heritage.

When asked to identify their key worker 12 young people could accurately identify their key worker and 3 could not even when prompted. When asked the name of their current order, 8 out of 15 could identify their Order accurately and 7 could not, even when presented with choices.

### Breakdown of Orders:



### Q1.

12 out of 15 young people interviewed said that their Order was explained to them clearly by the key worker at the beginning of their Order, 1 stated their Order was not explained to them clearly and 2 couldn't remember whether their Order was explained to them or not.

### Q2.

14 out of the 15 young people interviewed reported that they were given enough information by workers of what would be expected of them during their Order and 1 said they hadn't been given enough information at the time.

### **Q3.**

100% of young people said that they were given enough information explaining what would happen if they did not keep to the expectations of their Order.

### **Q4.**

10 out of 15 young people recorded that they were asked to sign an Acceptable Behaviour or Working Together Contract at the beginning of their Order. 5 could not recall whether they were asked or not.

### **Q5.**

6 out of 15 participants said they were given information about how to make a complaint, 7 young people said they had not been given this information and 2 could not remember if they had or had not.

### **Q6.**

10 out of 15 participants felt that they had not experienced any difficulties in attending YOT appointments. However, 2 had experienced issues with finding transport, 2 experienced difficulties with funding bus fares and 1 young person had difficulties with travelling to the YOT due to a hyperkinetic disorder. Here are a couple of examples:

***'Bus fares were 2 expensive and I had to pay £3.50 per day...'***

(17 year old, male, Supervision Order)

***'having ADHD made it hard for me to come down cause I get violent on the buses'***

(14 year old, male, Referral Order)

### **Q7.1.**

All of the young people who were interviewed (100%) felt that their views were listened to when their programme was put together.

### **Q7.2**

All of the young people who were questioned felt that their views were listened to by their Supervising Officer.

### **Q7.3**

100% of young people asked, believed that their views had been listened to when their reviews were held.

### **Q7.4**

All young people interviewed felt that their views were listened to by other people involved with them at Sheffield YOT.

### **Q8.1**

All 15 young people believed that they had been treated with respect by their Supervising Officer. All of those young people who stated that their families had some form of contact with the YOT, also said their families had been treated with respect.

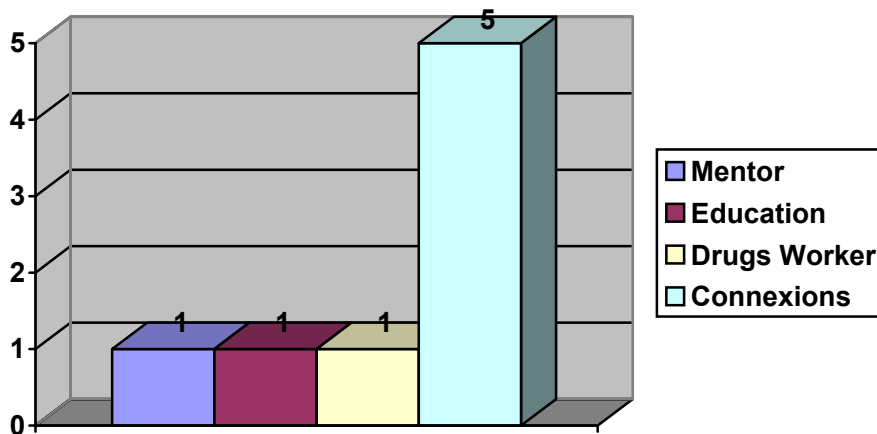
**Q8.2**

As above, all young people interviewed felt that both themselves and their families had been treated with respect by other YOT workers who had been involved in their Order.

**Q9.**

8 out of the 15 young people stated that the YOT had put them in touch with other services to help them. The remaining 7 young people said there hadn't been any need for other service intervention.

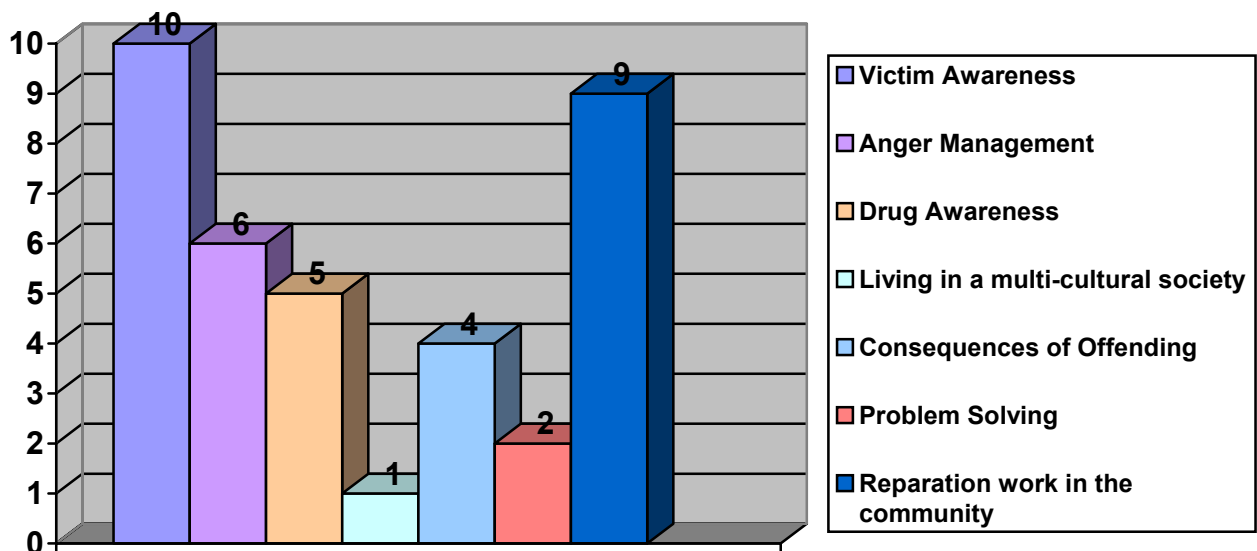
**Breakdown of Services Referred to:**



**Q10.1**

The 15 young people were asked what interventions their programme included. All 15 said they had been provided with some form of intervention at the YOT.

**Breakdown of Interventions:-**



### **Q10.2 & 10.3**

All 15 young people were asked what they believed were the best things and the worst things about Sheffield YOT. These responses were extracted and analysed, together with the responses from 68 other participants completing the 'Have Your Say' forms and these 83 responses were presented together in the earlier section of this report.

### **Q10.4**

When given the opportunity to feedback how the YOT could make their programmes better, 10 out of 15 young people could not think of improvements that they would like to make. 3 stated that the YOT didn't need to be improved as it was alright as it was and the remaining 2 young people made the following suggestions to improve our service:

***'Taking us out on day trips'*** (16 year old, female, Referral Order)

***'Shouldn't have gotten rid of the pool table'*** (15 year old, male, Referral Order)

### **Q11.1**

When the 15 young people were asked if they understood why they had started to offend in the first place, 10 said they felt they did know and 5 said that they did not know why they started to offend.

### **Q11.2**

From the 10 young people who said they knew why they had started to offend, looking at the YJB's 12 dynamic risk factors associated with the propensity to offend we can see reasons can loosely be matched to these, although these issues are more complex and may fit into a number of categories:

**Substance Use/Misuse** – 4 young people stated it was because they were under the influence of drugs or alcohol at the time of the offence.

**Family & Personal Relationships** – 4 young people gave reasons within this category. 3 young people felt it was due to people they 'knocked around with' and 1 young person felt it was due to being sexually assaulted by a member of his family.

***'Just keep getting into fights with mates... as soon as anyone says anything to me I go for em to show they should give me respect'***  
(17 year old, male, Supervision Order)

**Neighbourhood** – 1 young person felt that his neighbourhood had a huge influence on why he offended saying:

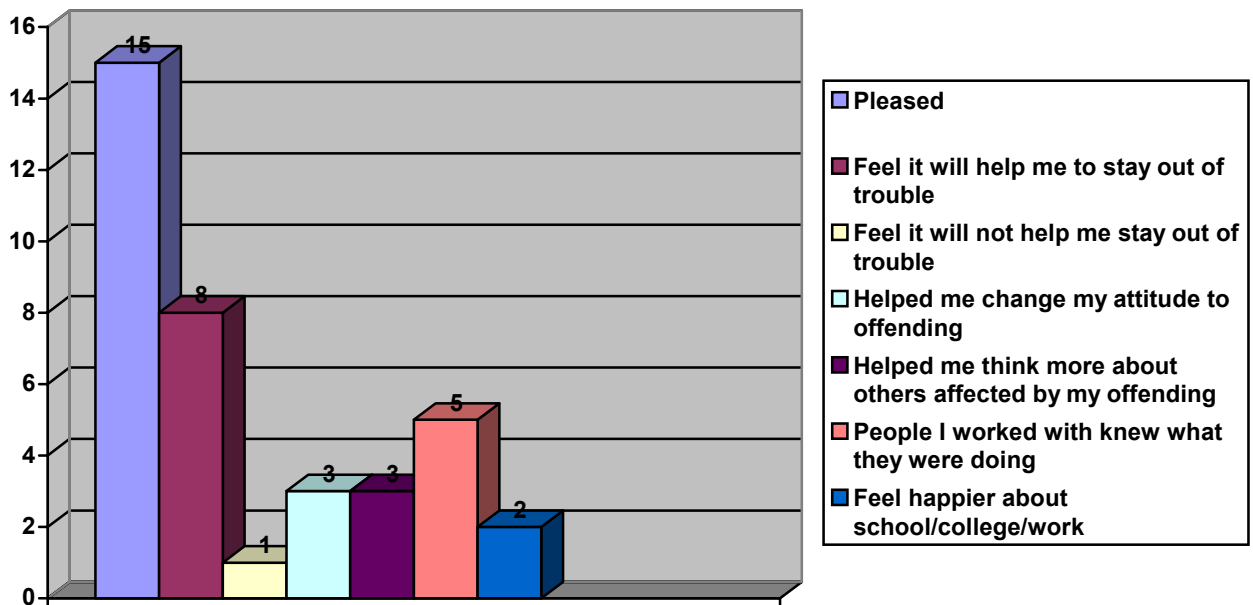
***'its the neighbours... they lie about everything... took revenge with the family'***  
(14 year old, male, Referral Order)

**Thinking & Behaviour** – 1 young person said that it was his '***mouth***' that got him into trouble because he would verbally respond to situations in an aggressive manner and this would get him into more trouble.

### **Q12.**

When asked how the young person felt now that they had completed their order/programme, given the choice, 15 participants gave the following answers:

### **Breakdown of Young Peoples' Feelings:**



Moreover, 2 young people went on to clarify their feelings further by saying:

***'I've got mixed feelings about whether I'm happy or not bothered cos I like XXXXXX and don't want to leave'***

(15 year old, male, Referral Order)

***'Pleased cos I don't have to come here no more'***

(17 year old, male, Reparation Order)

### **Q13.**

All 15 young people were asked what were the best things about their lives at the moment. 4 young people said there was ***'nothing'*** good about their life that they could think of. 4 said that they didn't know what the best thing was and 7 gave the following variety of reasons:

***'Working and going out with my mates'***

(18 year old, male, Referral Order)

***'Not offending no more and I'm back at home'***

(16 year old, female, Referral Order)

**'Got into football team and doing lots of sports.... My girlfriend. Breakdancing – cheerleading and break dancing'**

(14 year old, male, Supervision Order)

**'Living over in Sheffield.... Used to get done cos of locked up and drinking with mates'**

(16 year old, female, Supervision Order)

**'My Job really, being an apprentice brick layer'**

(17 year old, male, Referral Order)

**'Education and having a career'**

(15 year old, male, Referral Order)

**'I'm Clean'** (from drugs)

(18 year old, female, Referral Order)

#### **Q14.**

The 15 participants were asked what were the worst things about their lives at the moment. 7 young people said that there wasn't anything that was bad right now and the other 8 had the following things to say:

**'Haven't got a job'**

(18 year old, male, Referral Order)

**'That I don't see my brothers'**

(14 year old, male, Referral Order)

**'Not living at home anymore'**

(18 year old, female, Referral Order)

**'Louisa & Rachel at school... one is my ex... & exam pressure'**

(15 year old, male, Referral Order)

**'Getting pulled by coppers all the time'**

(18 year old, male, Referral Order)

**'Nothing to do'**

(16 year old, female, Referral Order)

**'My mum cos she is really ill and my aunty who's in hospital'**

(14 year old, male, Supervision Order)

**'Coming here to YOT does your head in'**

(16 year old, female, Supervision Order)

#### **Q15.**

When young people were asked what they would like to be different about their lives in three months time, 5 young people responded that they didn't want anything to be different. From the 10 remaining participants, the bulk of their comments relating to future aspirations were around employment & education/training in readiness for employment and keeping out of trouble:

**'Get a job and own place and settled down'**

(16 year old, female, Referral Order)

**'Have a job! Just have work.... I'll do owt'** (15 year old, male, Referral Order)

**'I'd like to have a job as a mechanic electrician or something'**  
(17 year old, male, Supervision Order)

**'A job... living at home'** (18 year old, female, Referral Order)

**'Be working'** (18 year old, male, Referral Order)

**'I'd be not offending or in any trouble.... I'd have a great big house'**  
(16 year old, female, Supervision Order)

**'Stay not offending'** (17 year old, male, Supervision Order)

**'Do no more crime'** (14 year old, male, Referral Order)

**'Having more friends. Not being grounded. Not to be so sensitive to heat'**  
(15 year old, male, Referral Order)

**'Be a millionaire'** (18 year old, male, Referral Order)

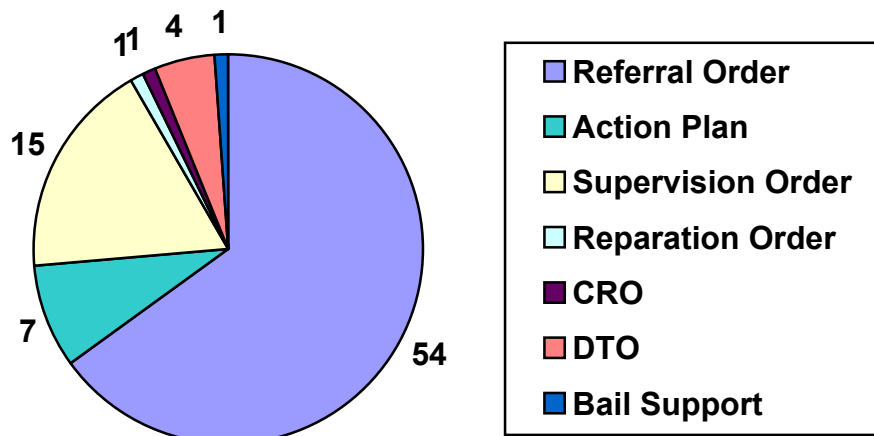
#### **Q16.**

The 15 young people were asked if there was anything else they would like to speak to anyone at Sheffield YOT about, all said that there wasn't.

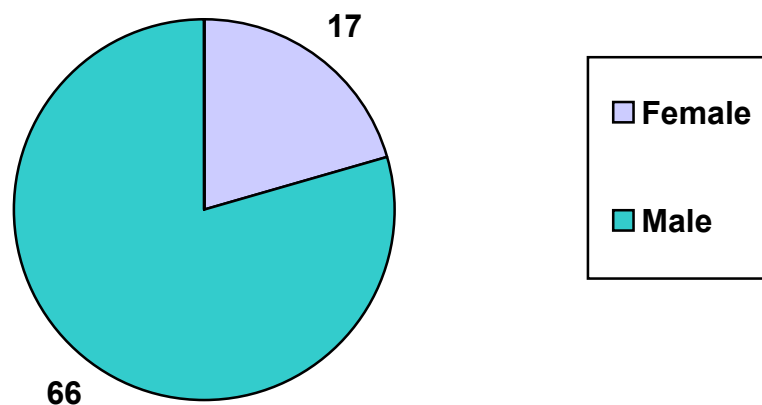
## **Combined Descriptive Data**

The descriptive data from both the Young Persons' Questionnaires and the 'Have Your Say' forms have been combined to show an overall picture. This data has been expressed below in various charts:

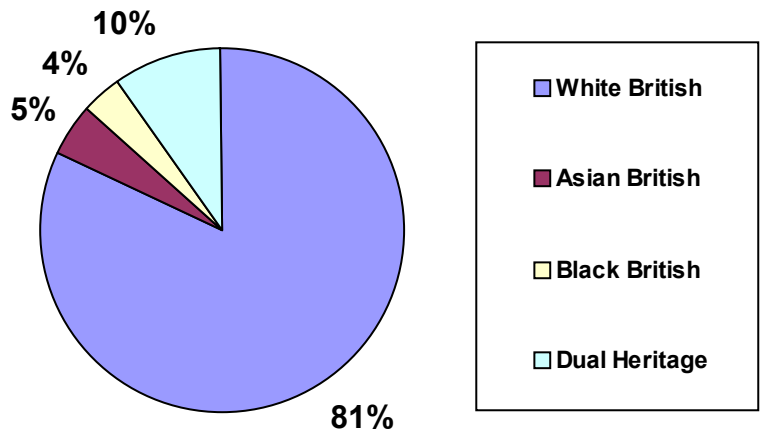
### **Breakdown of Order Type of 83 young people:-**



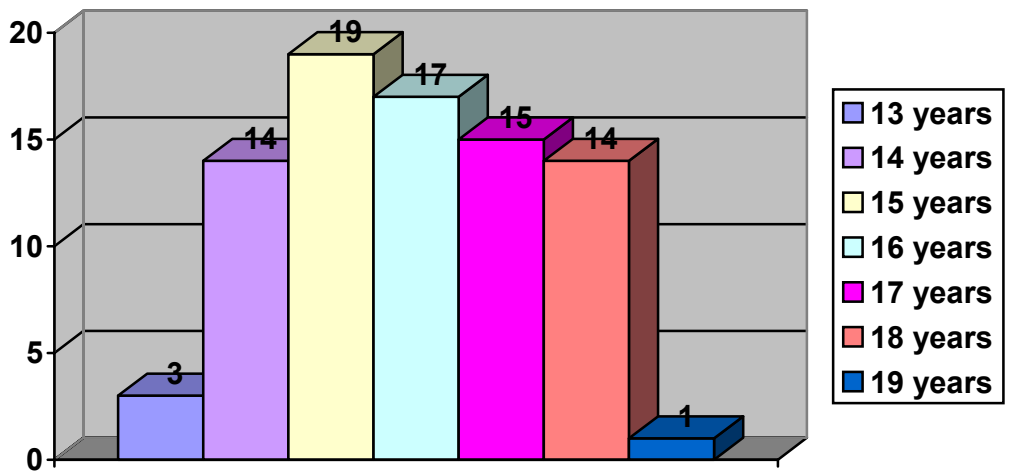
### **Pie Chart showing Gender of 83 young people:-**



### Ethnicity of 83 young people:-



### Column Chart showing Ages of 83 young people:-



# Sheffield Intensive Supervision & Surveillance Programme (ISSP)



## Young Persons' Data Analysis Have Your Say Feedback Forms & Questionnaire

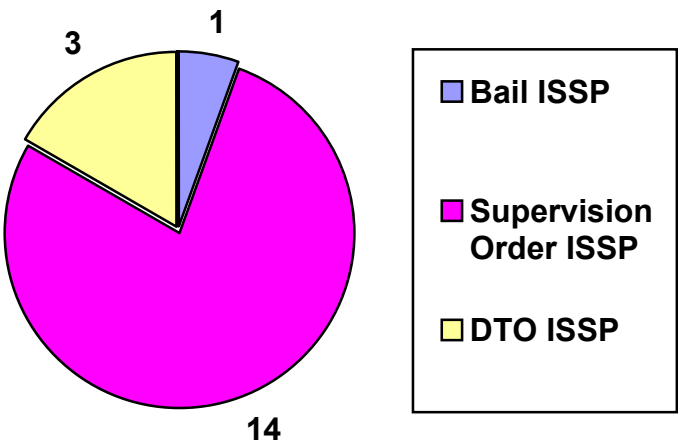
A total of 18 young people on the Intensive Supervision and Surveillance Programme (ISSP) with Sheffield Youth Offending Team participated in providing feedback about the service they had experienced between April and November 2006 and inclusively.

The 'Have Your Say' (HYS) Feedback form was completed with 10 individual young people and the Young Persons' Questionnaire was completed with 8 participants.

All participants were male, 8 described themselves as White British, 1 as Asian British, 5 described themselves as Black British and 4 as Dual Heritage. All were between the ages of 14 and 18 years old.

2 of the 10 HYS forms were completed by the young people and 8 were completed by with support of the Key Worker or Voice & Influence Co-ordinator. The 8 Young Persons' Questionnaires were completed with the V&I Regional Co-ordinator.

### Breakdown of ISSP Orders:-



All 18 participants were asked 2 basic questions about their experiences of the Sheffield ISSP – **'What do you think is good about the ISSP?'** and **'What do you think is bad about the ISSP?'**

All 18 young people responded to the questions and actively contributed feedback. 5 out of 7 participants gave examples of 'good' things they liked about the ISSP and all 7 gave examples of 'bad' things they perceived about the ISSP.

## **'Good Things' about Sheffield ISSP**

When the 18 young people were given the opportunity to provide positive feedback about the ISSP, 8 young people could not think of anything good to say about it with 1 of these young people commenting:

***'Nothing.... It's a waste of time. Want to go to Meadowhall'***  
(16 year old, male, Supervision Order ISSP)

However, 10 young people gave details of what they believed was good about the Sheffield ISSP. Interestingly, 8 out of the 10 young people said they had benefited from their involvement with ISSP, with 4 of them saying that the practical support in gaining employment and education was what they valued most. Here is what they had to say:

***'Help me get work.... XXXX from Connexions a good bloke'***  
(18 year old, male, S/O ISSP)

***'Got into college... XXX XXX she was helpful to me'***  
(16 year old, male, S/O ISSP)

***'Increase in education... brought my grades up. Got D in Maths and E in English but ISCAPE got my grades up English to DD and Maths to C. Also, we went to Iron Mans Gym in Hillsborough'***  
(17 year old, male, S/O ISSP)

***'Sort things out for you and make it a bit easier. XXXX X is a good worker'***  
(17 year old, male, S/O ISSP)

***'Playing snooker with XXXX... to get out of way'***  
(14 year old, male, S/O ISSP)

***'I like going to YOT because it is better than going to prizan and it's a nice place to go to'***  
(17 year old, male, S/O ISSP)

***'Get to meet some good people'*** (17 year old, male, DTO ISSP)

***'Gives you something to do.... Otherwise I'd be lounging about in bed'***  
(17 year old, male, S/O ISSP)

***'Design, of reception and building'*** (17 year old, male, S/O ISSP)

***'finishing it (issp)'*** (14 year old, male, S/O ISSP)

## **'Bad Things' about the Sheffield ISSP**

When given the opportunity to provide feedback of 'bad' things they perceived about the Sheffield ISSP, 4 stated there was nothing bad about it and 14 gave details of what they perceived was 'bad' about our Service. These young people were generous enough individually to provide a variety of issues. Upon analysis 3 themes were generated within the text:

- a) Compliance with Order**
- b) Intervention Issues**
- c) Miscellaneous Comments**

### **a) Compliance with Order**

9 out of 14 young people who provided feedback about Sheffield ISSP focussed around issues relating to compulsory compliance with the ISSP. These young people disliked having to attend the multiple appointments set daily at the YOT and TAG curfews:

***'Everyday coming twice a day Monday to Friday and be in for 7pm (curfew). I would rather have gone to prison. Wish I had gone inside it would have been easier. Been sharing a room up until a week ago. I would have had my own place in Prison'***

(17 year old, male, S/O ISSP)

***'All appointments. Every day visit & phone call in morning... it takes 1 hour on bus each way'***

(14 year old, male, S/O ISSP)

***'Every day coming here... twice a day!'***

(16 year old, male, Bail ISSP)

***'Coming here every day morning to 3 o'clock. Cos morning wake up 8 o'clock here at 9... working till 3 then go home. Routine for 6 months... driving me mad'***

(17 year old, male, S/O ISSP)

***'Coming in every day... worse when you are on TAG cos you got to come here'***

(17 year old, male, S/O ISSP)

***'Going to 393 club on a Saturday and Sunday... getting up early in morning'***

(17 year old, male, DTO ISSP)

***'Going to probation all the time'*** (16 year old, male, DTO ISSP)

***'Having to come here every day... get my tag took off!'***

(16 year old, male, S/O ISSP)

***'Coming here... want to stay at home'***

(17 year old, male, DTO ISSP)

## **b) Intervention Issues**

3 out of the 14 participants raised issues around interventions saying they were boring and weren't addressing the young person's criminogenic needs:

**'Hate 393 club'** (14 year old, male, S/O ISSP)

***'Having to go to 393 club.... Should be more activities to do instead of pool and should organise trips'***

(17 year old, male, DTO)

***'Going to scape and doing entry level 3... teckin piss cos its too easy. 393 club... nothing there benefits me. Repeating same stuff with YOT workers. Have to wake up to sit with idiots at scape.... Boring. Haven't done owt about car crime either'***

(18 year old, male, S/O ISSP)

## **c) Miscellaneous Comments**

The remaining 4 ISSP clients gave the following comments:

***'It's a shit hole.... Reception looks stupid (grafitti)'***

(18 year old, male, S/O ISSP)

***'It's a waste of time and I want to go to meadowhall'***

(16 year old, male, S/O ISSP)

***'Hills in Sheffield.... Time 10am start is too early'***

(17 year old, male, S/O ISSP)

***'Everything'*** (16 year old, male, S/O ISSP)

## **Young Persons' Feedback Questionnaire**

Given the limited amount of participants contributing data in the Young Persons' Questionnaire (8), this information will be collated for analysis with all South Yorkshire ISSP questionnaires for this period and will contribute to an overview of ISSPs within our region.

# Recommendations from the Voice & Influence Young Persons' Feedback Report December 2006

## Sheffield Youth Offending Team

When 101 young people were given the opportunity to feedback both good and bad things they perceived about Sheffield YOT, it became apparent that greater numbers of YOT clients (78%) had positive things to say, than the amount that provided negative details in feedback (57%).

On the whole the analysis of feedback from 101 young people is positive. Young people have said they like the YOT because:-

1. Young people perceived Sheffield YOT as a supportive team, recognising the benefits of a helpful, respectful, non-judgemental and friendly staff team and expressing an appreciation for those positive relationships developed with individual workers that underpins their experiences of the YOT.
2. Young people felt that their experiences of positive relationships & influence of YOT Staff, YOT interventions and numerous office appointments, acted as a deterrent to potential future offending and contributes to keeping young people who have offended out of further trouble.
3. Young people recognised shifts in self-awareness, gained a greater awareness of consequences of their offending behaviour and thinking and behaviour in general, that has positively impacted upon their lives as a result of attending Sheffield YOT.

## Recommendations

Based on feedback from young people expressed within this report, the following recommendations are made:-

### **1.a) YOT BUS FARES/Item A/page 8**

Just over 20% of young people who participated in providing feedback stated that they were experiencing issues with acquiring & spending money to fund the financial costs of attending YOT appointments via public transport. It is recommended that alternative avenues of potential funding are explored with a view to providing YOT clients with bus fares or bus passes for their journeys to and from YOT appointments.

### **2.a) YOT ENVIRONMENT/Item D/page10**

In light of what young women have had to say about their perceptions and experiences of a potentially intimidating environment within and around YOT reception. Review present procedures in place for vulnerable visitors' e.g. young females or people with young children to Sheffield YOT. Consider the possibility of placing a 'meet & greet' person in YOT reception at busy periods to welcome visitors, supervise clients behaviour and diffuse any potential undesirable situations.