

The Linder Foundation



Youth Court Solutions Pilot Project Impact Report March 2023

Contents

1. Introduction 2

2. Executive Summary 4

3. YCS Pilot Project 7

4. Analysis 11

5. Conclusions 16

6. Recommendations 17

7. Appendix I: YCS Project Plan 18

8. Appendix II: YCS Quarter 1 Infographic Report..... 108

9. Appendix III: YCS Quarter 2 Infographic Report..... 109

10. Appendix IV: YCS Quarter 3 Infographic Report 110

11. Appendix V: YCS Quarter 4 Infographic Report 111

12. Appendix VI: YCS Annual Infographic Report..... 112

13. Appendix VII: YCS Improvement Plan..... 114

1. Introduction

Youth Court Solutions (YCS) is a pilot project comprising of a core group of cross-sector partners operating within Northamptonshire in the East Midlands. The partnership was initiated by Northamptonshire County Youth Bench (NCYB) in early 2020 mainly by Chair of the Bench of Magistrates, John Baker JP, and Dominic Goble JP DL. Based on the agreement of a wider partnership meeting in July 2020, convening a working group was approved and subsequently set-up and Chaired, by the then High Sheriff of Northamptonshire, Mr Paul Parsons.

Ultimately, the project lead was UK charity, The Crysaly Foundation; and delivered by reorganised provision by statutory provider, Northamptonshire Youth Offending Service (NYOS); and a new provision by regional charity, Service Six. The project's wider partnership includes Her Majesty's Courts and Tribunals Service, The Lord-Lieutenant of Northamptonshire, The High Sheriff of Northamptonshire (2020 and 2021), The Centre for Justice Innovation and The University of Northampton.

YCS core purpose is to develop a new independently led model of cross-sector at-youth-court interventions harnessing multi-disciplinary expertise to capture and deliver services to a whole county's youth defendants, witnesses, victims, family and friends at one time and in one place. The pilot service was delivered fortnightly on a Tuesday in the youth court at Wellingborough Magistrate's Court between 10am and 4pm between October 2021 and September 2022. The delivery team of circa 10 members are mainly based in the reception area, court 2 and outside court 3. Poster and banner project marketing was placed around the court building and potential beneficiaries were greeted on entry to the building.

The initial key project targets included:

- To engage at least 70 beneficiaries
- Achieve 80% beneficiary satisfaction
- 20% referrals completed
- Four quarterly reports and improvement plans

Projected initial project outcomes included:

- Increasing access to at court services
- Increased access to community based services
- Improving data collection
- Identifying gaps in community services

The pilot used co-production, agile methodology, continuous partnership consultation and improvement planning to monitor and evaluate progress and hone the operations.

In order to progress the project's early stages, its inception, development and initial management were funded by in-kind contributions from The Crysaly Foundation from June 2020. The early project concept was informed by The Centre for Justice Innovation Adult Court Advice Service Toolkit, their Innovation Manager, Claire Ely and the Highbury Court team. The delivery was resourced via, a reorganised NYOS personnel team for the project term and by in-kind contributions by Service Six between October 2021 and April 2022. After which time, The Crysaly Foundation management and Service Six delivery elements were fully funded by The Linder Foundation between April 2022 and March 2023, which encompassed the second half of the pilot project term and beyond. Further in-kind and monetary contributions were provided in the early developmental stages by a number of partners including The High Sheriff of Northamptonshire, Robinsons Associates Design Consultants Limited and JD Consultancy.

Full details of the project initiation, membership, governance and ambitions are included in the comprehensive Project Plan (Appendix I). This Appendix also includes a number of key project documents which are not repeated separately in this Impact Report including: Working Group Membership; Working Group Sub-Committee Membership; Memorandum of Understanding between Northamptonshire County Youth Bench and The Crysaly Foundation; Memorandum of Understanding between The Crysaly Foundation, NYOS and Service Six; and information on The Crysaly Foundation, NYOS and Service Six.

2. Executive Summary

Youth Court Solutions is a UK first project initiated by Northamptonshire County Youth Bench in early 2020 mainly by the then Chair of the Bench of Magistrates, John Baker JP, and Dominic Goble JP DL. A working group and subsequent sub-committee was convened, Chaired by the then, High Sheriff of Northamptonshire, Paul Parsons. The group undertook consultation with young people with lived experience of the criminal justice system and co-produced a Project Plan (Appendix I) which was collated by The Crysaly Foundation. The Crysaly Foundation went on to lead the project.

YCS is delivered by reorganised provision by statutory provider, Northamptonshire Youth Offending Service (NYOS) and a new provision by regional charity, Service Six. The Service Six offer includes generic info and support, brief solution focused therapy and community referrals. The four main areas of YOS specialist interventions are: accommodation finance and benefit enquiries; substance misuse; education, employment and training information; and emotional and mental health support.

The project also has a wider partnership including Her Majesty's Courts and Tribunals Service, The Lord-Lieutenant of Northamptonshire, The High Sheriff of Northamptonshire (2020 and 2021), The Centre for Justice Innovation and The University of Northampton.

Its core purpose was to develop a new independently-led model of cross-sector at-youth-court interventions harnessing multi-disciplinary expertise to capture and deliver to a whole county's youth defendants, witnesses, victims, family and friends at one time and place. YCS was formally launched online in February 2021 and experienced delays between October 2020 and September 2021 due to Covid-19 lockdowns and restrictions.

The service started in October 2021 and was delivered fortnightly on a Tuesday in the youth court at Wellingborough Magistrate's Court between 10am and 4pm from. The delivery team ordinarily being 10 members were based in the reception area, court 2 and outside court 3. Poster and banner project marketing was placed around the court building and potential beneficiaries were greeted on entry to the building.

The pilot used co-production, agile methodology, continuous partnership consultation and improvement planning to monitor and evaluate progress and hone the operations.

By September 2022 YCS had progressed to a successfully completed 1-year pilot project having met and exceeded all targets and outcomes. The pilot project headline metrics included:

- 173 beneficiaries (118 young people and 55 grown-ups) +120% above target;
- 100% beneficiary satisfaction and zero complaints;
- And an average of 48% youth defendant reach which increased each quarter from 36% in quarter 1 to 55% in quarter 4, being a +19% positive variance

Project added value outcomes included:

- Beneficiaries first-time engagement was positive experience (different setting and parent's / carers / social worker presence helps)
- Beneficiaries were re-engaging and sustaining engagement in substance misuse services;
- Increased intelligence / disclosures from young people regarding their needs enabling a much more effective and holistic response;
- Parents, carers and practitioners much better informed of service offer and opportunities at court and externally;
- Beneficiaries engaging in multiple at-court interventions across disciplines *e.g. substance misuse and education services;*
- Increased magistrates understanding and undertaken visits to the project and other external community services *e.g. Service Six visited by Jake Baker JP;*
- YCS' two core delivery agencies becoming one identity early in the project; *e.g. magnetic YCS ID badges and fleeces; and all team work the reception area not just Service Six*
- Benefits for team motivation and well-being as able to act with immediacy and see positive outcomes being achieved;
- Reports of young people self-referring to YCS;
- Added value for partnership projects; *e.g. The Crisalys Foundations' proposed, Trauma Response Northamptonshire project and Wellingborough People Project in 2023+*
- And reports of improved health and wellbeing of beneficiaries.

The project's quarters 1,2,3 and 4 infographic reports are highlighted in Appendices II to V respectively and the Annual Pilot Project Infographic Report (with notes) is shown in Appendix VI.

The project's progressive Improvement Plan is shown in Appendix VII.

The project's initial development and pilot project has cost circa £40,790 this includes the £23,730 grant from The Linder Foundation and £250 from The Maud Elkington Charitable Trust. Also including the following added value and donations:

- £10,000+ The Crisalys Foundation / JD Consultancy (in-kind consultancy and management June 2020 to March 2021)
- £4,500 Service Six (in-kind project delivery October 2021 to March 2022)
- £2,000 Robinson Associates Design Consultants Limited (in-kind design consultancy)
- £310 The High Sheriff of Northamptonshire (YCS Banners and T-shirts)

The report's analysis and conclusions all evidence that an independent at-youth-court service is not only feasible but very successful in meeting and exceeding targets and positive outcomes. YCS has been demonstrated as an efficient and effective model which may be scaled and replicated in the UK. The model has already attracted further investment for 2023-24 including a grant of £15,000 from a private donor gifted in September 2022 and a second year of funding with a grant of £18,420 from The Linder Foundation gifted in December 2022. Both grants will fund the core delivery of YCS and the development of a Toolkit Resource and feasibility Consultancy to potentially identify other areas in the UK towards considering the feasibility of implementing a YCS place-based model.

The report's recommendations focus on: project continuation; sharing, scaling and transferring the model; creating a YCS toolkit resource; securing further funds and resources to implement recommendations; and maximising partnership opportunities.

3. YCS Pilot Project

The pilot project was originally planned to start shortly after the UK online launch in February 2021. Due to Covid-19 lockdowns, tiered restrictions and court start-up delays the 1-year pilot project actually started in October 2021 until September 2022 with all 25 youth-court days completed.

Project Governance

The project governance is managed by a Memorandum of Understanding between NCYB and The Crysaly Foundation and a Memorandum of Understanding cascading principles between The Crysaly Foundation and delivery partners NYOS and Service Six. The Memorandums are contained within the Project Plan (Appendix I). The Memorandums clearly set out the robust principles on which the service was based, delivered and reported including a review timetable.

Project Management

The project lead was UK charity, The Crysaly Foundation, their robust Board of Trustees and Directors and their part-time Development Manager, Jane Deamer. Jane managed all technical aspects of the project including writing the Project Plan (Appendix I), fundraising, finance, PR, networking and wider partnership reporting as well as co-ordinating delivery partners, operations, chairing meetings, improvement planning, monitoring, reporting (including writing this report) and hosting VIP visits to the service. The Crysaly Foundation inputs were all in-kind from July 2020 to March 2022. In December 2021, The Crysaly Foundation secured a grant from The Linder Foundation to fund the YCS activities from April 2022 until at least March 2023. During the pilot year period, Jane Deamer won a High Sherriff Award for her contributions to the project, which was presented at the YCS service on the 8th March 2022 by the then High Sheriff of Northamptonshire the Honourable Mrs Amanda Lowther DL.

Project Delivery Partners

The project delivery was undertaken by 2 key partners:

- Statutory sector NYOS, whose whole existing team of cross-county members were deployed to the court 2 base every YCS day. The NYOS team lead was Area Manager, Elizabeth (Liz) Fowler. The initial team members were:

Ross Watts – Operations Manager

Sue Owen – Education Manager

Charlotte Howe – Education Worker

Karen Jones – Education Worker

Gaye Arnold – Substance Misuse Manager

Matt Weston – Substance Misuse Worker

Debbie Patton – Substance Misuse Worker

Alvarez Wilkinson - Accommodation Manager

- Third sector registered charity, Service Six, with a new service team of 2 of their existing personnel led by a senior manager, Emma Campion, and a nationally qualified youth worker or social worker, Giuseppe (Pep) Finn-Scinaldi or Tony Butcher

During the pilot year, there were a small number of staff changes within NYOS due to sick leave, internal deployment and or retirement.

Improvement Plan

The project featured an integrated Improvement Plan (Appendix VII) that was initially created and then updated at quarterly review meetings and visits to the service by The Crysaly's Foundation. The plan was a continuous developmental resource of team and wider partnership co-produced actions. The main improvements implemented included:

- Becoming one identity
- Branding and marketing
- Administration actions
- Communication processes
- Further training needs identified
- Innovation options

Project Training

The Crysaly's Foundation provided a project-training day for YCS team members on the theme of, Understanding Trauma, which took place in December 2021 by The Crysaly's Foundation's trauma specialist: Psychotherapist, Clinical Supervisor and Trainer, Yvette Lambe MSc, BACP (Snr. Accredited), PTUK, UKPTS. The project was also pleased to welcome a member of The Centre for Justice Innovation who attended the training day.

Understanding trauma is essential for all YCS members given unrecognised, unsupported and untreated trauma is one of the highest, if not highest, causal drivers for symptomatic youth crime and crime in the UK. The Crysaly's Foundation's main charitable activities are focused on preventing, reducing, mitigating and treating the impacts of trauma in the UK. This is one of the main reasons the foundation is supporting the YCS development and other criminal justice system innovations.

Project Service

The main services provided by each partner were:

Service Six

- Generic info and support;
- Self-help options

- Brief solution focused therapy;
- and community referrals.

NYOS

- Accommodation, finance and benefit enquiries;
- Substance misuse;
- Education, employment and training information;
- and emotional and mental health support.

Project Policy

The project operations benefitted from sight of the HMCT policy set, the added value of partner's robust policy sets, expertise and networks. The service policy structure included their bespoke safeguarding, confidentiality, risk assessment, equality and data protection documents which were fully compliant. To ensure the service operated from a standardised need threshold both organisations adopted the credible mental health thresholds scoring framework, Children's Global Assessment Scale (CGAS) to ensure that they only provided an at court service within safe team capabilities, with any other greater or more complex needs referred on appropriately including to their own wider range of community services.

Project Identity

In the early stages of the pilot project, Service Six acted as the main court YCS reception presence to meet and greet beneficiaries. The Crysaly's Foundation supplied 2 marketing banners and posters and the Service Six team had YCS branded t-shirts and fleeces to distinguish them from other court personnel. However, as the pilot project progressed and demand increased, NYOS and Service Six increasing worked together and the NYOS team also undertook meeting and greeting duties in the court reception area. By quarter 3 both teams had become one YCS identity and The Crysaly's Foundation provided all project members with magnetic branded ID badges and fleeces to distinguish the whole team from other court personnel. This organic development was extremely welcome and demonstrated the holistic growth of the team, project identity and profile.

Sharing Project Information, Outcomes and Impacts

During the project term, The Crysaly's Foundation:

- Promoted the project to a range of wider partners including the county's defence solicitor community
- Shared project updates with a mailing list of interested parties who had provided consent including online launch event attendees from across the UK and wider partnership members.
- Posted updates on their website and news page

- Posted updates on their social media channels including Facebook and Instagram
- Shared updates in various other platforms including meetings with Northamptonshire Bench members, presented to the Northamptonshire Criminal Justice Board (February 2022) and the Northamptonshire County Youth Bench AGM (November 2022)
- Shared updates at our Celebration Event in September 2022

VIP Visits

During the pilot year, The Crysaly's Foundation's, Jane Deamer, hosted a number of VIP visits to the service to share the new service, its aims and ambitions:

- 30th November 2021 by Amanda Smith JP and Amanda Lowther DL
- 8th March 2022 by The High Sheriff of Northamptonshire, Amanda Lowther DL, Dominic Goble JP DL, John Baker JP and Andrew Scarborough JP
- 5th April 2022 by Paul Parsons and Amy Crawford JP
- 19th April 2022 by Associate Professor Adrian Pryce DL

The project was also visited ad hoc by a number of Magistrates to aid their understanding of the opportunities the project presented for young defendants.

4. Analysis

Project Targets

The pilot set out to engage at least 70 at-youth-court beneficiaries, being circa 10% of the average annual court attendance pre-2020 based on NYOS data. The service actually engaged 173 beneficiaries, 118 young people and 55 grown-ups. The number of actual beneficiaries being 120% above the initial target. Beneficiaries were overwhelmingly youth defendants, their parents and carers with very small number of victims and witnesses receiving services. It is worth noting that court attendance numbers were reported as significantly lower post-2020 due to: Covid-19 impacts especially reduced numbers of family and friends accompanying youth defendants; and likely as a result of avoiding travel expenses due to the new 1 youth-court county model.

NYOS and Service Six recorded the project metrics in compliance with their unique requirements. Service Six collated the data using a bespoke system and then shared within quarterly project review meetings (completed in March, May, July and October 2022). The meetings were chaired by The Cryslys Foundation and members of the wider partnership were invited including the Chair of the Bench of Magistrates. The metric reports are not included in this report, as they must remain anonymous. Following each review meeting, The Cryslys Foundation created quarterly infographic reports (available in Appendices II to V) and updated the Improvement Plan (Appendix VII). They also ultimately created, an annual collated infographic report (Appendix VI) and this Impact Report.

The quarterly reports highlighted a number of developmental project aspects. For example, the number of beneficiaries engaged increased throughout the year. In quarter 1 there were 30 beneficiaries (23 young people and 7 grown-ups) and by quarter 4 there were 55 (39 young people and 16 grown-ups). This could be due to a number of factors including the applied service model improvements, increased confidence of the YCS team and their single profile at court.

In respect of the number of beneficiaries accessing the various service themes, the following data was recorded in the pilot year. Generic support, education and substance misuse services were the most prevalent.

Service Six

- Info and support, self-help and brief solution focused therapy **accessed by 78 beneficiaries**
- and community referrals **accessed by 2 beneficiaries.**

NYOS

- Accommodation, finance and benefit enquiries **accessed by 12 beneficiaries**
- Substance misuse **accessed by 36 beneficiaries**

- Education, employment and training information **accessed by 54 beneficiaries**
- Education and substance misuse **accessed by 6 beneficiaries**

All beneficiaries achieved positive outcomes and impacts. Including, reporting their immediate needs as met at court such as information, well-being support, self-help options, brief solution focused therapy, thematic advice, mentoring and advocacy. In addition, the YCS team supporting to access follow-up, medium and or longer-term out of court services including NYOS statutory offer and Service Six's British Association for Counselling & Psychotherapy (BACP) Accredited Service youth counselling and family therapy for individuals and families provided as an independent offer.

Initially, the project hoped that some beneficiaries would agree to follow-up contact at 2 week, 4 week and 6 month's intervals to ascertain actions and sustained outcomes. It became clear early in the pilot year that whilst beneficiaries were happy to share their immediate service feedback and outcomes, they were not happy to agree to voluntary follow-up communication. The exception to this position was in respect of NYOS statutory follow-up actions and outcome measures.

Intervention durations ranged from a few minutes of information provision to supporting beneficiaries for a day as they progressed through the court proceedings and a range of emotional and practical needs. All beneficiaries engaged with Service Six's generic offer and given the wide range of bespoke interventions available, as the project evolved, beneficiaries increasingly moved between specialist team members, via warm handovers, to meet their diverse and complex needs. This was especially apparent for young people needing a combination of generic, education and substance misuse support services. As such, by quarter 2 we agreed to record the associated data (6 beneficiaries) on the infographic report (see Appendix III).

One hundred percent of beneficiaries reported they were satisfied with the at-court service (the target was 80%) therefore meeting and exceeding the project target. There were zero complaints about the service.

One of the project targets was to complete 20% of the all community referrals made. Early project dialogue considered that there may be a high number of referrals made to external organisations to meet unmet at-court needs. It was also considered that this could be a substantial barrier depending on available capacity, waiting list lengths and external partner co-operation particularly in light of the wider negative Covid-19 pandemic impacts on organisations, services and personnel. Hence the low target set for year 1. The project met 100% of the very small number of 2 community referrals made. On reflection, the project team vastly underestimated its own capability, width, depth and breadth of services available at-court which met needs with immediacy and without the need for substantial referrals to external agencies. In fact, the immediacy of service provision, proved to be the most important component of the project according to the team and alongside robust partnership, being independently-led, specialist expertise, excellent communications, strong relationships, diversity of offer, easy access and informal delivery approach.

During the pilot year the team added an additional target, that of youth reach. The new target measured the average percentage of youth defendants we engaged that came through the court doors out of the potential total number of attending youth defendants on the day. It is important to note that the published court lists can vary from the actual number of youth defendants who attend on the day. We added this target as part of our continuous co-production and improvement plan actions. This figure is important to show the number of young people voluntarily engaging with YCS. The percentage we achieved is a lot higher than we expected and it increased throughout the year. In quarter 1 it was 36% and by quarter 4 it was 48% reach. In essence almost half of all youth defendants at court voluntarily used the YCS provision within the pilot year. We consider this to be a worthy extra insight, a great indication of the potential and initial success of the project.

Project Outcomes

The 4 initial project outcomes were all met:

- Increased access to at court services
Achieved in delivering a new, innovative, multi-thematic, specialist service potentially voluntarily capturing and engaging an entire county cohort of youth defendants at point of court intervention. With the potential to scale and transfer the service model in the UK.
- Increased access to community based services
Achieved by acting as an information resource, advocate and facilitating a warm handover internally and into diverse hyper-local charity, community, public and other cross sector services.
- Improving quality of data on children, young people and their needs –
Achieved by simply asking the questions around existing data collection, analysis and dissemination and identifying gaps in community services towards a holistic wrap around package in the county.
- Quarterly reports
Achieved and exceeded with four infographic reports, an improvement plan, an annual infographic report and an impact report completed and shared.

A number of added value outcomes were met within the project, which were identified throughout the continuous co-production and improvement planning process and by partners including magistrates and solicitors:

- Beneficiaries first-time engagement was positive experience (different setting and parent's / carers / social worker presence helps)
- Beneficiaries were re-engaging and sustaining engagement in substance misuse services;
- Increased intelligence / disclosures from young people regarding their needs enabling a much more effective and holistic response;
- Parents, carers and practitioners much better informed of service offer and opportunities at court and externally;
- Beneficiaries engaging in multiple at-court interventions across disciplines e.g. substance misuse and education services;
- Increased magistrates understanding and undertaken visits to the project and other external community services e.g. Service Six visited by Jake Baker JP;

- YCS' two core delivery agencies becoming one identity early in the project; e.g. magnetic YCS ID badges and fleeces; and all team work the reception area not just Service Six
- Benefits for team motivation and well-being as able to act with immediacy and see positive outcomes being achieved;
- Reports of young people self-referring to YCS;
- Added value for partnership projects; e.g. The Crysaly's Foundations' proposed, Trauma Response Northamptonshire project and Wellingborough People Project in 2023+, and
- Reports of improved health and wellbeing of beneficiaries.

5. Conclusions

The YCS Pilot project and report support the following conclusions.

- An independently-led cross-sector at-youth-court service is a feasible model to voluntarily engage young defendants
- The pilot has demonstrated a successful model for how an at-youth-court service can help young defendants, victims, witnesses, their family and friends achieve positive outcomes
- Project targets were met and exceeded
- Positive outcomes were met and exceeded
- The project reached 173 beneficiaries (+120% of target)
- Positive outcomes were achieved by 173 (100%) of the project beneficiaries
- A range of added values outcomes were achieved
- Information and support services improved outcomes for 78 beneficiaries
- Education services improved outcomes for 54 beneficiaries
- Substance misuse services improved outcomes for 36 beneficiaries
- Accommodation services improved outcomes for 12 beneficiaries
- Education and substance misuse services improved outcomes for 6 beneficiaries
- 100% of beneficiaries were satisfied with the service
- There were 0 service complaints
- 48% of potential youth defendants voluntarily engaged in the services
- The service increased access to at-court and support services
- The service increased access to diverse community base services
- The service improved the quality of data for children, young people and their needs
- The Covid-19 pandemic had a substantial negative impact on the pilot including delaying the start, policy and health and safety implications, disrupting timetable, reducing potential participants, compounding existing trauma of participants and workforce health and stress levels
- The project would not have started so promptly without partners providing in-kind inputs

6. Recommendations

The pilot project and report support the following recommendations for the Crysaly Foundation.

- Continue, improve and further develop Youth Court Solutions
- Based on year 1 insights to revise and advance targets and outcomes in year 2
- To disseminate the pilot project report and model
- To explore options to scale and or transfer the model
- To develop a YCS toolkit resource to share in the UK
- Continued partnership with The Centre for Justice Innovation
- Explore options to link YCS with an adult-at-court-advice service in the UK
- Continue with pyramid Fundraising Strategy to resource YCS and UK development from 2023 and beyond

7. Appendix I: YCS Project Plan

Youth Court Solutions

Northamptonshire



Pilot Project Plan

November 2020

Contents

Introduction	20
High Level Vision	20
Background to this initiative	20
Opportunity	21
Aims of this initiative	21
Executive Summary	24
Service Base	25
Service Partners	26
Service Budget & Added Value	28
Service Policy & Practice	29
Existing Provisions and Regulations	29
Service Partner's Practice	29
Service Offer	31
Process Map	33
Service Beneficiaries	34
Service Co-production & Consultation	35
Service Metrics	36
Service Outcomes & Impact	38
Service Reporting	39
Appendix I - Working Group Membership	40
Appendix II - Working Group Sub-Committee Membership	41
Appendix III - Memorandum of understanding between Northamptonshire County Youth Bench and The Crysaly's Foundation	42
Appendix IV - The Crysaly's Foundation	44
Appendix V - Service Six	45
Appendix VI - Northamptonshire Youth Offending Service	48

Appendix VII - Memorandum of Understanding between The Crisalys Foundation, Northamptonshire Youth Offending Service and Service Six 49

Appendix VIII - HMCTS Policy 56

Appendix IX – CGAS 104

- **Introduction**

Following the Northamptonshire Magistracy's successful introduction of 'Out of Court' Youth Reviews and 'In Court' Problem Solving Hearings the newest iteration of the problem solving environment is the establishment of an 'At Court' Problem Solving Service based at the Wellingborough Youth Justice Centre.

Dominic Goble JP and John Baker JP, Chairman of the Youth Panel, led the initiative and in July 2020 asked Paul Parsons (High Sheriff of Northamptonshire) to facilitate and chair a working group for all interested parties (Appendix I) with the aim of developing a road map for the establishment of the Problem Solving Service in the Wellingborough Youth Justice Centre leading to delivery of the service itself.

High Level Vision

It is perhaps worth reminding ourselves that the principal aims of the youth justice system are to prevent offending and re offending and to consider the welfare of the child or young person. Our starting point is that every child in England and Wales should be able to live a life free from the impact of crime, whether as a victim or perpetrator. Our guiding vision statement is that: "Every child and young person lives a safe and crime-free life and makes a positive contribution to society." This vision has children and young people at its heart.

Background to this initiative

Analysis undertaken by Mr Sean Scannell, the Strategic Delivery Manager for Northamptonshire Police, has found:

"The most prolific young offenders on Northamptonshire's Target Nominal Matrix (which prioritises offenders in order of risk based on recency, frequency and severity of offending) has highlighted the range of complex issues surrounding young people involved in the youth justice system, especially those that are the most high risk and persistent. It was evident just how challenging and complex their circumstances were: over two-thirds had factors of concern regarding living within a household affected by domestic violence; nearly half had a parent or carer with mental health concerns (over half of the young people had mental health concerns of their own); just under a quarter live with a parent or carer with drug concerns (over half of the young people had drug concerns of their own); half of the young people had

concerns identified over child neglect, just under 60% had experienced emotional abuse and nearly 40% some form of physical abuse.”

The varied and complex needs for children who offend, their families, their victims and their families, even witnesses drawn in from the same environments are recognisably similar and supportable, with the right access to services. We know that a majority of children or young people who become victims of crime go on to become offenders themselves. This vicious circle must be broken if we are to get closer to creating an environment in which our guiding vision is realised.

Opportunity

The recent judicial decision to focus all Northamptonshire Youth Court cases on the courthouse in Wellingborough, when on that day no other criminal work will be listed, presents an opportunity for an extension to the existing problem solving environment in the County, supplementary to the legal processes in court. It is proposed to establish an ‘At Court’ service for the new Wellingborough Youth Justice Centre which will be a prominent presence and active gateway to broad based support, not just for children and young people who offend but for all who are drawn into the criminal justice system and their families.

Aims of this initiative

Operating from offices in the public area of the courthouse in Wellingborough at-court advice and support services aim to ensure that the youth justice system addresses the problems of those who come into contact with it rather than simply process their case. At-Court advice and support services will offer a wide range of services for their clients, children and young people and their families including: help to identify and access support services to address the issues which bring children and young people to court; practical support with financial issues; or information on the working of the criminal justice system. At-Court advice and support services will work with the courts, police and Youth Offending Service in helping to provide a supportive and stable environment for the child or young person and, as a consequence, an enhanced prospect for the child or young person of living a life free from the impact of crime, whether as a victim or perpetrator thereby also creating long-term savings for the justice system.

Jane Deamer, Development Manager for The Crysalys Foundation writes:

“The implementation of a new single Northamptonshire, Youth Justice Centre, held fortnightly in Wellingborough, provides a valuable opportunity to pilot an innovative holistic hub model to help to achieve youth crime reduction and prevention in the county. The hub will be co-ordinated by a third sector lead, the locally based national registered charity, The Crysalys Foundation, who will utilise the centre’s fortnightly court hearings to proactively engage and build relationships with defendants, victims and families. The hub will act as a referral pathway to a range of complementary interventions including diversionary, group work, therapy and community activity programmes delivered by a network of other county charities.

The hub will strive for collective positive impact with outcomes such as improved health and wellbeing, increased family communication and resilience, reduced recidivism and accredited positive activity awards. Over time, as more partners collaborate and the hub develops, outcomes could expand to include reduced drug use, binge drinking and homelessness.

The Crysaly's Foundation's vision is that every child deserves a happy youth. The charity is working with a range of partners towards a new approach to transforming disadvantaged children's experiences today for all our tomorrows. One of their core aims is reducing, preventing and treating adverse childhood experiences (ACEs). ACEs are witnessed or directly experienced highly stressful and traumatic incidents, such as domestic abuse, abuse or parental substance abuse. These incidents can be everyday occurrences for some children and research indicates they can impact babies from 17 weeks of age in the womb for a lifetime. The Foundation recognises that traditional ACEs research and approaches are dated, limited and assumptive. As such, The Crysaly's Foundation uses a bespoke understanding of the ACEs model built on a much broader and deeper analysis to reflect the true scale and extent of structural and diversity adversity for children in 2020.

In 2016 local research highlighted that preventing ACEs could reduce lifetime incarcerations by 50%, violence perpetration by 61% and victimisation by 56% (Adverse Childhood Experiences in Hertfordshire, Luton and Northamptonshire, Ford et al, 2016). Most of the recognised ACEs (and other adversities) impact on the justice system. Children and adults with experience of ACEs may come into contact with the criminal justice system - both as victims or witnesses and perpetrators of crime. They may also interact with the civil justice 'family law' system. The justice system therefore has a key role in preventing and, in particular, mitigating the impact of ACEs, relevant in relation to an 'at court' as opposed to 'in court' provision. The new hub will adopt an agile methodology to test, evaluate and develop new and impactful approaches to collaborative working to make Northamptonshire a healthier, happier and safer county for everyone."

In June 2020 the working group met and with overwhelming support for the unique UK initiative a sub-committee (Appendix II) was nominated to take the project detail forward. In July, the sub-committee met and decided upon the name, Youth Court Solutions, Northamptonshire. Northamptonshire County Youth Bench invited The Crysaly's Foundation to be the lead management organisation for the project and a Memorandum of Understanding was agreed (Appendix III). The Crysaly's Foundation (Appendix IV) represents an independent, non-political and non-statutory organisation with thematic relevance, nationally qualified expertise and the broadest opportunities to access project income. The Crysaly's Foundation had already agreed to undertake their initial involvement on a pro bono basis, via their Development Manager, Jane Deamer, until funding could be secured for the project.

The Crysaly's Foundation presented Service Six (Appendix V) as a potential main delivery partner and this was agreed by the working group. In July the sub-committee also agreed Northamptonshire Youth Offending Service (Appendix VI) as a main delivery partner. On the

17th of July, Jane Deamer and Claudia Slabon, CEO of Service Six, visited Wellingborough Magistrates' Court and were guided by Adrian Palmer to scope the potential service parameters.

In July 2020 Jane Deamer consulted with Claire Ely, Head of Innovation Practice, at Centre Justice Innovation to discuss their existing adult at court services and had as a result had a further consultation with Michelle McGuire, Community Advice Manager, at Highbury Corner Magistrates' Court Community Advice service. Claire and Michelle shared their experience, insights and service documents which is a critical support for the start of this project.

In August 2020 The Crysals Foundation (Development Manager, Jane Deamer), Northamptonshire Youth Offending Service (Area Manager North, Cath Hickman and Operations Manager, Ross Watts) and Service Six (CEO, Claudia Slabon and Operations Manager, Emma Campion) met twice to develop a Memorandum of Understanding (Appendix VII) and gain insights to inform this pilot project plan setting out the key operational, data, evaluation and impact ambitions for an 12 month pilot project with aspirations to continue with a full-time permanent service. The draft plan was presented to the working group sub-committee on 7th October 2020 and approved. The pilot project planning will be undertaken with the project.

- **Executive Summary**

In early 2020, Northamptonshire County Youth Bench initiated a cross sector partnership to develop a new 'At Court Problem Solving' service called, Youth Court Solutions. The partnership is chaired by High Sheriff, Paul Parsons, and includes a range of stakeholders committed to creating a community where children and young people can live their lives free from the impact of crime and achieving wider impacts including preventing and reducing childhood trauma.

The partnership delegated a working group to research and progress potential pilot operation opportunities. The pilot project plan was written by The Crysaly Foundation and informed by a toolkit and the team at, Centre for Justice Innovation. Under robust memorandums and agreements, the new service will be managed by, The Crysaly Foundation, with at court interventions delivered by regional charity, Service Six, and, Northamptonshire Youth Offending Service.

The 12 months pilot project is based on an agile methodology to enable the flexibility required to meet responsive and co-produced adaptations. The service will be launched in early 2021 and be held fortnightly in Wellingborough Magistrate's Court. Initial activities will be to engage defendants, victims, witnesses, family and friends and provide needs led information, solution focused support and referrals into a wide range of existing community based charities and projects.

The annual cost for the service is £27,720 and The Crysaly Foundation is leading on fundraising strategy. Management and delivery will be provided pro bono until funding can be sourced and sustained. The operations will benefit from added value via partner's robust policy sets, expertise and networks. Policy structure will include safeguarding, confidentiality, risk assessment, equality and data protection.

Quarterly improvement reports will summarise key metrics, outcomes and impacts. Year one service targets are to engage at least 70 beneficiaries, achieve 80% beneficiary satisfaction and 20% referrals completed. Projected outcomes include increasing access to at court services, improving data collection and identifying gaps in community services. Pilot project insights and learning will inform the developing project overtime and be shared widely with diverse partners. The sustained project is designed to maximise added value and collective impacts.

- **Service Base**

The service will be based at Wellingborough Magistrates' Court, 57A Midland Road, Wellingborough, NN8 1HF with the support of Her Majesty's Courts & Tribunals Service (HMCTS).

As the whole court building is designated for the youth court on the service delivery days then the service team will utilise all waiting areas to meet and greet beneficiaries and promote the service.

It is anticipated that ordinarily the majority of service interventions will take place in Court 1 which has capacity for the Service Six and NYOS teams to undertake consultations. The teams may also be able to utilise the NYOS / Probation office or other available offices or courts. A flexible approach will be adopted to maximise appropriate use of the available space and ensure smooth working relationships with all other court staff.

During periods of Covid19 restrictions, the majority of service interventions will be based in and around Court 3 and its waiting area.

HMCTS have provided a number of policy documents associated with the building (Appendix VIII) which the service team have noted for their compliance and planning.

Marketing promotion at the site will be achieved using mainly mobile media and needs to be youth focused. Static marketing space is available on a free standing blank screen sited in the waiting area for courts 1 and 2. There is ample space for pop up banners in the waiting areas of all courts. Permanent posters can be placed on the backs of 4 toilet doors and limited permanent display board space is available in other public areas on wall mounted display boards.

- **Service Partners**

The Crisalys Foundation will initially provide one member of staff for up to the first two weeks of operation to ensure the service starts smoothly and to address any early challenges. The Foundation will visit the service on an ad hoc basis. Jane Deamer will be the main Foundation contact and currently acts as a Development Manager for the charity. Jane has been a self-employed consultant within the Midlands for the last 3.5 years and has over thirty years' success in innovating and funding the third sector including twenty years in senior management roles for regional charities. Jane has a Level 7 Award in Strategic Leadership from the Institute of Leadership & Management, a combined Social Work First Class BA Hons Degree, 'Applied Social & Community Studies' and has a Higher National Diploma in Youth Work.

Service Six will initially provide at least one member of staff with a plan that overtime they may seek to recruit volunteers to support the service delivery. Their CEO, Claudia Slabon, will be the main Service Six contact and will oversee their project inputs. Claudia has worked for the charity for over 10 years, has a Masters in Social Work, an ILM Level 5 Award in Leadership Management and is an AGJF Sachsen Conflict Mediator. Ex Northamptonshire PCSO and ASB Investigator, Emma Campion, is now the Operations Manager for Service Six and will lead the day-to-day management of the service and the personnel delivering the frontline service. Emma has an ILM Level 3 qualification and due to start a Level 5. The initial main member of Service Six frontline personnel will be, Tony Butcher, who has BA Hons and a Diploma in Social Work and is registered with Social Work England, SW21771. He has a back ground in working with young people in NEET projects and advocacy.

NYOS are already present in the court, including access to a designated office. The NYOS management team will reallocate their team to support the service as able and appropriate. Cath Hickman and Ross Watts will be the main contacts for NYOS.

Cath has worked in and studied the Criminal Justice System for 30 years, mainly, but not exclusively, within Youth Justice. Currently an Area Manager in Northamptonshire Youth Offending service, her previous roles include Development & Training Manager, Performance Manager, Operations Manager and Practitioner. Over time she has had opportunity to work with and manage all aspects of the service. She has specific interests in ethics within the system, in restorative approaches, in preventative and diversionary work, and in staff coaching and development. Her qualifications include: Diploma in Social Work/BA (Hons), Applied Social and Community Studies (First), De Montfort University, 1995; MA, Ethics of Social Welfare, Keele University, 2000; L7 Diploma in Strategic Management & Leadership, CMI, 2017.

Ross has worked with children and young people for over 20 years, the last 14 of which have been within the Criminal Justice System. Currently an Operations Manager in Northamptonshire Youth Offending Service, he is responsible for Service Development & Training across organisation and previously worked as a case manager. Amongst other areas

Ross has undertaken work within courts and with young people displaying harmful sexual behaviour before moving into management roles. His qualifications include a Degree in Applied Youth & Community Studies and a Level 5 Award in Management & Leadership with ILM.

- **Service Budget & Added Value**

The Crysaly's Foundation will lead on fundraising for the pilot project costs. The Foundation will approach a number of charitable trusts throughout 2020-21 to secure the annual budget. Approaches will include various levels of request and theme commensurate with each trust's priorities.

Projected Budget for 12 Month Pilot Project (£27,720):

- Crysaly's: £8,000 (strategy and co-ordination, meeting attendance, financial and generic administration, management fee, agreement management, partnerships / collaborations local, regional and national; volunteer inclusion, marketing, PR, website and social media, impact reporting, evaluation and shared learning).
- Service Six: £6,720 (£280 per day including salary and all on costs, expenses, management fee, data collection and reporting via Lamplight database @ £35 per hour inclusive x 8 hours per day x circa 2 days per month x 12 months).
- Marketing: £5,000 (3 banners; display boards; multi-media digital design, printing and laminating (business cards, leaflets, posters and displays).
- Equipment: £1,000 (kit bag, laptop, software, printer, paper, mobile phone and costs, lanyards, printed t-shirts and fleeces, public Wi-Fi available).
- Social Impact Reporting Support: £5,000 (likely University of Northampton's Institute for Social Innovation and Impact but TBC).
- Volunteer Expenses: £1,000 (travel, care and diversity resources) and,
- Training: £1,000.

Added Value is provided by:

- HMCTS are providing the site for free.
- The Crysaly's Foundation has provided pro bono support for the project development and at the start at November 2020 this had a value of £4,450.
- NYOS will provide free training for the main delivery partners and their delivery inputs will amount to at least £8,500 in year one.
- Robinsons Associates Design Consultants Limited provided 2 days design director pro bono services valued at £2,000.

- **Service Policy & Practice**

The service partners will comply to the following laws, policy and practice standards and will be responsible for ensuring they incorporate them within their existing practice and comply where necessary:

Existing Provisions and Regulations

- HMCTS policy and risk assessments in respect of the premises including Fire, Security, Health and Safety and First Aid amongst others.
- Each partner is responsible for undertaking their own specific risk assessments associated with the service including lone working, personal safety and other such considerations.
- Northamptonshire County Council Safeguarding Children Partnership Procedures Manual <http://northamptonshirescb.proceduresonline.com/> in respect of safeguarding children
- Northamptonshire County Council Safeguarding Adults Board.

<https://www.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Pages/default.aspx> in respect of safeguarding adults.

- Each partner is encouraged to follow the Signs of Safety model

<http://www.northamptonshirescb.org.uk/police/signsofsafety/>

Service Partner's Practice

- Each partner is responsible for undertaking and ensuring compliance with Disclosure and Barring Services (DBS) procedures for all their service personnel.
- Each partner is required to follow Government regulation and any guidance in respect of Covid19 and provide their service personnel with appropriate Personal Protective Equipment (PPE).
- Each partner is responsible for their own data protection, GDPR, confidentiality and information sharing activities in respect of their service delivery and communications with and for beneficiaries.
- Partners will have access to the internal secure Wi-Fi services whilst on site. The site offers public Wi-Fi which partners are advised not to use as it may not be secure.
- Any YCS referrals must be sent through designated Service Six and NYOS email addresses only (to share forms on the day at court).

- In respect of NYOS all beneficiary intervention inclusions at court are voluntary but post sentencing further interventions may become enforceable.
- Each partner is encouraged to consider their strategy for using the available intervention space and time appropriately given potential demands on the service and the level of needs identified.
- Partners should ensure personnel use their business equipment whilst delivering services including laptops and mobiles phones. Partners are responsible for implementing their own and appropriate communication boundaries whilst undertaking services for and with beneficiaries including awareness of and mitigation of beneficiaries gaining access to inappropriate contact information such as personal email addresses and telephone numbers.

- **Service Offer**

The Youth Court Solutions service will be available from 10am to 4pm one day per fortnight, usually on a Tuesday. Service personnel will arrive and set up the service between 9am and 10am and pack up the service later in the afternoon.

The partners will work closely together and with agility to maximise their appropriate inputs and ensure delivery thresholds for personnel are met. To aid this processes the partners will use and measure the credible Children's Global Assessment Scale (CGAS) mental health scoring framework with each beneficiary. The CGAS model is utilised by the county's Referral Management Centre (RMC) and partners have collectively mapped their potential input thresholds against the CGAS levels for the purpose of delivering this service (Appendix IX) and to demonstrate their ceilings for safe and appropriate intervention delivery.

In summary, partners will provide at court services at CGAS levels 1 (universal provision) and a brief solution focused intervention at level 2 (targeted provision). Partners have the opportunity to refer beneficiaries to further level 2 or escalated level 3 provisions (targeted plus and specialist provision) within their wider community service offers. Level 4 provision (highly specialist provision) needs would require a referral to MASH or specialist mental health services.

The service offer from Service Six will be primarily to:

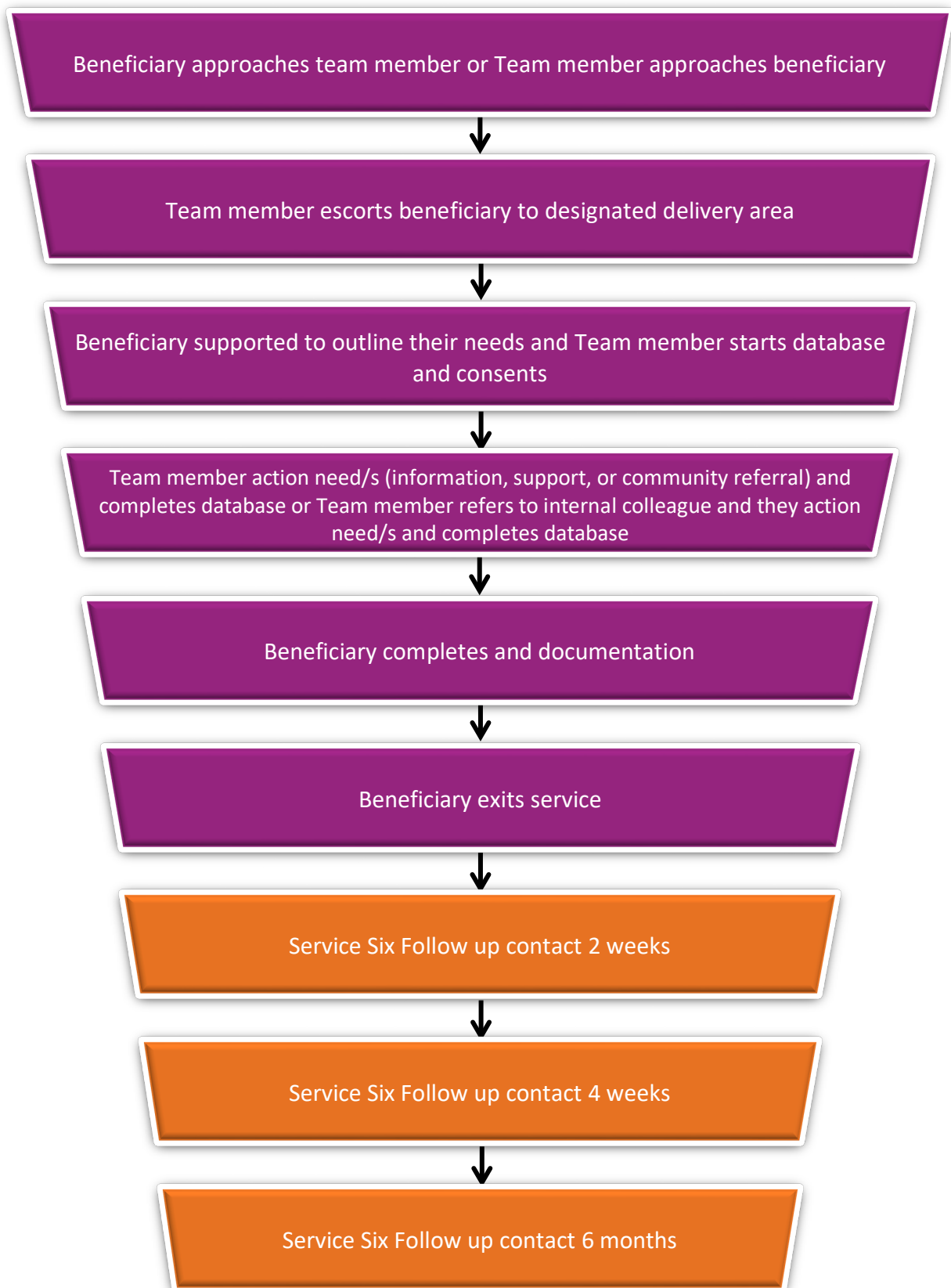
- engage beneficiaries,
- inform,
- facilitate referrals for defendants, victims, witnesses, family and friends to a range of free cross sector local county community services and positive activities, and
- support by undertaking short solution focused consultation sessions mainly to assist with emergency wellbeing needs such as anxiety attacks or sensitive sharing of urgent safeguarding information. This intervention will need to be fully risk assessed by the partner personnel on a case by case basis.

The service offer from NYOS will be primarily to access the following services:

- accommodation providing housing law and benefits information,
- health and justice information provided by CAMHS employed personnel,
- education to help facilitate beneficiaries back into school, and
- substance misuse information.

Service beneficiaries will be contacted, with consent, by Service Six at 2 and 4 weeks and 6 month periods after interventions to ascertain the outcomes of their intervention and any follow on actions.

- **Process Map**



- **Service Beneficiaries**

Based on county data and NYOS feedback we already have some valuable intelligence on the profile of our projected main service young beneficiary cohort of defendants who will be:

- aged 15 to 16 years,
- male,
- White, African Caribbean or of Dual Heritage ethnicities,
- reside in urban areas,
- using cannabis, or
- on the cusp of school exclusion or excluded.

Other intelligence suggests that main service beneficiaries may be:

- couriering class A drugs / in county lines groups,
- part of a gang, or
- have a recognised learning difficulty.

Further intelligence is required on how many are:

- looked after children,
- care leavers, or
- young carers.

Less data is available on other profiles for victims, witnesses, family and friends so the service will be integral in collecting and analysing this throughout the pilot project.

Service marketing needs to target and reflect the main youth defendant beneficiary cohort and ensure representation of the potential diversity of all other cohorts.

- **Service Co-production & Consultation**

The service model and communications will incorporate co-production and consultation with beneficiaries and stakeholders to ensure continuous improvement actions.

As part of the project development we needed to identify a suitable logo. Four design options were provided by Robinson Associates Design. As NYOS is in regular contact with children, young people and their parents, the set of logos were electronically provided to staff across the organisation. This allowed staff to share the suggested options with clients during contacts to gain their views about which was most eye catching and best represented the aims of the project. Ross Watts received and collated the feedback from this survey: unfortunately, despite some very positive feedback, there was no consensus on which was preferred. However, the process was important and demonstrated the team commitment to co-production.

Beneficiaries will be asked at point of intervention for informal service feedback and, on a case by case basis as deemed appropriate, have opportunities to complete formal feedback such as a user friendly one page form or digital media.

Ideally, a suggestions box would be fitted in the building to enable anonymous inputs but we will need to assess this with HMCTS and or use a mobile or digital option. This option needs to be kept under review throughout the pilot project.

Service beneficiaries will be contacted, with consent, by Service Six at 2 week, 4 week and 6 month periods after interventions to ascertain the outcomes of their intervention and any follow on actions. This opportunity will also enable us to collect any informal feedback about the service.

Stakeholders will be contacted by Service Six to ascertain the process and outcomes of referrals placed. This opportunity will also enable us to collect any informal feedback about the service.

All feedback will be collected, collated, analysed, evaluated and reported quarterly to the working group with recommendations formulated into an improvement plan.

- **Service Metrics**

The service team will collect qualitative and quantitative data from beneficiaries and will provide an assisted service to complete any data requirements as needed and to account for diverse literacy and or abilities. The following key beneficiary metrics will be collected and inputted into an existing bespoke Service Six database:

- Status of beneficiary: defendant, victim, friend, witness, family member, friend.
- How they heard about the service.
- Core demographics including initials, gender, age, ethnicity, sexuality, disability and postcode.
- Education / employment / benefits status.
- Other thematic information such as if they're a looked after child, a care leaver, a young carer, part of a gang, using drugs, using alcohol.
- New to court or returning.
- New to service or returning.
- Main presenting issue.
- Main presenting need.
- Intervention type: what provided information, support or referral.
- Intervention referral: to who, for what, when, participation needs and named contact/s and their contact information (consents and GDPR inputs).
- Any feedback on our service today.
- CGAS level 1 to 4.
- Can we follow up and contact details (consents and GDPR inputs).
- 2 week follow up.
- 4 week follow up, and
- 6 month follow up.

As well as data requirements the service team may take Working Notes to aid their information gathering and understanding. This will particularly apply where any issues are raised by beneficiaries which flag safeguarding or risk concerns for the personnel which they need to record.

Service Six and NYOS will be responsible for collecting all data and reporting it to The Crisalys Foundation on a monthly basis who will then evaluate the metrics and report to the working group on a quarterly basis.

Partners will report using digital media only to reduce the project's carbon footprint by reducing use of paper, ink and power.

- **Service Outcomes & Impact**

The project's overall projected impact is defined within a Theory of Change statement:

Preparing children, young people and families impacted by crime for healthier, happier and safer futures.

The project will collect data and aspire to achieve outcomes and impact commensurate with a 12 month pilot service. At this early stage outcomes and impacts will mainly focus on the successful implementation of the service, beneficiary satisfaction and basic outcomes.

The top three projected outcomes for the pilot project are:

1. increased access to at court information and support services,
2. increased access to diverse community based services,
3. improved quality of data on children, young people and their needs, and
4. to identify gaps in county service provision and potential solutions.

The initial key performance indicators for the 12 month pilot project will be:

1. To engage at least 70 beneficiaries (circa 10% of average annual potential defendant beneficiaries, 364, +1 family and friends, 728).
2. At least 80% of engaged beneficiaries are satisfied with their, at court information or support service.
3. At least 20% of engaged beneficiaries take up referrals to community based services (noting that this KPI will be reviewed quarterly based on the speed and quality of provision provided by external community based services being out of the pilot project's control).
4. 4 quarterly project reports and improvement plans submitted to the working group.

- **Service Reporting**

Service Six and NYOS will be responsible for collecting all data and reporting it to The Crisalys Foundation on a monthly basis who will then evaluate the metrics and report to the working group and Youth Leadership Panel on a quarterly basis in accordance with the Memorandum of Understanding.

Each quarterly report will include project metrics, insights, KPI progress and an improvement plan based on co-production, consultation and learning.

Partners will report using digital media only to reduce the project's carbon footprint by reducing use of paper, ink and power.

- **Appendix I - Working Group Membership**

Paul Parsons (PP)	High Sheriff
James Saunders Watson (JSW)	Lord Lieutenant
Dominic Goble (DG)	Deputy Lieutenant, Deputy Youth Panel Chair, Trustee (Crysalys Foundation)
John Baker (JB)	Youth Panel Chair
Adrian Pryce (AP)	Deputy Lieutenant, Trustee and Chair (Crysalys Foundation)
Jane Deamer (JD)	Consultant to the Crysalys Foundation
Claire Ely (CE)	Head of Innovative Practice (Centre for Justice Innovation)
Nicci Marzec (NM)	Director for Early Intervention, Head of Paid Service and Monitoring Officer (Office of PFCC)
Adrian Palmer	Northamptonshire Operations Manager (HMCTS)
Mick Stamper	Chief Superintendent (Police)
Simon Kent	East Midlands Senior Legal Manager (HMCTS)
Tracey Patten	Northamptonshire Legal Team Manager (HMCTS)
Cath Hickman (CH)	Area Manager (NYOS)
Ross Watts	Operations Manager (NYOS)
Amanda Robinson	Deputy Youth Panel Chair

- **Appendix II - Working Group Sub-Committee Membership**

Paul Parsons (PP)	High Sheriff
Dominic Goble (DG)	Deputy Lieutenant, Deputy Youth Panel Chair, Trustee (Crysalys Foundation)
John Baker (JB)	Youth Panel Chair
Jane Deamer (JD)	Consultant to the Crysalys Foundation
Nicci Marzec (NM)	Director for Early Intervention, Head of Paid Service and Monitoring Officer (Office of PFCC)
Cath Hickman (CH)	Area Manager (NYOS)
Ross Watts	Operations Manager (NYOS)
Amanda Robinson	Deputy Youth Panel Chair

- **Appendix III - Memorandum of understanding between Northamptonshire County Youth Bench and The Crisalys Foundation**



Memorandum of Understanding between The Crisalys Foundation and Northamptonshire County Youth Bench

1. **Overarching aims and definition of the service to be provided**

"Within the problem solving environment of Youth Justice in Northamptonshire and operating from the public area in the courthouse at Wellingborough, "Youth Court Solutions Northamptonshire.....a problem solving service" aims to ensure that the broad system of youth justice addresses the problems of those who come into contact with it.

The at-court advice and support services will:

signpost a wide range of services for children, young people and their families, including help to identify and access support services to address the issues which bring children and young people to court;

work with HMCTS, police, the Youth Offending Service and established cross sector support services, in helping to provide a supportive and stable environment for the child or young person and, as a consequence, an enhanced prospect for the child or young person of living a life free from the impact of crime, whether as a child who offends, victim or witness, thereby also creating long-term savings for the justice system.

2. **Outcomes**

- To ensure that both The Crisalys Foundation and the Northamptonshire County Youth Bench are satisfied and confident in the delivery of "Youth Court Solutions", the at-court advice and support services to young people and their families.
- The new service will be established at the Wellingborough Courthouse where the Youth court work for the county has been centralised.
- Young people and their parents/carers are clearly informed of the advice and support available from cross sector support services.
- A detailed plan of the service provision prepared by Crisalys and their service provider/s will be attached to this document.
- Agreement of Key Performance Indicators (KPIs) between The Crisalys Foundation (along with their service providers) and Northamptonshire County Youth Bench.
- The at-court advice and support service should provide quarterly outcome reports, the details of which shall be defined and agreed, along with performance reports against the set of agreed (KPIs).

3. Oversight

- The Parties shall meet at regular quarterly intervals to review outcomes. This will ensure that the Youth Bench leadership is able to have confidence that the overarching aims are being met.
- The Youth Bench Chairman may also call special meetings at such other times as required.
- Attendees at the quarterly meetings will consist of at least the following:

Chairman and two Deputy Chairmen from the Northamptonshire County Youth Bench
A member of the Board of The Crysaly's Foundation
Nominated representative for the At-Court advice and support service, i.e. the chosen service provider/s

4. Review and Amendment

The nominated representative from The Crysaly's Foundation and the Northamptonshire Youth Bench Chair will review the agreement every 12 months.

Signed:

Adrian Pryce – Chair of The Crysaly's Foundation

Dated:

Signed:

John Baker - Chair of Northamptonshire Youth Bench

Dated:

- **Appendix IV - The Crysaly's Foundation**

The Crysaly's Foundation was established in 2017 and is a registered company (11080543) and registered charity (1189120). The charity operates nationally, is based in Northamptonshire, has nine diverse trustees / directors and is in the early stages of realising its ambitions. The charity's vision is for every child to have a happy youth and is propounding a new approach to transforming disadvantaged children's lives today for all our tomorrows.

The charity purpose is:

1. TO RELIEVE THE NEEDS OF CHILDREN, YOUNG PEOPLE AND FAMILIES WHO EXPERIENCE SOCIAL OR ECONOMIC DISADVANTAGE, THROUGH THE PROVISION OF INFORMATION, GRANTS OR RESOURCES
2. TO PROMOTE THE EFFICIENCY AND EFFECTIVENESS OF CHARITIES AND VOLUNTARY ORGANISATIONS AND THE EFFECTIVE USE OF RESOURCES FOR CHARITABLE PURPOSES FOR THE BENEFIT OF THE PUBLIC IN PARTICULAR BUT NOT EXCLUSIVELY BY THE PROVISION OF ADVICE, TRAINING AND SUPPORT TO ORGANISATIONS WORKING WITH SOCIALLY OR ECONOMICALLY DISADVANTAGED CHILDREN, YOUNG PEOPLE AND FAMILIES

The charity is primarily focused on establishing networks, resources and partnerships towards preventing, reducing, mitigating and treating the impacts of childhood trauma. The team have utilised some of the research and insights gained from studying adverse childhood experiences (ACEs) over the last twenty plus years including local research in 2016, 'Adverse Childhood Experiences (ACES) in Hertfordshire, Luton & Northamptonshire,' (Ford et al, May 2016). The research found a correlation between ACEs and poor life outcomes including health (diet, smoking, drinking and drug use), incarceration, violence perpetration and victimisation. Other impacts include poor mental health, relationships, housing and employment outcomes.

Whilst serving all communities, the charity is particularly interested in targeting interventions with perinatal children to 7 years of age, and their families, as research shows children can be affected by ACEs from the age of 17 weeks whilst in the womb. Its clear childhood trauma has long-term negative impacts compounded into adulthood. Ultimately, entrenched trauma can only be effectively addressed with a clinically led model and the charity strives to find the best methodologies, partnerships and bespoke interventions to reach, deliver with and improve the lives of those affected.

<https://beta.companieshouse.gov.uk/company/11080543>

<https://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/CharityFramework.aspx?RegisteredCharityNumber=1189120&SubsidiaryNumber=0>

<http://crysaly's.org/>

- **Appendix V - Service Six**

Service Six have forty years' successful track record in contract acquisition, meeting and exceeding contract targets and maximised contractual added value, Service Six is able, ambitious, equipped and strategically placed to actively engage with the Wellingborough Youth Court Solution pilot project.

Service Six has wide knowledge, skills and experience of successfully delivering similar outcomes and services through funding from a range of local authorities, health services, National Lottery Fund, BBC Children In Need, Comic Relief, Charitable Trusts and Businesses.

Throughout this time we have learned many valuable lessons with regard to delivery of specific targets, time management, reporting, communication and co-production towards the family's positive well-being and 'Think Family' strategic approaches. Service Six has a spotless track record of achieving and exceeding targets and positive outcomes for a range of Service Level Agreements, Grants and contracts and as such, the organisation represents a model of reliability, professionalism and confidence for any partner organisation.

Service Six attained and maintained British Association of Counselling and Psychotherapy (BACP) Accreditation for our Therapeutic Services, setting us apart from many similar services in the county. The Accreditation demonstrates the recognition of our rigorous adherence to strict ethical procedures and standards and the implementation of sound policies in our clinical work.

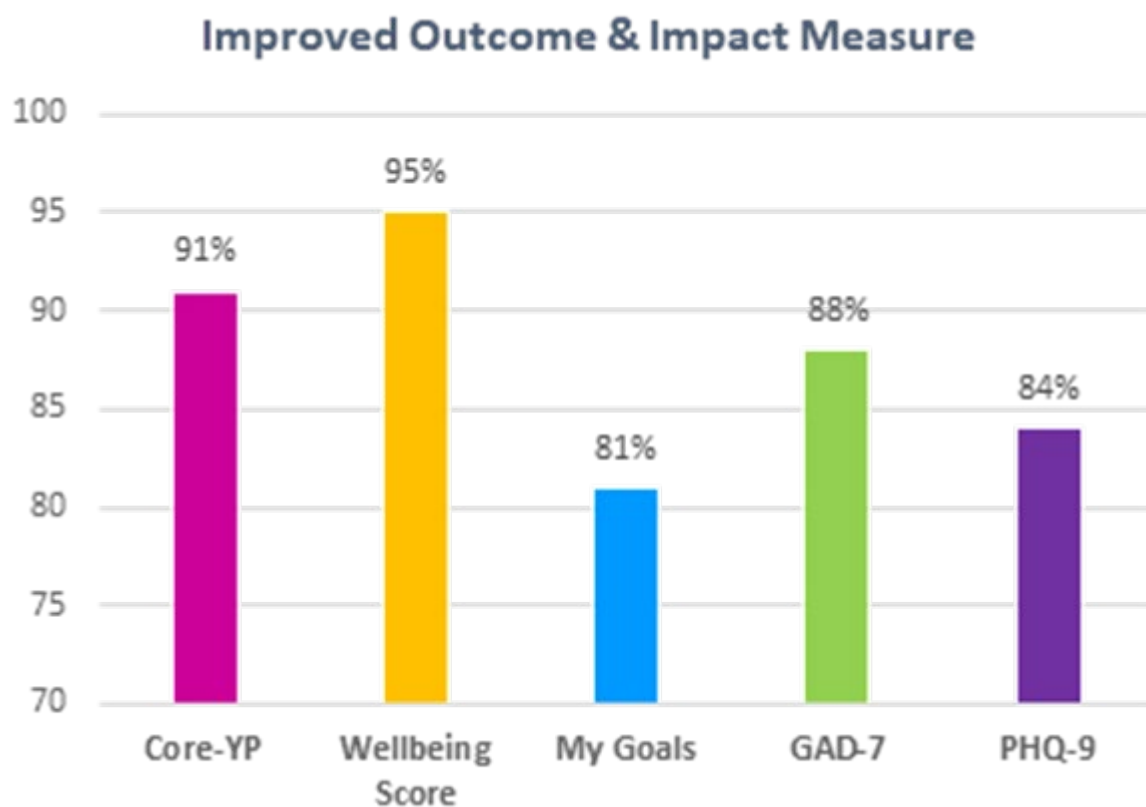
Service Six acts as a resource for children, young people and their families by providing counselling and therapy, support and guidance and targeted programmes of physical, educational, emotional and social support. The main services currently include for Northamptonshire:

- NHS funded counselling and support service for young people aged 11 – 18 (up to 25 with Special Educational Need) providing counselling and targeted support to improve young people's mental health, resilience and emotional and social wellbeing.
- NHFT Serenity funded therapeutic support service, including Play and Pre-trial therapy, within the pathway for children and young people aged 4-18, who are survivors of sexual abuse/assault and who experienced sexual trauma.
- East Northamptonshire Council's funded Community Support service to provide practical and emotional support Play Therapy and counselling to children, young people and adults residing in East Northamptonshire.
- NHS funded Rapid Response providing immediate support and follow-up counselling for young people aged 11-18, who presented at A&E with self-harm and/or emotional distress and do not meet the CAMHS threshold.

- National Lottery funded TARGET Project providing information, awareness, support and therapeutic interventions around online grooming, exploitation, abuse and child trafficking to children and young people aged 5-19 (and their parents if required).
- National Lottery funded ACEs (Adverse Childhood Experiences) Partnership Pilot project with NDAS, Northamptonshire Police, the Crysaly Foundation, Faraway Childrens Charity and the University of Northampton to develop and test a strengths approach to build resilience in families and communities to combat the impact of ACEs and toxic stress.
- Children In Need funded Opal Project, providing therapeutic support and group-work to young people aged 10-18 who using self-harming behaviours to cope with their emotional struggles.
- VCSE and Public Health funded Happier Families project, providing support and guidance to families and their children through Drop-in sessions and Positive Activities programmes based on the 10 Keys for Happier Living.
- ESF and Lottery funded work-readiness programme to support young people aged 16-24 years to overcome emotional barriers to employment and/or training, helping them to achieve their goals and gain paid employment.

During 2019-2020, Service Six supported with approximately 965 children and young people who present needing counselling or therapeutic emotional support, providing over 5100 individual sessions. In total we engaged with 10994 CYP across the region.

Our Improved Outcomes during 2019-2020 speak for themselves:



<https://beta.companieshouse.gov.uk/company/06740611>

<https://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/CharityWithPartB.aspx?RegisteredCharityNumber=1132490&SubsidiaryNumber=0>

<https://www.servicesix.co.uk/>

- **Appendix VI - Northamptonshire Youth Offending Service**

Northamptonshire Youth Offending Service (NYOS) was established by Section 39 of the 1998 Crime and Disorder Act which required every top tier Local Authority to establish a Youth Offending Team. The service is statutory partnership comprising:

- Northamptonshire County Council,
- Northamptonshire Constabulary,
- The National Probation Service in Northamptonshire,
- Office of Police and Crime Commissioner,
- NHS Nene Clinical Commissioning Group, and
- NHS Corby Clinical Commissioning Group

The principal aim of the youth justice system as stated in the 1998 Crime and Disorder Act is to prevent offending by children and young people. The service works with partners to achieve the National Youth Justice strategic objectives of:

- Preventing offending,
- Reducing reoffending,
- Increasing victim and public confidence, and
- Ensuring the safe and effective use of custody.

NYOS is a highly successful multi-agency partnership which works with children at all stages of the Criminal Justice System. In addition to work within the courts and supervising children on orders made at court, the YOS also assess and intervenes with children in relation to out of court disposals, addressing the behaviour whilst keeping them out of the formal court system. More recently a preventative scheme has been developed where NYOS engages with those children assessed to be at risk of offending. All of the above work is undertaken by the multi-disciplinary staff group, who come from a variety of backgrounds, and work together to provide bespoke, holistic interventions to the children referred via either the courts or police.

<http://www.n-yos.org.uk/>

- **Appendix VII - Memorandum of Understanding between The Crysaly's Foundation, Northamptonshire Youth Offending Service and Service Six**

Youth Court Solutions Memorandum of Understanding (MoU)

Dated: September 2020

1. Parties

The Crysaly's Foundation

Signatory:

Associate Professor Adrian Pryce DL

Chair

The Crysaly's Foundation

60 Sutton Street

Flore

Northampton

NN7 4LE

Represented by:

Mrs Jane Deamer

Development Manager

Northamptonshire Youth Offending Service

Signatory:

Miss Claire O'Keeffe

Head of NYOS/Strategic Manager

Northamptonshire Youth Offending Service

53 Billing Road

Northampton

NN1 5DB

Represented by:

Ms Cath Hickman

Area Manager – North

And

Ross Watts

Operations Manager

Service Six

Miss Claudia Slabon

Chief Executive

Service Six

15 Sassoon Mews

Wellingborough

NN8 3LT

And

Mrs Emma Campion

Operations Manager

(Each a Party) enter into this Memorandum of Understanding on XXXXXXXXX. Together the Parties form the Partnership.

In this MoU the term Party shall include all employees of a Party. This MoU is the agreed working document governing the membership, procedures and operations of the Partnership.

2. Purposes

This MoU sets out the terms on which the Parties agree to work together in good faith to implement and develop the Youth Court Solutions services provided by the Parties in respect of providing responsive and at court information, support and referral services for young people, family and friends attending youth court services. The Partnership remit will be undertaking projects, preparing project plans, securing finance and evaluating outcomes and impact that would not be available to individual Parties and, where appropriate, by working more effectively together.

The parties do not intend to create any new legal entity, such as a merger, as a result of signing this MoU and carrying out activities together.

3. Term

The Parties agree to be bound by the terms of this MoU until the earlier of:

- a. The date the MoU is terminated in accordance with 11. Dispute and Termination below,
- b. March 31st 2022

4. Exclusivity

Each Party agrees that it will not enter into any other agreement or relationship with an entity to fulfil all or any part of the Purposes set out in clause 2 above, provided that a party can enter into such other agreement or relationship if they disclose full information as to their role, and the purposes thereof, prior to doing so and they have obtained the consent of the procuring body to do so.

5. Intellectual Property Rights (IPR)

- a. It is agreed that any IPR relating to any asset or idea developed as a result of the fulfilment of the Purposes set out in this MoU (MoU IPR) is jointly and equally owned by the Parties.
- b. If the Parties agree to register any MoU IPR as above they will do so jointly and any such rights will be owned equally. A Party cannot register without the written consent of the managing director/CEO of all other Parties.

6. Costs, Liability and Insurance

- a. Each Party will bear their own costs of participating under the MoU (except that all Parties may agree otherwise in relation to specific expenditure based on approved income).
- b. It is not the intention of any Party, by entering into this MoU, to create any form of arrangement by which they would assume any financial liability of any other Party or obligation to deliver or perform in the place of any other Party.
- c. Each Party shall have in place an appropriate level of professional indemnity insurance for their activities and turnover and shall make copies of such policies available to the other Parties on request.

7. Decision making

- a. All Partnership decisions under this MoU will be made by the Partnership Committee

b. Committee

- i. The first members of the Steering Committee will be as set out above in 1. and Mrs Jane Deamer will be the Chair. The Chair's responsibility is to ensure that minutes are taken and circulated and that details of the date, venue and agenda are agreed for the next meeting.
- ii. Members may be replaced by their nominating Party. Any member (individual rather than organisation) may resign by giving all other members one months' written notice.
- iii. The Committee will meet regularly to review progress and plan action. Matters relating to Purposes will be fully disclosed. Any member of the Committee can call for an additional meeting in response to project and or bidding opportunities.
- iv. The quorum for any meeting is two.
- v. Each member has one vote. Issues arising at Committee are decided on a simple majority of votes. The Chair has one vote and where members are unable to reach a majority decision in which case the Chair has the casting vote. A member may vote by proxy.
- vi. Without limiting the powers of the Committee to act more generally, it will:
 - a. review opportunities for joint working and funding applications based on Purposes,
 - b. review, plan and agree Purposes project, grant activities and reporting,
 - c. review and manage risk as it delivers the Purposes,
 - d. have the authority to decide which organisation is best placed to act as lead body for a particular project or contract, taking into consideration the requirements of the project or contract and the resources of each Party, provided that no decision of the Committee could require any member to bid or join a bid for a contract, or to take on the role of lead body for a contract, and
 - e. agree action required by Parties to make them 'project or bid ready'.

8. External Communication

Any written or oral public communication related to the Purposes set out in 2. above shall be discussed and agreed by the Committee prior to dissemination. The Committee will develop and agree a communication plan to explain the purpose, structure and activities to key stakeholders.

9. Confidentiality

Each Party will use all reasonable endeavours to keep all information relating to this MoU and the Purposes confidential, except where agreed otherwise under 8. above.

10. Conflicts of Interest

Each Party agrees to be open and transparent and declare any conflicts of interest promptly to the Committee. The Committee will decide how any such conflict shall be resolved.

11. Dispute and Termination

- a. If a Party has a complaint regarding any other Party, the complaint must be sent in written form to the Chair of the Committee, who will investigate the facts and respond in written form to the complainant Party within 5 working days. Mediation from an independent external organisation such as VIN or NCVO can be sought if the complaint cannot be resolved in this way.
- b. A Party may terminate its participation in this MoU by giving the Chair of the Committee written notice of intention to terminate and such termination will be effective [30 days] after such notice has been validly served, save that the obligations in relation to 9. Confidentiality shall not be terminated and shall continue indefinitely from the date of this MoU. In addition the terminating Party's obligations under any Partnership contract continue.
- c. By unanimous decision the Parties can decide to terminate the MoU, provided that effective arrangements for the continued performance of any obligations under any existing Partnership contract have first been put in place.
- d. In the event that a Party persistently fails to meet its obligations under this MoU (other than breach of 9. Confidentiality) if all other the Parties unanimously agree they can terminate the Party in breach's membership of the Partnership with immediate effect.
- e. In the event that a Party breaches the terms of Clause 9 Confidentiality the Steering Committee Chair may serve written notice to terminate their participation under this MoU with immediate effect.

12. Severability

If any part of this MoU shall be void and/or unenforceable by reason of applicable law it shall be deleted and the remaining parts will remain in full force and effect.

13. Parties to this Agreement

An entity who is not a Party shall have no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this MoU.

14. Governing Law

The agreement in this MoU shall be governed by and construed in accordance with English Law.

Signed by

Miss Claudia Slabon

Signed by

Associate Professor Adrian Pryce DL

Signed by

Miss Claire O'Keeffe

- **Appendix VIII - HMCTS Policy**

HMCTS



**HM Courts
& Tribunals
Service**

HMCTS

NORTHAMPTONSHIRE MAGISTRATES COURTS

MIDLAND ROAD WELLINGBOROUGH MAGISTRATES

FIRE/INCIDENT CONTROL (EVACUATION) PLAN & COUNTER TERRORIST CONTINGENCY PLAN

Core hours – Monday to Friday 8am until 6pm

Includes Tribunals in court 3 on multiple days

August 2019

1

FIRE SAFETY

All occupants are obliged to reasonably ensure their actions do not create a fire. They are also obliged not to interfere with or abuse any fire protection measures i.e. wedging open designated fire doors, or interfere with any equipment provided for fire safety purposes. They are further obliged not to create hazards which restrict access or block emergency escape routes.

If they spot a hazard, such as exposed electrical wiring or a light positioned too close to an object; or fire signage missing, they should inform the Accommodation Officer at Moulton Park - David Upton on 01604 497087 Ushers Manager Kerry Smyth (Campbell Square) on 01604 887617 or Delivery Manager Nick Hitchcock on 01604 497071 (Moulton Park).

Any breach of these obligations would normally result in disciplinary action being taken against the person(s) involved in accordance with Departmental Policy.

All staff should familiarise themselves with the contents of the Fire and Incident Control policy.

Staff must ensure that they are aware of where all the fire escape routes and fire exit doors are. They should ensure that they are not only familiar with their nearest escape route, but with all the alternatives. Line managers are reminded that they have a responsibility to show any new staff member such fire exit routes as part of their induction training.

- Keep corridors and exits clear of all obstructions;
- Keep all fire doors properly closed;
- When the fire alarm sounds, do not use the lifts, only use the stairs.

INDEX

Evacuation Routes	4
The Fire Alarm Tests	4
Lone Working	4
Raising the Alarm / Discovery of a Fire Fire Fighting	4
Nominated Fire Wardens and Designated Search Areas	6
Evacuation Site/Assembly Point	6
At the Assembly Point	7
Disabled Evacuation	7
Witnesses/Victims/Vulnerable people	8
Schedule of Responsibilities of Various Officers and Staff	9
Fire Extinguisher Diagrams	10
Emergency Instructions for staff	11
INCIDENT CONTROL INSTRUCTION	
a. What is Incident Control?	12
b. Organisation and Arrangements	12
c. Incident Control	12
d. Incident Control Room	12
Telephone Threat	13/14
Letter Bombs/Chemical Attacks	15
If a suspicious object is found	15
An evacuation	16
Government Response Level System	17
Appendix A - On receipt of a bomb threat	18/19
Appendix B - Postal bombs/suspicious packages	20/21
Appendix C - Chemical, Biological & Radiological (CBR) attacks.	22/24
Counter Terrorism Plan	25
August 2019	4

EVACUATION ROUTES

Wellingborough Magistrates has public access through an automatic press release door (also fire door) at the front of the building in Midland Road. Staff/Magistrates/Tribunals panel and Clerks access from the rear of the building via the shared (with the Police) secure car park. There are also fire doors at the bottom of the building next to court 3 which also doubles up as an extra entrance/exit for Tribunals on several days of the week.

Fire Alarm Tests

The fire alarm system is tested on a weekly basis first thing on Thursday mornings by G4S who are able to isolate the Magistrates side of the building from the main control panel that is on the Police side. Evacuation of the building is not required on the occasion of such tests. The tests are recorded each week and any issues are flagged up with Accommodation for escalation.

Lone Working

Staff who work alone or remotely within Wellingborough Magistrates are at greater risk from fire. This is because if they have an accident that affects their mobility whilst working alone then there is no one around to help. Should a fire subsequently occur, they may become trapped. All staff should observe the current Wellingborough Magistrates procedures for lone working and inform security of their location should the courts finish early for the day and they intend to work until the courts lock up at 6pm. Security will then patrol the building 15 minutes prior to locking up and inform the occupants that they must now leave. All such persons can then be quickly and efficiently accounted for and evacuated if an emergency occurs.

Raising the Alarm / Discovery of a Fire

If you discover a fire – shout a verbal warning to others in the vicinity and raise the alarm by activating one of the manual call points and when safe to do so contact the Fire Brigade directly. Then immediately notify a Line Manager or known Fire Warden (should have yellow fluorescent jackets on back of their chair) to commence evacuation of the building. Communication should also be made with GeoAmey – 01933 220927, and the Police – 07557 776013.

Fire Fighting

Fire fighting should only be carried out primarily to protect escape routes or to prevent an escape route from becoming compromised. In essence, only when the risk of not fire fighting is greater than the risk of doing so. In a fire emergency, the priority must always be evacuation and escape. The use of fire extinguishers should only be undertaken by a trained fire warden in the company of another trained colleague – all court ushers and legal advisors are trained to deploy fire extinguishers. One fire warden should discharge the extinguisher, whilst their colleague should ensure that they do not get into difficulties. If possible during a fire,

an attempt should be made to isolate it by shutting any nearby doors and windows during the evacuation.

All fire extinguishers should be clearly labelled (see diagrams). For fires involving paper, wood or textiles, a water fire extinguisher should be used – one water extinguisher is located in the lobby to court 3. The labels on water extinguishers are red. For electrical fires, a CO2 or foam fire extinguisher should be used – a CO2 extinguisher is located in the staff kitchen and a foam extinguisher can be located both in the staff kitchen and outside the IT/comms room. When fighting such electrical fires, an attempt should be made, if possible, to switch off the power supply (de energise). CO2 fire extinguishers have a black label. Be sure not to use a water fire extinguisher on an electrical fire or you may run the risk of getting an electric shock. Also be careful not to discharge a CO2 extinguisher in a confined space.

Following such fire fighting, under the appropriate conditions, each fire warden should evacuate and provide the Fire and Incident Control Officer at the evacuation site with a report of the prevailing situation.

Evacuations

When the bell rings continuously this is the signal for everyone to immediately evacuate the building by the nearest available escape route and travel to the assembly point beyond the boundaries of the building.

- Do not stop or return to collect personal belongings;
- Do not use any lifts (there are no public lifts but there is a lift in the dock area for prisoners);
- Nominated fire wardens (Ushers/Legal Advisors) to reassure and then escort any disabled staff members and visitors to the nearest refuge areas.
- If you have a safe opportunity, switch off equipment, remove electric plugs, secure documents and close windows and doors.

All fire wardens, under the direction of the Fire and Incident Control Officer (or deputy), should then thoroughly check their designated areas. Such searching should work away from the fire. Do not attempt to gain access to locked rooms. All fire wardens should then report back to the FICO that all persons in their area have been evacuated.

The nominated fire wardens and the areas they have been designated to search are as follows:

FIRE WARDENS	AREA
Legal Advisors/Court Clerks/Tribunals Clerks	Responsible for the evacuation of the Magistrates/ panel members in the Court they are responsible for on the day and their courtroom. The Court Retiring Rooms and the route to the appropriate exit.
Outside Agencies – CPS, Probation, Witness Service	Responsible for search and evacuation of their own offices and to maintain up-to-date information on the attendance of their staff.
Court Ushers	Responsible for the evacuation of members of the public in the court they are responsible for on the day. The route to the appropriate exit and directing members of the public in the waiting areas to the appropriate exits
Security Guards	Directing members of the public in the waiting areas to the appropriate exits and checking toilets.

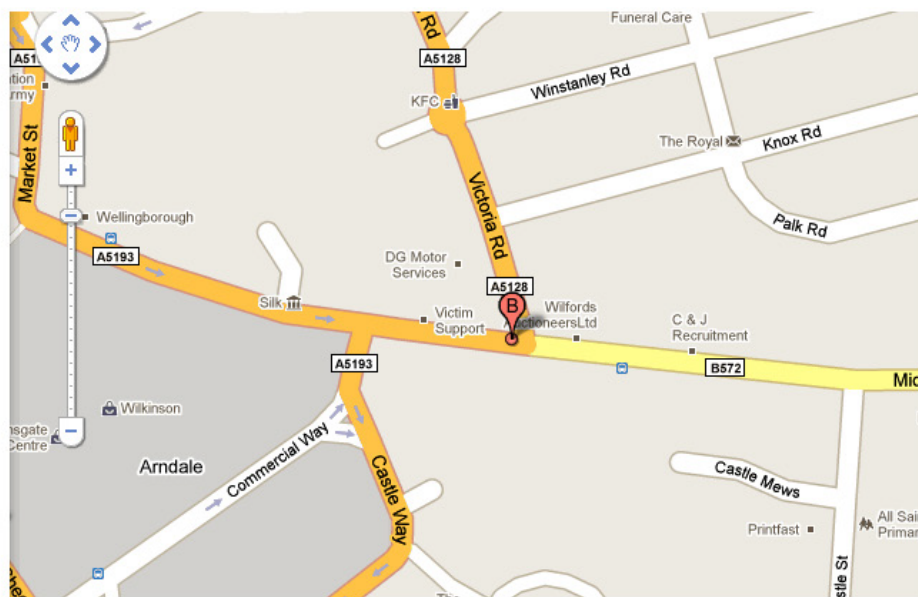
The Incident Control Desk is the main Ushers Desk.

Evacuation Site/Assembly Point

HMCTS

All members of the public should assemble in front of the building on the grass verge (corner of Midland Road and Commercial Way) where Security will be located. For Ushers, Legal Team, Clerks with Magistrates/panel members they should evacuate to the secure Police car park. In an emergency staff should leave the building by the nearest available fire exit and make their way along this route to this place. During such an evacuation the escape routes within the building and final exits will be under the control of the Security Officers. They will encourage staff and members of the public to evacuate and will not permit them to travel back into the building or return for any reason until the all clear is given.

Staff should always leave the building when the fire bells ring. They should also not leave the assembly point or attempt to re enter the building until they are instructed that it is safe to do so.



At the Assembly Point

The Fire and Incident Control Officer (or deputy) will take charge of the evacuation and liaise with all of the fire wardens to ensure that all of the HMCTS parts of Wellingborough Magistrates Court have been fully and safely evacuated. In case there are any queries regarding the whereabouts of any staff member, the FICO should liaise with the Legal Advisor/Court Clerk at the back of the building who should have the Magistrates Fire Register with him/her. Once everybody has been accounted for and each area declared clear (or not), the Fire and Incident Control Officer should then liaise with the Police and members of the emergency services on their arrival.

HMCTS

If during such an emergency there are any visitors present in the HMCTS areas of Wellingborough Magistrates Court, then they should be escorted out of the building and to the evacuation site by the member of staff they are visiting. The fire wardens will also ensure all such people leave the building when they clear their nominated areas. All such visitors and contractors will also have to sign the visitor's book on their arrival at Wellingborough Magistrates Court, and this will be taken to the assembly point by one of the Security Officers, to ensure all such persons are accounted for.

Disabled Evacuation

The problems encountered by disabled people evacuating a building will vary with the disability of the individual and the physical configuration of the building.

Whatever the parameters of each individual case, in the event of an evacuation a disabled person should try to leave the building.

Disabled staff members should have their own Personal Escape Evacuation Plan (PEEP).

When the fire alarm sounds it should be part of any disabled staff members PEEP that they are accompanied by a designated (as noted in their PEEP) buddy/fellow staff member/fire warden to the nearest fire refuge area where they will then be assisted to an ultimate place of safety.

With regard to disabled contractors or visitors, they too should be accompanied in an emergency to the nearest refuge area. Disabled visitors should be accompanied by the staff member they are visiting and contractors by an Usher. The FICO should then be notified and a Fire Warden/buddy designated to assist to an ultimate place of safety. If possible, a Personal Escape Plan should be drawn up in advance for such visitors.

Similar assistance should be offered to guide dog owners, with the owner retaining control of the dog. A normally sighted person should remain with persons with impaired vision until the emergency is over.

In the evacuation of the premises, it is recommended that a sighted person should lead, inviting the other person to grasp their elbow, as this will enable the person being assisted to walk half a step behind and thereby gain information about doors and steps etc. Similar assistance should be offered to guide dog owners, with the owner retaining control of the dog

Witnesses/Victims/Vulnerable people

If any witnesses, victims or other vulnerable groups are present at the court during an alarm activation they should exit via the Emergency exit next to court 3 and make

their way to the Castle Theatre car park. This is to ensure that there is no chance of these groups coming into direct contact with any defendants or their friends/family/supporters who will have gathered at the front of the building. Where this is not possible or practical, the nearest available exit must be used. Any fire warden assisting at the public assembly point should be mindful that these groups must be kept separate wherever possible.

Schedule of Responsibilities of Various Officers

Fire and Incident Control Officer – FICO/SPOC (Clerk or Usher)

Liaise with Fire Wardens/Security on:

- the state and progress of any evacuation;
- if the Fire Brigade (and other emergency services) have been summonsed;
- if and when the building is safe enough to reoccupy;
- Liaise with all fire wardens to establish that all HMCTS parts of Wellingborough Magistrates Court have been fully and safely evacuated. Also liaise with other staff members, about the evacuation of contractors and visitors. If in any doubt, the FICO should be in possession of the visitors signing in book;
- Once all areas have been declared clear and everyone has been accounted for (or not), the Fire and Incident Control Officer should report on the state of the evacuation to the senior member of Police or Fire Brigade if attending.

Deputy Fire and Incident Control Officer – CLERK/COURT USHER (if one is present)

- The deputy FICO may well have to assume the role of FICO in the event of an emergency. If both officers are present, then the deputy will gather information from other officers so as to give a coherent picture of the HMCTS evacuation. This will entail noting the time that each floor is cleared, whether any areas have not been searched and whether anyone is not accounted for.

Fire Wardens – see schedule

The fire wardens take responsibility for everyone who is likely to be present in their court and reports directly to the FICO. They must become thoroughly familiar with the layout of the court and ideally be trained in how to operate the fire fighting equipment. As part of the fire precautions, if there is a member of staff with a

HMCTS

disability, the fire warden should be aware of this, and be fully conversant with the details of their Personal Escape Plan;

PECS

GeoAmey to evacuate their staff and prisoners to the Police designated assembly point by exiting the custody suite back door leading to the police car park.

Third Party Agencies

Probation, CPS and Witness Service staff to assemble at the designated evacuation point to the left hand side in front of the building on the grass verge (corner of Midland Road and Commercial Way).

Security Staff


























To ensure, in the event of an evacuation of the building, (partial or full) all court users in the public waiting areas and toilets are evacuated from the building.

To ensure that no-one re-enters the building until the Fire Brigade, Police or FICO give the all clear.

- During an emergency the fire warden should encourage all staff/visitors in their courtroom to leave as quickly as possible by the nearest exit;
- The fire warden should carry out a search of the court, including retiring rooms, common areas and toilets, to make sure no one is left behind. Rooms which are normally kept locked need not be searched. Any other relevant details should be reported to the FICO.
- If having previously received training in the use of portable fire extinguishers, a fire warden should try and extinguish a small fire they discover, always acting with a trained colleague. They should not however, put themselves or others at risk; they should evacuate and report to the Fire and Incident Control Officer;
- Fire wardens should be aware of the possibility of back draughts. Such back draughts occur when oxygen starved fires are suddenly ventilated, often as a result of searching or fire fighting. The result is an explosive growth in the intensity of the fire in the form of a fireball or back draught. The most likely scenario in an office environment is when a fire warden opens a door during their search and discovers such a fire. If the fire has exhausted most of the oxygen in this room, then a back draught may occur. If, during searching, a fire warden suspects that there is a fire in a room or other similar area, then they should not open the door. They should feel the surface of the door or door handle with the

HMCTS

back of their hand and if it is found to be hot, they should not open it. On evacuating from the building, fire wardens should inform the Fire and Incident Control Officer of what they have found and done;

KNOW YOUR FIRE EXTINGUISHER CODE				
CO ₂	DRY POWDER	AFFF FOAM	WATER	VAPOURISING LIQUIDS
				
				
				
				
				



August 2019

12

Extinguishers are located at the following locations: foam and CO2 – Staff kitchen, water – lobby to court 3, foam – outside the IT/comms room.

Emergency Instructions for Staff

- Each member of staff is ultimately responsible for his or her own safety. You should not think that the only people who need bother about fire precautions are the fire team. All staff should be knowledgeable about the contents of this Fire and Incident Control plan, and this knowledge should be reinforced by participation in regular fire drills.

INCIDENT CONTROL INSTRUCTIONS

What is Incident Control?

Incident control covers the response to any event, which disrupts the business of HMCTS or threatens staff, buildings, equipment or information. It includes counter terrorist measures, but also covers the more usual response to criminal action, accident or natural disaster.

The **Incident Control Officer/Responsible Person** for the HMCTS parts of Wellingborough Magistrates is the Desk Usher who is on the rota on the day.

The Delivery Manager for the HMCTS parts of Wellingborough Magistrates Courts is **Nick Hitchcock who is based at Moulton Park on 01604 497071 and David Upton is Accommodation Officer based at Moulton Park on 01604 497087. The Ushers Manager is Kerryn Smyth on 01604 887617 (Campbell Square).**

Incident Control

The police are responsible for taking control of serious civil emergencies including bomb disasters. In the HMCTS parts of Wellingborough Magistrates Court however, there must be a specified officer (the Incident Control Officer), to take control immediately in the event of a bomb threat affecting the building.

Incident Control Room

At the start of any incident the Incident Control Officer will be at the main Usher's desk where he/she should remain for the duration of the incident.

Telephone Threat

The majority of bomb threats are likely to be by telephone

Any calls of this nature are more than likely to go through the switchboard that is located at Moulton Park. Should this be the case, then the Desk Usher will be notified immediately of the threat should it be regarding the court building.

It is impossible to establish with certainty whether a bomb threat is genuine or a hoax. All such calls must therefore be treated in the first instance as genuine and the ICO will have to determine the credibility of the threat.

Action to Take on Receipt of a Bomb Threat

On receipt of a bomb threat (from whatever source), immediately alert someone else but do not cut the caller off.

Obtain as much information as possible and try and keep the caller talking.

Take down the message as accurately as possible. **(See Appendix A)**

Following this take one of the following courses of action:

1. Dial 999 and inform the Police.
2. If call taken at Wellingborough Magistrates Court, then notify the Accommodation Officer or senior management at Moulton Park.
3. Do not evacuate the building unless told to do so as you could be walking into the path of the bomb.
4. Search the HMCTS parts of the building, and then evacuate if a suspicious object is found
5. Evacuate staff to a safer part of the building, if such an area was felt to offer sufficient protection.

Such evacuations may be either total or partial.

It is vital that, before any such evacuation takes place, escape routes have been searched and declared safe. Such searching will be carried out by Fire Wardens and where appropriate Security Officers.

HMCTS

The ICO will be responsible for ascertaining that all the HMCTS parts of the building have been searched.

The Aims of Searching Procedures

The aims of searching procedures are:

- To locate the device(s), if it exist(s), as rapidly as possible;
- To estimate the dimensions and appearance of the suspect item and inform the ICO/Police can be given as much information about it as possible;
- To enable the ICO, after consideration, to decide whether/how to organise the evacuation of the building.

Searching Procedure

Upon receiving the instruction to implement a bomb search, the following searches should be conducted, in the following order, unless informed otherwise:

1. All staff to search their desk and immediate surrounding area;
2. Fire Wardens to search all emergency exit routes as appropriate, within the remit of the building, as instructed by the ICO;
3. Search the remainder of the offices, as instructed by the ICO.

All staff must follow procedures outlined below for all stages of the search process.

Remember – do not touch anything, and report anything suspicious to the Incident Control Officer immediately, providing a description of the object.

The only guidance we will have on what to look for is an unidentified object, which can be categorised in the following way

1. It should not be there,
2. It cannot be accounted for;
3. It looks out of place.

Searches of any area should always be conducted in pairs, and each pair should conduct their search in the following manner.

Firstly, if you need to pass through a door to enter an area to be searched, **STOP**, and **LISTEN** at the entrance for any unusual sounds (ticking, whirring etc.) that might indicate a device in the room. **LOOK** for any signs of tampering e.g. wiring

HMCTS

protruding between the door and frame. If unsure, consider the entrance to be unsafe and report it immediately.

If the entrance is clear, two searchers enter the room and one working clockwise around the room and the other anti-clockwise carry out a search.

If anything suspicious is found, the door leading immediately to the object should be closed and the object reported to the Incident Control Officer.

Search teams should then continue their search unless directed otherwise. The outcome of the search, whether anything is found or not, must be reported to the Incident Control Officer, once each designated area and all the HMCTS areas have been searched.

Letter Bombs/Chemical Attacks

An explosive device may also be delivered to the building in the form of a package or letter. Advice on what to look for in determining such suspect items in the post is attached, see appendix B. Advice is also attached for staff on how to deal with chemical, biological and radiological attacks, see appendix C.

Majority of the post is delivered to Moulton Park.

If a Suspicious Object is Found

If a suspicious object is found **on no account should it be touched, moved or jarred**. The location and a description must be relayed to the ICO immediately. This message should be passed by the internal telephone system, personally or by a runner. **RADIOS AND MOBILE TELEPHONE SHOULD NOT BE USED WHEN A SUSPECTED EXPLOSIVE DEVICE HAS BEEN DISCOVERED.** To do so may detonate such a device.

The following actions must then be taken:

- identify and isolate the danger area;
- check that all doors and windows are open to minimise primary damage from blast and fragmentation;
- evacuate the area or building;
- lifts should not be used in the event of such an evacuation;
- Do not permit re entry until the device has been disarmed or removed or a false alarm has been declared.

In the event of such an evacuation, fire wardens should ensure that all persons are evacuated from their designated area.

An Evacuation

Staff, Magistrates and Tribunals panel members/Clerks must go to the designated assembly point, **which for a bomb alert is the car park at Matalan on Cambridge Street.** Members of the public should be told to disperse and come back in an hour's time. Whenever such an evacuation is initiated, doors and windows should be left open wherever possible. Lights should be left on, but plant and machinery should be shut down where practicable. Persons should not re enter the building until it is declared safe. In the event of a suspicious object being found, the police will assume control and declare when it is safe to re enter the building.

Disabled Evacuation

During a bomb alert or other such incident, the procedure for evacuating disabled people, both staff and others, is the same as for a fire.



Government Response Level System

The Response Levels provide a broad indication of the protective security measures that should be applied to any building at any particular moment.

This system was introduced on 1st August 2006, and the definitions of each level are as follows:

NORMAL –	routine protective security measures, appropriate to the business concerned;
HEIGHTENED –	additional and sustainable protective security measures reflecting the broad nature of the threat combined with specific business and geographical vulnerabilities and judgements on acceptable risk;
EXCEPTIONAL –	maximum protective security measures to meet specific threats and to minimise vulnerability and risk.

The prevailing response level at any time will be decided by security practitioners in Government. Changes in the level will be communicated from headquarters.

It should be noted that as a minimum, the basic security measures, as outlined in the policy 'Safe and Secure', will prevail at all sites, at all times.

APPENDIX A**◆ RECORD OF TELEPHONE BOMB THREAT**

◆	
<p>Immediately alert someone else if possible (so that the Incident Control Officer may be informed) but DO NOT CUT OFF THE CALLER.</p> <p>Obtain as much information as you can</p> <p>Try to keep the caller talking (apologise for bad line, ask him to speak up etc)</p> <p>Complete this form as you go along.</p> <p>Once completed and the call has finished give this form to the Incident Control Officer who will decide what to do. The more information you get, the easier it will be to decide whether the warning was genuine or not.</p>	
◆ TIME OF CALL:	
◆ TAKE THE MESSAGE (exact words)	
◆	◆
Ask the following (if possible):	
Where is the bomb?	◆
What time will it go off?	◆
What does it look like?	◆
What kind of bomb is it (type of explosive)?	◆
Why are you doing this?	◆
Who are you?	◆
◆ If possible, their name and address:	
◆	
Complete the following section as soon as you can after the call finishes:	
◆ Details of the Caller:	
◆ Man	◆
◆ Woman	◆

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♦ Child	♦
♦ Old/ Young	♦
♦ Not known	♦
♦ Speech and message/ warning delivery:	
♦ Intoxicated	♦
♦ Irrational	♦
♦ Rambling	♦
♦ Speech Impediment	♦
♦ Laughing	♦
♦ Serious	♦
♦ Accent	♦
Was the message read or spontaneous?	
Distractions/Any noise on the line?	
Interruptions?	
Any background noise or conversation?	
Other Noises	
♦ Traffic	♦
♦ Talk	♦
♦ Typing	♦
♦ Machinery	♦
♦ Aircraft	♦
♦ Music	♦
♦ Children	♦
♦ Other	♦

♦
Name of person who took the call:

Contact Details:

APPENDIX B

POSTAL BOMBS/SUSPICIOUS PACKAGES

Postal bombs come in a variety of shape and sizes and can be triggered off by even a slight attempt to open the outer cover.

Pointers to look for in determining whether a package or letter is suspect:

- If it is from an unusual point of origin from the postmark or sender
- Method of addressing: if dry transfer ink lettering (e.g. 'Letraset' or 'Uno Stencil') has been used to print the address and especially if this has been applied unevenly.
- Manuscript of sender: if this indicates an unusual or foreign style of writing.
- If the package or letter is lop-sided.
- If it seems to be an excessive weight for its size.
- Protruding wires.
- A small hole, like a pin hole in the package wrapping or envelope.
- Grease-marks on the package/envelope, possibly caused by the 'sweating' of an explosive.
- A smell similar to almonds or marzipan.
- If the appearance suggests a book (unless its receipt is totally expected) **DO NOT PRESS.**
- Usually there is an un-gummed gap of about 1/8 in : if the flap of the envelope is stuck down completely.

In the case of letters:

- If there is stiffness indicating card or the feel of metal.

- A letter usually weighs up to about 1oz (about 28g). An effective postal bomb weighs at least 2 ozs (about 56g); it therefore needs more than the usual value of stamps for its size, and it is usually thick for a letter, being at least 5mm.
- If on opening the envelope, there is an additional envelope.
- If it is tightly taped or tied with string.
- If the inner envelope has any signs as per the above

Action on receipt of a Suspicious Package:

If the sender's name and address is given, they should be asked to affirm their despatch of the letter or package concerned to validate its contents. If such information is not available:

- Place the package on the nearest horizontal firm surface.
- DO NOT open it.
- If possible, open windows before you leave.
- Leave the room; close the door behind you.
- Prevent other persons entering the room and lock the door if possible.
- Alert the FICO/Deputy who will call the Police.

On NO account should a suspicious package be taken to the Police or the FICO. It should NOT be placed outside in the street, put in a bucket of water or covered with sand.

If mail becomes suspect while it is in the course of being opened:

- Order any staff present to leave the room as quickly as possible.
- Place the package (or the contents of the package if already opened) as gently as possible on the nearest horizontal firm surface.
- If possible keep the face and body shielded.
- Leave the room quickly, closing the door.
- Prevent other persons going into the room. Lock the door if possible.
- Notify the FICO/Deputy to call the Police.

APPENDIX 'C' - CHEMICAL, BIOLOGICAL & RADIOLOGICAL (CBR) ATTACKS

Terrorist or criminal incidents of this nature are extremely rare. However, if there is a concern that a suspect biological or chemical package has been received, sensible steps can be taken to minimise the risk of exposure and the possibility of harm.

Effects

The effects of a chemical agent may be immediate or apparent within a few hours, whilst those of most biological agents do not usually become apparent for several days. The radiation dose that one might receive from a small letter or package containing radiological material will have no immediate ill effects and people will not necessarily realise they have been exposed.

Indicators

Below is a list of possible indicators that CBR material may be present. It is not an exhaustive list and it is not intended that these indicators be actively sought, but should be noted in passing. Anything that gives rise to suspicion should of course be handled calmly but with extreme caution.

Occurrences of unexplained/ unexpected:

- Liquid sprays, vapours, granular or finely powdered materials (e.g. consistency of soap powder, coffee granules or baking powder). May be white or brown in colour.
- droplets, oil film or stains on surfaces
- pieces of metal or plastic (e.g. discs, rods, small sheets or spheres)
- Strange and/or strong smells (e.g. garlicky, fishy, fruity, mothballs, peppery, meaty or rotten), although in some cases materials may be odourless and tasteless
- Sudden onset of illness or irritation (e.g. nausea, fainting, breathing problems, convulsions, disorientation, skin and/or eye irritation and blisters) especially if symptoms occur in more than one person.
- Illness or odd behaviour in animals.

Preventative Measures

CBR technologies are still evolving but there are a number of key areas where ICOs and Accommodation Managers can minimise the effects of a CBR attack:

- Secure access control systems
- Monitoring of key systems (water supply and air conditioning)
- Prevent unauthorised access to air intakes and outlets and to water inlet points and storage tanks;
- Investigate in advance with IT and facilities staff procedures for immediate shutdown of computer, fan, heating and air circulating systems and water supply.
- Have effective post room procedures
- Plan in advance to ensure quick and effective action.

The following measures should be followed:

- Look out for envelopes with powder or a powder-like residue.
- Open all mail with a letter opener or other method that is least likely to disturb contents.
- Open packages/envelopes with a minimum amount of movement.
- Do not blow into envelopes.
- Do not shake or pour out contents.
- Keep hands away from nose and mouth while opening mail.
- Wash hands after handling mail.

If you believe you have received a contaminated package:

- Do not touch the package further or move it to another location.
- Shut windows and doors in the room and leave the room, but keep yourself separate from others and available for medical examination
- Switch off any room air conditioning system.
- Notify the building manager.

The ICO/Senior Manager must:

- Notify police immediately using the 999 system.

HMCTS

- Switch off the building air conditioning system.
- Close all fire doors in the building.
- Close all windows in the rest of the building. If there has been a suspected biological or chemical contamination, ensure that staff outside the room are evacuated as soon as possible and ensure individuals in the contaminated room are evacuated to an adjacent unoccupied room away from the hazard, and from other staff.
- Seek immediate medical advice.

If you are in any doubt about a package, do not touch it, move it, or open it. Call the police on 999.

Counter Terrorist Contingency Plan (LOW)
Wellingborough Magistrates' Court

This template should be used to assist in the completion of local CT contingency plans (CTCP), which must be completed for every LOW Risk status HMCTS building. It is advisable to issue several copies of this plan, and preferably to have copies available at an alternative site(s) in case of sudden evacuation.

You may prefer to include these details within your existing incident control plan, if you do, then that should be clearly indicated on the cover of that plan.

For further information and guidance please contact HMCTS Security and Safety on 0203 334 6653 or 01274 267035.

1. Incident Control Officer, deputy ICO(s), and Floor Wardens

ICO: SPOC - Desk Usher/Clerk
Deputy: Clerk/Court Usher (if one is present)

Additional support:

- David Upton 01604 497087 based at Regent's Pavilion
- Nick Hitchcock 01604 497071 based at Regent's Pavilion
- Kerry Smyth 01604 887617 based at Campbell Square

Floor wardens: any designated usher or legal adviser on duty at court

2. Location/facilities of Incident Control Room (ICR) (for larger Courts/Offices)

Initial ICR: Main usher's station, court reception area.
 Where full evacuation is required, the incident will be controlled from the Accommodation Office, 1st Floor, Regent's Pavilion, Summerhouse Road, Moulton Park, Northampton NN3 6AS

3. List of First Aiders and location of first aid supplies

Some of the court ushers are First Aiders. All G4S guards are trained first aiders.
 First Aid supplies are located at the Main Reception Desk

<p>4. Attach plans of court/tribunal/office showing: location of "Protected Space (formerly bomb shelter or bomb safe area), if any, movement/evacuation routes, and external assembly areas (CONFIDENTIAL when completed).</p> <p>A floor plan is attached as annex A.</p>
<p>5. Programme/procedures for staff drills, and equipment tests (RESTRICTED when completed).</p> <p>Full security evacuation drills held at least every 12 months. Fire evacuation drill every 6 months. The fire alarm system is tested weekly.</p>
<p>6. Procedures for dealing with telephone bomb threats.</p> <p>The majority of bomb threats are likely to be by telephone</p> <p>Any calls of this nature are more than likely to go through the switchboard that is located at Moulton Park. Should this be the case, then the Desk Usher will be notified immediately of the threat should it be for a Courthouse.</p> <p>It is impossible to establish with certainty whether a bomb threat is genuine or a hoax. All such calls must therefore be treated in the first instance as genuine and the ICO will have to determine the credibility of the threat.</p> <p><i>Annex A of the Fire & Incident Control Plan contains the record of telephone bomb threat report form.</i></p>
<p>7. Search procedures - (RESTRICTED when completed).</p> <p>Upon receiving the instruction to implement a bomb search, the following searches should be conducted, in the following order, unless informed otherwise:</p> <ol style="list-style-type: none">1. All staff to search their desk and immediate surrounding area;2. Fire Wardens to search all emergency exit routes as appropriate, within the remit of the building, as instructed by the ICO;3. Search the remainder of the offices, as instructed by the ICO. <p>All staff must follow procedures outlined below for all stages of the search process.</p> <p>Remember – do not touch anything, and report anything suspicious to the Incident Control Officer immediately, providing a description of the object.</p> <p>The only guidance we will have on what to look for is an unidentified object, which can be categorised in the following way</p>

1. It should not be there,
2. It cannot be accounted for;
3. It looks out of place.

Searches of any area should always be conducted in pairs, and each pair should conduct their search in the following manner.

Firstly, if you need to pass through a door to enter an area to be searched, **STOP**, and **LISTEN** at the entrance for any unusual sounds (ticking, whirring etc.) that might indicate a device in the room. **LOOK** for any signs of tampering e.g. wiring protruding between the door and frame. If unsure, consider the entrance to be unsafe and report it immediately.

If the entrance is clear, two searchers enter the room and one working clockwise around the room and the other anti-clockwise carry out a search.

If anything suspicious is found, the door leading immediately to the object should be closed and the object reported to the Incident Control Officer.

Search teams should then continue their search unless directed otherwise. The outcome of the search, whether anything is found or not, must be reported to the Incident Control Officer, once each designated area and all the HMCTS areas have been searched.

8. Alarm/communications procedures and testing (RESTRICTED when completed).

Where a threat is identified, the desk usher will be notified immediately, and should proceed to inform security guards, HMCTS staff and any other agencies present in the most expedite manner available.

Where possible, Northamptonshire Police as landlord and co-occupant should be advised.

9. Contacts for emergency repairs.

Emergency repairs will be arranged by the Accommodation Officer or Delivery Manager at Regent's Pavilion: 01604 497087 or 01604 497071.

In the event of an emergency, and the Accommodation Officer is unavailable, repairs can be arranged via G4S on 08702 439025 & 08702 439026.

10. Public Relations Policy - Control of media.

If asked by the Press for comment on any terrorist incident, staff may give a short factual account of events. Requests for any more information than this must be referred to:

The Press Officer
HMCTS Communications
8.41, 8th Floor, 102 Petty France
London SW1P 9AJ
Tel: 0203 334 6697/ 6698

HMCTS

Out of Office Hours contact number: 0203 334 3536 (MOJ Press Office)
(Please note the out of hours number must only be used for urgent business that cannot wait until the office is next open.)

Additional Measures to put in place if the Response Level rises to EXCEPTIONAL

This annex must be completed so that in the event of a rise in the Response Level it is immediately clear to the appropriate staff what additional security measures are to be put in place for your building.

Like the details of the substantive plan, it must be specific to your building and not a set of general instructions.

Communication

Changes to the alert state will be communicated via the Court Manager to the Accommodation Officer. In-court teams will then be asked to amend the signage and implement any additional security measures.

Guarding

The following additional patrols or searching will take place:

- 100% searching of all contractors and visitors (even if known to staff and escorted);
- the random searching of staff and judiciary;
- The searching of all parked vehicles when the Exceptional Response Level is declared.
- Regular Snap Patrols at infrequent times
- Regular patrols of the external areas of the courts premises including public entrances, Car parks.
- Locking up building after final sweep to ensure all court users have vacated the building and rooms are empty and locked.

Briefing Staff on Incident Response

In the event of the alert status being escalated to exceptional, all in court staff will receive additional guidance, initially by email, but supported by management attendance at court to explain the circumstances, and assess the residual risk level.

August 2019

29

Non Essential Activities

All non-essential activities which could increase the exposure of staff or buildings to the terrorist threat will be cancelled. For example open days or visits from external organisations etc.

Building-specific Measures

Building is adjoined to the Police Station

Additional information can be found in the Fire/Incident (Evacuation) Control Plan for this building.

Additional Measures

Communications during an incident

- Staff should remain vigilant, and report any items under suspicion immediately.
- Business Continuity Team to convene to review known data & update this plan in line with current security guidance.
- BCT to review assembly points and safe areas in light of the perceived threat, and communicate any changes.
- BCT to review cases listed, and identify any that represent a significant risk – either in terms of the individual case or in terms of the vulnerability of parties to the case (children, elderly etc).
- Monitor live news feeds as applicable.

Access control during an incident

- Ensure that only essential staff are permitted to enter; no visitors or goods deliveries to be permitted.
- BCT to review the need to work at site on a case by case basis, and in line with current guidance.
- Search all staff, and their belongings, entering the premises
- In liaison with security & emergency services, move staff to safe areas or evacuate to appropriate assembly points, if advised.

Postal Arrangements during an incident

- Accept no further mail or delivered items
- Suspend any internal distribution of post

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I confirm that I have read and understood the Incident Control Plan & Counter Terrorist Contingency Plan for Wellingborough Magistrates dated August 2019.

Signed:.....

Name in Capitals:.....

Date:.....

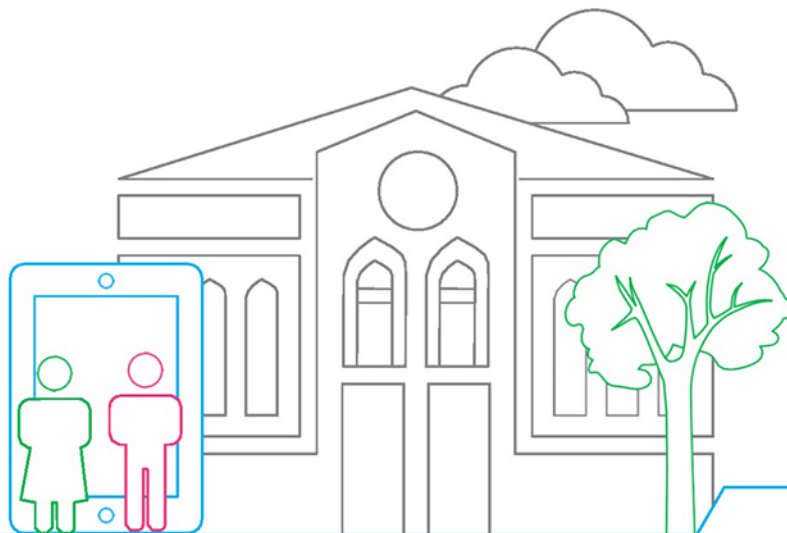
August 2019

31

HMCTS COVID-19 Assessment Tool

May 2020

Location:	Wellingborough Justice Centre
Date:	8 June 2020
Name:	Adrian Palmer
Other accompanying person(s):	Nick Hitchcock, Kerry Smyth Trevor Hallcup (CSO), Sally-Ann Flemmings (CPS)



Justice matters

Background

Background

- HMCTS is committed to ensuring the health, safety and welfare of all staff, judiciary and visitors to its sites by protecting them from harm, so far as it is reasonably practicable while they are on the premises.
- HM Government has outlined the risks posed by the COVID-19 virus and the control measures necessary to protect people from infection. The first control is to avoid exposure to the virus by working from home or taking part in court and tribunal hearings virtually. It is recognised that this is not always possible, so other measures are necessary to reduce and control the risk of exposure.
- This document is to aid each Senior Person on Site to implement those measures, monitor compliance with them and escalate any issues which fall outside of their control to the appropriate level, so the required actions can be addressed and interim controls put in place.

Who conducts the assessment?

- It should be conducted by the **Senior Persons on Site (SPoS)**, or nominated competent person. This review and any subsequent action plan should, wherever possible, be completed in conjunction and consultation with the following people:
 - A Trade Union representative
 - The site Supervisor or Court/Tribunal Security Officer (OCS)
- In line with the guidance other staff members can be involved in contributing to the assessment by raising questions or concerns with the Senior Person on Site, if they wish.
- All areas of the site must be included in the review. For example, if there are other teams based at the site e.g. Enforcement or external agencies using our building such as Probation, their area must be covered too. Each section is marked to show whether the assessment applies to public or staffed areas.
- The SPoS will always retain the responsibility for the assessment completion and, where necessary, resulting action plan. Regional Support Units are required to have oversight all action plans in place.
- Managers should share the completed assessment tool and communicate weekly with all staff deployed to the site to ensure they are kept up-to-date with how safety measures are being implemented or updated. This should include simple, clear messaging to explain the action plan, guidelines, using images and clear language and making staff aware of anything they need to do differently.
- Courts users who have any concerns about local measures should notify an onsite member of staff or Security Officer in the first instance, or alternatively contact us at HMCTS.COVID-19ResponseTeam@justice.gov.uk

Reporting issues

- This COVID-19 Assessment Tool must be completed in full including, where necessary, the Action Plan. Any issues identified must be risk-managed to ensure ongoing safety, and reported upwards to the relevant Regional Support Unit and Cluster Manager as soon as possible for immediate resolution, detailing the required action and resolution time/date.
 - It is expected that most issues can be resolved quickly, such as the replacement of hand soap from local stocks or immediate adjustments to local procedures (e.g. marshalling).
 - Any actions that require significant additional works to the building must be referred up to the Regional Facilities Manager in the first instance.
 - If the SPoS needs further advice or guidance the relevant Regional Security and Safety Officer (RSSO) contact details are available on the HMCTS intranet 'Security and Safety' – 'Contacts page'. <https://intranet.justice.gov.uk/about-hmcts/finance-and-governance/governance-assurance/security-fire-and-health-and-safety-policy/regional-security-fire-or-health-and-safety-officers/>
 - In determining the overall RAG status, the SPoS must consider actions across all of the sections. Descriptions of the RAG status are explained below.
- **Red:** issue(s) affecting safety, requires closure of the building.
 - For any **major issues (Red)** that will require temporary closure of the site the SPoS must immediately:
 - Report upwards to the relevant regional Delivery Director (Senior Civil Servant, and Statutory Duty Holder).
 - Copy to the relevant Regional Support Unit (RSU), Cluster Manager, HMCTS Gold Command, Regional Facilities Manager.
 - Put an action plan for reopening in place.

Review

The Assessment should be reviewed weekly, and kept up to date or when:

- There have been any significant changes since completing the latest assessment.
- Concerns are raised by staff or other users, or as a result of an incident.
- The assessment is no longer considered valid.

RAG Definitions

- **Green:** measures are in place and no issues for action.
- **Green*:** any local adaptations in use, are as good as the measures outlined.
- **Amber:** the issue(s) identified have an action plan and timescales for resolution in place. Any interim workarounds in use e.g. closing specific rooms or sections of the building, can be sustained without needing to close the whole building.

Action Plan

Date: 9 July 2020	Previous RAGrating N/A	Current RAGrating GREEN
Date for next review: 16 July 2020		
Actions identified		Timescale for completion
Formal external queuing system to be implemented, with suitable signage and floor markings		COMPLETED
OCS to provide update training for CSOs on Covid security processes		COMPLETED
Internal signage and floor markings to be applied		COMPLETED
CSOs to be provided with face coverings, gloves and goggles. Bowl sanitiser to be provided		COMPLETED
Amend signage to reflect separate entrance and exit routes		COMPLETED
Install "vacant/engaged" style locks to public toilets		COMPLETED
Install screens to ushers desk Interim berries and floor marking to enforce social distancing		COMPLETED
Tape off unusable waiting area seats Remove bank of seats near ushers' desk		COMPLETED
Remove excess seats in consultation rooms, and install maximum occupancy signs		COMPLETED
Remove excess seats/tape off seats and desks in agency rooms. Install maximum occupancy signs		COMPLETED
Excess seats in court rooms to be removed/taped off		COMPLETED
Small table to be installed on the judicial bench in court 2		COMPLETED
Provide hand sanitising station at judicial/staff entrance		COMPLETED
Install mirror to judicial stairwell		COMPLETED
Create signage to encourage staff and judicial office holders to use shared spaces safely		COMPLETED
Relocate stationary cupboard from staff room, and relocate seats to improve social distancing		COMPLETED
Engie to provide day cleaners		COMPLETED
Remove books, magazine and toys from witness rooms Remove leaflets from public areas		COMPLETED
Tape off water fountain		COMPLETED
Remove any remaining glasses, crockery, carafes or water jugs from courts and agency spaces		COMPLETED

<p>Statement of assurance</p> <p>I confirm that the assessment has been completed and I am assured that appropriate measures are in place. Where an action plan is in place there is a target date for the resolution of all the issues and a date for review.</p> <p>Signed (SPoS)</p>	
<p>Statement of completion</p> <p>I confirm that the assessment has been completed and I can confirm measures are in place and the action plan reflects the review.</p>	
Signed (SPoS)	Adrian Palmer
Signed (TU Rep)	Not present for initial assessment
Signed (Security Supervisor)	Trevor Hallcup

Section 1 - Queuing and entry to the building (public areas)

Our public guidance informs users of the measures in place when queuing and entering the building.

1. **Queuing:** to help keep people two metres apart when queuing and going through security, the following measures should be implemented:
 - The Court Security Officer, or member of court staff, asking each court user to enter the building to ensure people do not enter until they are called forward
 - Space markings on the floor for social distancing
 - Rope or Tensa barriers (if considered is appropriate for the building)
2. **Entry to the building:** to ensure we follow the latest NHS guidelines on checking for symptoms for COVID-19 the following measures should be implemented:
 - All court users, including legal professionals, personnel from stakeholder agencies and those signed up to the Professional User Access Scheme will be asked to confirm that they do not have any symptoms of coronavirus in line with PH guidelines i.e. persistent cough and/or a fever.
 - If anyone appears to have, or discloses that they have, symptoms consistent with COVID-19, they will be refused entry to the building by Court Security Officers.

Confirmation that appropriate measures for queuing and entering buildings are in place. If they are not, explain why, recording any actions and local adaptations and notifying your Cluster Manager and Regional Support Unit.

At the time of the assessment, this venue was suspended.

No formal queuing system is currently in place, but plans for this are in an advanced stage:

- The queue will be external, using the access ramp. There is plenty of room for a queue without compromising the public highway.
- 2m positions will; be marked on the ramp, and "queue here" signs used, along with external signage to explain the process. Users will be signposted to avoid using the steps to the main entrance.
- As there is little over 2m between the front door and the arch, users will be called in one at a time by a CSO controlling the automatic door. Another CSO can then manage the search procedure.
- There is sufficient space for the user to open their bag, and step back whilst the search takes place. Users will then be called through the arch.

The professional user entry scheme is not in operation at this venue, as there is insufficient space for this to be safely operated.

As this site has been suspended for several weeks, the CSO had not yet been provided with the latest training on COVID procedures. OCS have confirmed that training will be supplied one week before reopening.

Section 2 - Bag searches (public areas)

Our [public guidance](#) informs users of the measures in place when conducting bag checks.

Consider how the following measures are applied:

3. **Social distancing:** to maintain a two metre gap between the Court Security Officer and the user while the bag search is being conducted and when items are returned, the following measures should be implemented:
 - Space markings on the floor.
 - Rope or Tensa barriers. (if considered if appropriate for the building).
4. **Reducing physical contact:** to minimise the risk of exposure (the potential risk of individuals sneezing or coughing directly at each other) the following measures should be implemented:
 - Bag searches will be conducted as a "hands off" check. No physical contact is made with the individual.
 - Court users will be asked to open their bag and show the Court Security Officer its contents by emptying items into a tray and then stepping back to a safe distance.
 - The Court Security Officer will conduct a visual check for restricted items, avoiding where possible, physically touching bags/items. If a bag/item needs to be touched, the Court Security Officer will have access to protective gloves and hand sanitiser to maintain hand hygiene.
 - The Court Security Officer will then step back to a safe distance and advise the court user to collect their belongings.
 - The trays used will be cleaned between use and stocks for cleaning material will be kept up to date.
 - Confirm that OCS have supplied their guards with a sufficient stock of PPE, and there is a process in place for OCS to inform the SPoS if stock levels are low, and to inform the SPoS if searching cannot be undertaken.
 - SPoS and Security to have an agreed process to inform the list office/legal adviser team if someone is turned away on the day, including information on the reason.

Confirmation that appropriate measures for the bag search process are in place. If they are not, explain why, recording any actions and adjustments and notifying your Cluster Manager and Regional Support Unit.

As this venue is not open to the public, the application of signage is in the advanced planning stages. Space markings have yet to be applied to the floor in the search areas, although positions for these have been agreed.

There is sufficient space for the user to step back from the security desk, and the CSO to step forward to inspect bags etc.

CSOs at this venue have not yet received the updated training on COVID security processes. OCS have confirmed that CSOs will be trained one week before reopening.

Supplies of PPE and sanitising solution had not yet been delivered, but OCS and ENGIE have confirmed that these will be provided prior to opening

There is an embedded process to inform court staff of anyone denied entry to the building

Section 3 - Archway detectors (public areas)

Our [public guidance](#) informs users of the measures in place when conducting Archway Detector checks.

5. Moving to use of hand-held detector:

- Give verbal instructions in order to identify the cause and following these requests the court user will pass through the archway until the alert no longer sounds or the officer is satisfied as to the cause of the activation.
- Should the detector sound for a third time, the Court Security Officer will use a hand-held detector to locate the item for which further statements appear in the next section.

Confirmation that appropriate measures for using archway detectors are in place. If they are not, explain why, recording any actions and adjustments and notifying your Cluster Manager and Regional Support Unit.

A hand-held detector is available and is regularly tested. Positions for wandling are marked on the floor.

Section 4 - Use of hand-held detectors - wands (public areas)

Our [public guidance](#) informs users of the measures in place when conducting hand-held detector checks.

6. **Reducing physical contact:** to minimise the risk of exposure (the potential risk of individuals sneezing or coughing directly at each other) the following measures should be implemented:
- Court users will be asked to confirm they agree to the search procedure before it begins, with those who decline being advised the 'wandling' is necessary to comply with security requirements.
 - If a court user declines they will be asked to leave the building and make contact by phone or email.
 - The Court Security Officer will announce they will have to reduce the two metre distance and communicate their actions out loud before carrying them out.
 - Court users will be asked to turn away from the Court Security Officer so that they are not face-to-face at any point during the search.
 - As the two metre distance has been reduced the 'wandling' will be conducted as promptly and effectively as possible by the Court Security Officer, starting at the back of the individual, working forward to cover their front. They will not touch the person's body.

Confirmation that appropriate measures for using hand held detectors are in place. If they are not, explain why, recording any actions and adjustments and notifying your Cluster Manager and Regional Support Unit.

As this venue has been suspended for several weeks, CSOs have not yet received the updated training on COVID security processes. OCS have confirmed that training will be provided 1 week prior to opening

The wandling position is within 2m of the door to the Probation office, the ushers station, and the door to PCVL booth 1. Users of these areas must exercise extreme caution whilst wandling is being undertaken. Probation Officers will be asked to wait in their office until the search has been completed

Section 5 - Social Distancing (public areas)

Our [public guidance](#) informs users of the social distancing arrangements in place to help maintain a two metre distance. These will vary between individual buildings depending on layout.

7. **Signage:** HM Government and HMCTS social distancing posters to be displayed in prominent locations throughout the building including the interior and exterior doors from the entrances and throughout the building
8. **Social distancing** will need to be regularly assessed in public areas ensuring the two metre social distancing is maintained across all floorspace, as well as the likely busy areas.
 - In the event of social distancing is compromised by congestion, marshalling will be used to direct people appropriately. If necessary, a one in one out system may be required.
9. **Lifts:** to maintain social distancing in lifts and in the waiting areas around lifts the following measures should be considered:
 - A one-in, one-out, system to be used for lift entry and exit. This could include use of posters and/or marshalling.
 - Distancing markings to be used to maintain two metre spacing for queueing.
 - If the lift is large enough for more than one person, distancing markings in the lift itself.
10. **Toilets:** to maintain social distancing in toilets and in the waiting areas around toilets the following measures should be considered:
 - If the toilets are large enough, a one-in, one-out, system to be used for toilet entry and exit This could include use of posters and/or marshalling.
 - Distancing markings to be used to maintain two metre spacing for queueing.
11. **Counters and reception areas:** to maintain social distancing in counter and reception areas the following measures should be considered:
 - Distancing markings to be used to maintain two metre spacing for queueing.
 - For high use counters the deployment of existing counters with glass barriers or plexiglass barriers.
12. **Corridors and waiting areas:** to maintain social distancing in corridors and waiting areas the following measures should be considered:
 - Court/tribunal users to only enter or exit courtrooms when instructed to do so to avoid cross-traffic in doorways and to ensure a safe number of people in court and the public galleries.
 - A selected number of seats in seating areas to be taped off or otherwise clearly marked as 'not for use' to maintain two metre separation.
 - If the design of the building allows it, one-way flow measures.

13. Consultation rooms: to maintain social distancing in consultation rooms the following measures should be considered:

- Signage to indicate maximum occupancy in the room e.g. only suitable for 1:1.
- Floor markings indicating where seats should be positioned and not moved.
- Removal of desks and chairs according to maximum occupancy numbers.
- Consider options to reduce the number of consultation rooms in the building.

14. Professional user rooms/ interpreter rooms: to maintain social distancing in these rooms the following measures should be considered:

- Signage to indicate maximum occupancy in the room e.g. only suitable for 1:1.
- Removal of desk and chairs according to maximum occupancy number.
- Floor markings indicating where seats should be positioned and not moved.
- Furniture layout may need to be reconfigured and screening considered where possible.

15. Court Security Officers to monitor public areas using CCTV or as part of their patrols. Where social distancing requirements are breached, appropriate action to be taken to address, through security officer or staff marshalling.

Confirmation that appropriate measures for social distancing in public areas are in place. If they are not, explain why, recording any actions and adjustments and notifying your Cluster Manager and Regional Support Unit.

As this venue has been suspended for several weeks, signage is not yet displayed. Advanced planning and preparation has been undertaken, and this activity will be completed in the coming weeks.

Movement through the building will be monitored, as space is tight. Users will be asked to exit via the entrance to the court 3 annex (excluding anyone with mobility issues).

There are no lifts at this venue.

Toilets are very small, with only 2 facilities in each of the male and female toilets. To control numbers to a one in, one out basis, the entry doors to these will be fitted with "vacant/engaged" style locks. There are 2 additional disabled toilets, which are single use.

None of the professional users have access to ensuite facilities, and so will share use of these toilets.

There are no screens on the main usher desk – although a task has been raised to install these. In the interim, a safe position 2m from the usher will be marked on the floor, and a barrier used to enforce this.

Ushers will marshal the entry/exit to court rooms. If both courts 1 and 2 are in use, particular care must be taken as these share a lobby. Parties will not enter court until called by the usher.

Seats have been reviewed and there are plans in place to tape these off. This will reduce capacity from 37 to just 7 discrete seats (although these will be taped to allow co-habitees to sit together). The first row of seats will be removed altogether, to allow more space around the usher's desk.

Consultation rooms have been removed, and plans are in place to remove excess fixed seating, and to provide maximum occupancy signs

Professional user rooms have been assessed, and plans are in place to remove excess seats, tape off unusable desks, and install maximum occupancy signs.

CCTV is in operation. CSOs will be stationed at each entrance so they have good lines of sight throughout the building.

Section 6 - Social distancing - Courtrooms and hearing rooms (public areas)

Our [public guidance](#) informs users of the social distancing arrangements in place to help maintain a two metre distance. These are also applicable in the courtroom/hearing room.

These will vary for the different buildings depending on layout and the type of work.

16. Signage: HM Government and HMCTS social distancing posters to be displayed in prominent locations throughout the building including the interior and exterior doors from the entrances and throughout the building

17. Entry and exit to the courtroom/hearing room: to maintain social distancing when entering and leaving courtrooms/hearing rooms the following measures should be considered:

- For areas where queuing will occur floor marking tape is used, for example corridors leading to entrances.
- Floor markings and directional arrows to indicate one-way flow around the courtroom.
- Marshalling by staff is deployed in the court room to ensure people are directed to take the correct seat.

18. Spacing of seating: to maintain an adequate number of empty seats between court/tribunal users. Measures could include:

- A selected number of seats in seating areas to be taped off or otherwise clearly marked as 'not for use'. This includes rows in front and behind.
- Numerical labelling of seats, or seats for specific users e.g. prosecution and defence.
- The movement or removal of unfixed seats.
- The movement or removal of fixed seating will require consultation with the Regional Facilities Manager before forming part of any action plan.

19. Other measures in the courtroom/hearing room: in addition to social distancing measures, the following hygiene measures should also be considered

- Hand sanitiser to be available for users.
- The use of documents, iPads and laptops in court is such that they are used by only one person and no double handling takes place. This may also include provision of wipes.
- The judiciary announce regular hand-washing breaks during hearings.
- Holy books/scriptures, oath or affirmation cards/laminated sheets are not shared. The oath or affirmation is instead read out and then repeated.

Confirmation that appropriate measures for social distancing in public areas are in place. If they are not, explain why, recording any actions and adjustments and notifying your Cluster Manager and Regional Support Unit.

[This venue has been suspended for several weeks, therefore signage is not yet displayed. Plans and resources for this are well advanced.](#)

[Entry and exit of court rooms will be controlled by the court ushers](#)

[Seats within each court room have been assessed, and a significant number will be removed/taped off in each.](#)

[Hand sanitiser is provided throughout the building, and is controlled by court staff](#)

[iPad wipes are available in the judicial assembly room](#)

[Breaks in proceedings are at the discretion of the Judiciary](#)

[Ushers are aware of the revised guidance for handling holy books and oaths/affirmations](#)

[An additional table is required on the bench in Court 2, so that the judiciary can sit 2m distant from the legal adviser](#)

Section 7 - Social distancing (staff areas)

When reviewing the **social distancing in staff and judicial areas**, consider how the following standards/measures are being applied.

20. Coming to work and leaving work: to maintain social distancing, on arrival and departure wherever possible, and to ensure hand washing upon arrival.

21. Moving around buildings: to maintain social distancing wherever possible while people travel through the workplace, the following measures should be considered.

- Floor markings and directional arrows to indicate one-way flow around the office.
- Reducing movement by discouraging non-essential trips within our buildings.
- Making sure that people with disabilities are able to access lifts.
- Review desks in high-use thoroughfares which may need to be put out use e.g. next to printers, outside toilets and kitchen areas.

22. Workplaces and workstations: to maintain social distancing between individuals when they are at their workstations, the following measures should be considered.

- Review office layouts and processes to allow people to work further apart from each other. This can include seating areas or individual desks being taped off.
- Use of floor markings to help staff keep to a two metre distance.
- Do not use hot desks and spaces.
- Provide supplies to allow for cleaning and sanitising workstations and shared equipment between different occupants.

23. Meetings: to reduce transmission due to face-to-face meetings and maintain social distancing in meetings, the following measures should be considered.

- Reviewing the use of tea points and kitchen areas to avoid congestion.
- Staggering break times to reduce pressure on break rooms or canteens.
- Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.
- Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.
- As far as is practicable, a one-in, one-out, system to be used for toilet entry and exit.

24. Common areas: to maintain social distancing while using common areas, the following measures should be considered.:

- Staggering break times to reduce pressure on break rooms or canteens.
- Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.
- Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.
- As far as is practicable, a one-in, one-out, system to be used for toilet entry and exit.

Confirmation that appropriate measures for social distancing in staff areas are in place. If they are not, explain why, recording any actions and adjustments and notifying your Cluster Manager and Delivery Director.

Hand gel to be provided with signing in sheet at the staff/judicial entrance

There are no administrative offices at this venue, therefore movements in the staff areas are very limited. The thoroughfare for judicial office holders and staff are situated behind the court rooms, and are very narrow, with limited sight lines and few convenient passing places. A mirror will need to be installed on the stairs to help avoid congestion.

Judicial office holders have a small kitchenette in the main assembly room. This room only has sufficient room for 2 to sit and 1 to use the kitchen area. Maximum occupancy signs will be displayed to confirm this. Judicial Office Holders will be encouraged to stagger breaks in proceedings to reduce congestion in this area.

The staff kitchen is very small, and is a through route to the single staff toilet. A cupboard will need to be removed to enable 2 seats with suitable distancing – although 1 will need to be used with caution if the sink is in use. Breaks will need to be staggered, and legal advisers and ushers will need to coordinate their use of this area.

Section 8- Hygiene and cleaning (public and staffed areas)

Please ensure you are familiar with page 2 of the [Building Champions document](#) before completing this section

Our [public guidance](#) informs users of the cleaning and hygiene measures in place

25. Signage: HM Government hand washing posters will be displayed in prominent locations, particularly in and near toilets and waiting areas. (The posters can be found within the posters section in this link <https://intranet.justice.gov.uk/about-hmcts/operations-directorate/business-continuity/covid-19/important-information-and-materials/>)

26. Cleaning the building: to help reduce the spread of the virus and maintain the cleanliness of court and tribunal buildings the following measures should be considered

- Cleaned throughout daily, and at night.
- Cleaners returning at frequent intervals to common touch points such as lift buttons, public waiting areas, staff reception etc.
- Shared items such as leaflets, magazines, children's toys, books, TV remotes etc are removed from waiting and general areas.
- Rubbish is promptly disposed of. There are an adequate number of bins and they are emptied at regular intervals.

27. Toilets: to help reduce the spread of the virus and maintain the cleanliness of court and tribunal buildings the following measures should be considered

- Soap and hand drying facilities are available, and easily located for court users.
- Staff monitor these regularly throughout the day, checking that taps, sinks and toilets function as expected.
- Cleaners are able to respond promptly to any maintenance or replenishment requirements.

28. Hygiene measures: to help reduce the spread of the virus and follow Public Health advice the following measures should be considered:

- Staff to clean their hands at regular intervals when handling paperwork and afterwards, by either washing their hands with soap and water for at least 20 seconds, or by using hand sanitising gel.
- Hand washing facilities or sanitiser are available for court users.
- The location(s) of hand sanitiser for public use is clearly signed on entry to the building.
- The locations must be set up so they do not compromise wider social distancing measures.

29. Responding to incidents: to help reduce the spread of the virus and maintain the cleanliness of court and tribunal buildings the following measures should be considered:

- Responding swiftly to complaints received of any areas of poor hygiene.
- Should there be any instance of a confirmed case of COVID-19 a system is in place to ensure a deep clean can be completed imminently.

Confirmation that appropriate measures for hygiene and cleaning are in place. If they are not, explain why, recording any actions and adjustments and notifying your Cluster Manager and Regional Support Unit.

This venue has been suspended for several weeks, therefore signage is not yet displayed. Plans and resources for this are well advanced.

Additional day cleaners will be required, as per currently open sites.

Magazines and toys will be removed from witness rooms. Leaflets will be removed from public areas

Staff and judicial toilets are already 1 in, 1 out.

Public toilets will become 1 in 1 out with the implementation of locks to the initial doors

Where there is no hand sanitiser dispenser in public areas users should frequently wash their hands with soap and water (for at least 20 seconds) to stop the infection from spreading, as per Government guidelines.

Incidents will continue to be reported via the staff on site

Section 9 - Access to drinking water and refreshment facilities (public areas)

Our [public guidance](#) informs users of the measures in place relating to food and water in our buildings

30. Provision of food and water: to comply with the Public Health advice and guidance the following measures should be considered

- Glass bottles are not permitted and should be confiscated or disposed of by security before entering the building.
- Carafes and glasses are not in use in courtrooms/hearing rooms.
- Bottled water is provided, by exception, in the courtroom/hearing room.
- All refreshment facilities and canteens will remain closed.

Confirmation that appropriate measures for accessing drinking water are in place. If they are not, explain why, recording any actions and adjustments and notifying your Cluster Manager and Regional Support Unit.

[Glass bottles are not permitted](#)

[Carafes and glasses will be removed from courtrooms and judicial areas](#)

[Bottled water is available on request to members of the public. A vending machine is available on site](#)

[The water fountain must be marked out of use](#)

Section 10 - Custody suites

Our public guidance informs users of the measures in place relating to custody suites in our buildings.

Prisoner Escort and Custody Services (PECS) have primary responsibility for conducting custody suite assessments. Hygiene and cleaning assessment (section 8) also applies to custody suites.

Discussions must be held and agreement sought from HMPPS PECS Contract Delivery Managers (CDMs) to confirm (i) the current status of the custody suite, (ii) identify any mitigating actions needed, and (iii) ensure these are carried over into the Assessment Tool action plan.

Confirmation that appropriate measures for custody suites are in place. If they are not, explain why, recording any actions and adjustments and notifying your Cluster Manager and Delivery Director.

[A formal assessment by PECS has been completed and they have indicated this to be AMBER](#)

Section 11 - Face coverings and the use of PPE (mask and/or gloves) in public areas

The following public guidance has been released on the wearing of face covers.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

31. Use and disposal: wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms. The following measures should be considered:

- Face coverings are distributed to HMCTS staff in line with national policies, remembering that the discretion on the use of face covering in a courtroom is a judicial one.
- PPE (masks and gloves) are available for First Aiders to wear to attend any first aid incident.
- Anyone choosing to wear their own face coverings should do so in line with the Public Health guidance.
- Face coverings are made available to users, on request.
- Gloves are available to staff to protect the skin on their hands from the effect of hand sanitiser, where their roles require this gel to be applied at intervals.
- Face coverings and gloves are disposed of carefully in a 'no touch' bin, and people advised to immediately wash their hands with soap and water or use a hand sanitiser.

Confirmation that appropriate measures for using face coverings or PPE are in place. If they are not, explain why, recording any actions and adjustments and notifying your Cluster Manager and Regional Support Unit.

We have obtained face coverings to offer reassurance. These will be prioritised to frontline staff in public facing roles. We will also consider providing to victims and witnesses on request, if they do not provide their own face coverings.

There are sufficient first aid supplies on site

Gloves are available for staff, on request

"No-touch" bins are provided

Section 12 - Ventilation

The Regional Facilities Manager will engage with the Senior Person on Site regarding any particular ventilation issues which need to be considered as part of this assessment. Any issues should be recorded in the action plan.

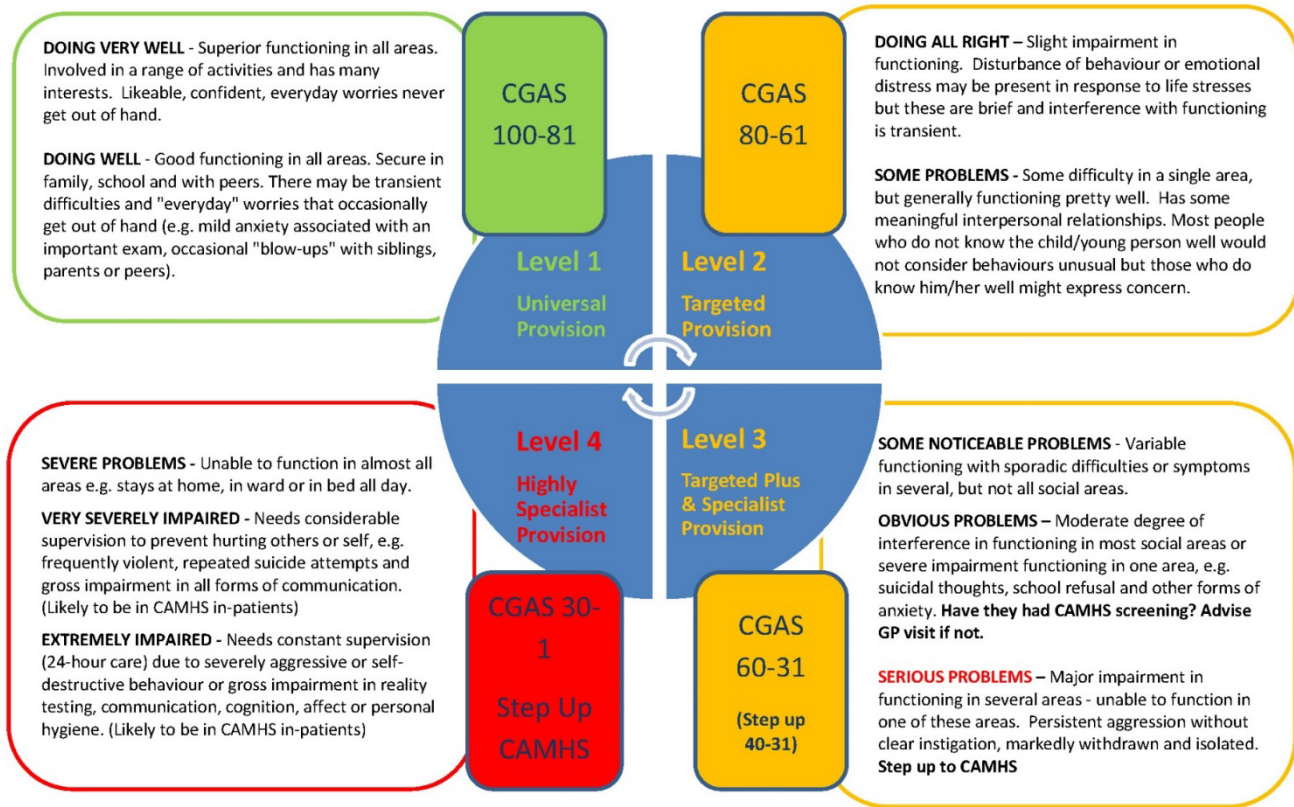
Public health advice is that there is a very low risk of the transmission of covid-19 through air handling systems, as the virus is not airborne. Air conditioning and air handling units are a key part of a buildings infrastructure and should continue to be used to ensure clean fresh air is available in our buildings

Estates have confirmed that where possible units within the building have been switched to fresh air and that all units within the building can be used

Description	Link	Last updated
Organisational Risk Assessment (Page 2)	https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/885607/HMCTS_Organisational_Risk_Assessment_v1.0.pdf	20 May 2020
Health and Safety contacts (Page 3)	https://intranet.justice.gov.uk/about-hmcts/finance-and-governance/governance-assurance/security-fire-and-health-and-safety-policy/regional-security-fire-or-health-and-safety-officers/	20 May 2020
Regular updates – Working safely (Page 3 & section 11)	https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres	20 May 2020
GOV.UK – Coronavirus Guidance (Page 3)	https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance	20 May 2020
Guidance documents on cleaning and hygiene requirements (Page 3)	https://intranet.justice.gov.uk/about-hmcts/property-directorate/covid-19-guidance-documents/	20 May 2020
Guidance for employees (Page 3)	https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19	20 May 2020
Intranet guidance from the Property Directorate (Page 3)	https://intranet.justice.gov.uk/about-hmcts/property-directorate/covid-19-guidance-documents/	20 May 2020
"Keeping court and tribunal buildings safe, secure and clean" - HMCTS public guidance (top of each section of the assessment)	https://www.gov.uk/guidance/keeping-court-and-tribunal-buildings-safe-secure-and-clean	20 May 2020
Signage (section 8): Hand washing posters link	https://intranet.justice.gov.uk/about-hmcts/operations-directorate/business-continuity/covid-19/important-information-and-materials/	20 May 2020

- **Appendix IX – CGAS**

CGAS Summary for Service Six Assessment Outcomes



1

CGAS Summary for Service Six Assessment Outcomes

C-GAS Initial Baseline Measure

Children's Global Assessment Scale

The **Children's Global Assessment Scale** (CGAS) is a numeric scale (1 through 100) used by mental health clinicians to rate the general functioning of children under the age of 18.

Application: Ratings on a CGAS scale should be independent of specific mental health diagnoses. The scale is presented and described Shaffer D, Gould MS, Brasic J, et al. (1983) A children's global assessment scale (CGAS). Archives of General Psychiatry, 40, 1228-1231.

Universal	100-91	DOING VERY WELL Superior functioning in all areas (at home, at school and with peers), involved in a range of activities and has many interests (e.g. has hobbies or participates in extracurricular activities or belongs to an organised group such as Scouts, etc.). Likeable, confident, everyday worries never get out of hand. Doing well in school. No symptoms.	Superior functioning in all areas (at home, at school, and with peers); involved in a wide range of activities and has many interests (e.g., has hobbies or participates in extracurricular activities or belongs to an organized group such as Scouts, etc.); likeable, confident; 'everyday' worries never get out of hand; doing well in school; no symptoms.
	90-81	DOING WELL Good functioning in all areas. Secure in family, school, and with peers. There may be transient difficulties and "everyday" worries that occasionally get out of hand (e.g. mild anxiety associated with an important exam, occasionally "blow-ups" with siblings, parents or peers).	Good functioning in all areas; secure in family, school, and with peers; there may be transient difficulties and 'everyday' worries that occasionally get out of hand (e.g., mild anxiety associated with an important exam, occasional 'blowups' with siblings, parents or peers).
Targeted	80-71	DOING ALL RIGHT –minor impairment No more than slight impairment in functioning at home, at school or with peers. Some disturbance of behaviour or emotional distress may be present in response to life stresses (e.g. parental separations, deaths, birth of a sibling) but these are brief and interference with functioning is transient; such children are only minimally disturbing to others and are not considered deviant by those who know them.	No more than slight impairments in functioning at home, at school, or with peers; some disturbance of behavior or emotional distress may be present in response to life stresses (e.g., parental separations, deaths, birth of a sibling), but these are brief and interference with functioning is transient; such children are only minimally disturbing to others and are not considered deviant by those who know them.

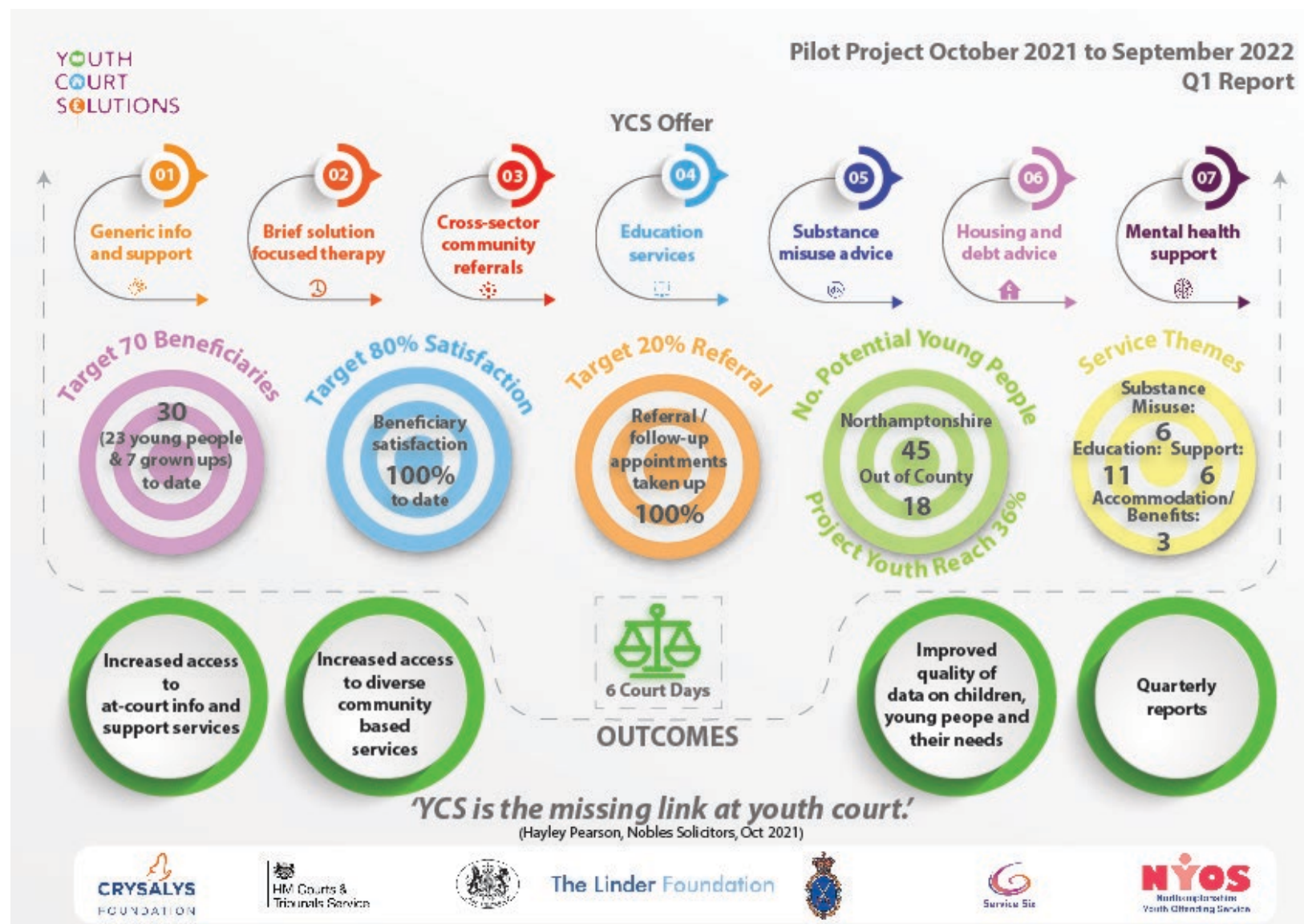
CGAS Summary for Service Six Assessment Outcomes

Targeted Plus	70-61	SOME PROBLEMS - in one area only Some difficulty in a single area, but generally functioning pretty well, (e.g. sporadic or isolated antisocial acts such as occasionally playing hooky, petty theft; consistent minor difficulties with school work, mood changes of brief duration, fears and anxieties which do not lead to gross avoidance behaviour; self-doubts). Has some meaningful interpersonal relationships. Most people who do not know the child well would not consider him/her deviant but those who do know him/her well might express concern.	Some difficulty in a single area but generally functioning well (e.g., sporadic or isolated antisocial acts, such as occasionally playing hooky or petty theft; consistent minor difficulties with school work; mood changes of brief duration; fears and anxieties which do not lead to gross avoidance behaviour; self-doubts); has some meaningful interpersonal relationships; most people who do not know the child well would not consider him/her deviant but those who do know him/her well might express concern.
	60-51	SOME NOTICEABLE PROBLEMS – in more than one area Variable functioning with sporadic difficulties or symptoms in several but not all social areas. Disturbance would be apparent to those who encounter the child in a dysfunctional setting or time but not to those who see the child in other settings.	Variable functioning with sporadic difficulties or symptoms in several but not all social areas; disturbance would be apparent to those who encounter the child in a dysfunctional setting or time but not to those who see the child in other settings.
Specialist	50-41	OBVIOUS PROBLEMS – moderate impairment in most areas or severe in one area. Moderate degree of interference in functioning in most social areas or severe impairment functioning in one area, such as might result from, for example, suicidal preoccupations and ruminations, school refusal and other forms of anxiety, obsessive rituals, major conversion symptoms, frequent anxiety attacks, frequent episodes of aggressive or other antisocial behaviour with some preservation of meaningful social relationships.	Moderate degree of interference in functioning in most social areas or severe impairment of functioning in one area, such as might result from, for example, suicidal preoccupations and ruminations, school refusal and other forms of anxiety, obsessive rituals, major conversion symptoms, frequent anxiety attacks, poor to inappropriate social skills, frequent episodes of aggressive or other antisocial behaviour with some preservation of meaningful social relationships.
	40-31	SERIOUS PROBLEMS – major impairment in several areas and unable to function in one area Major impairment in functioning in several areas and unable to function in one of these areas, i.e. disturbed at home, at school, with peers or in the society at large, e.g. persistent aggression without	Major impairment of functioning in several areas and unable to function in one of these areas i.e., disturbed at home, at school, with peers, or in society at large, e.g., persistent aggression without clear instigation; markedly withdrawn and isolated behaviour due to either mood or thought disturbance, suicidal

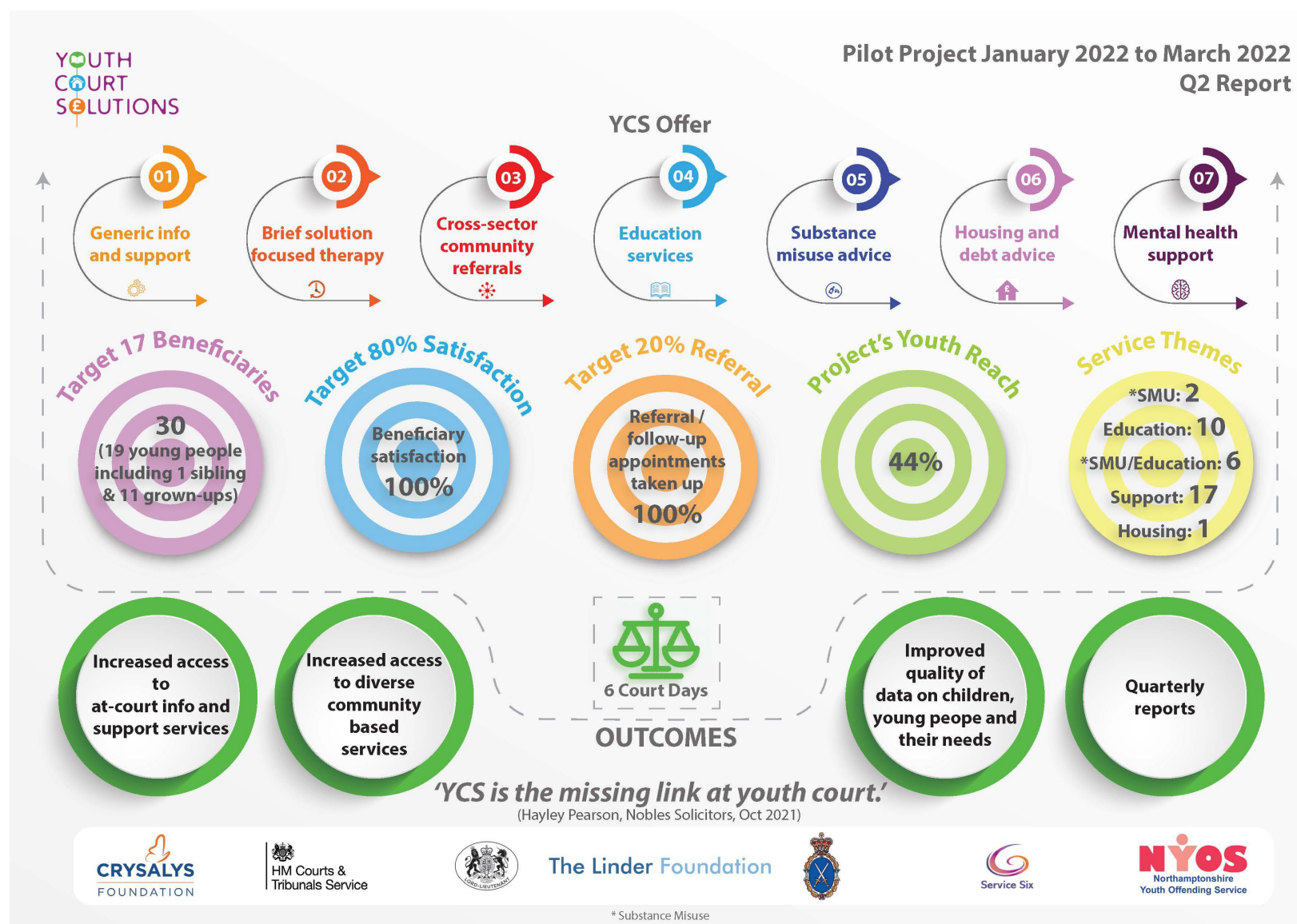
CGAS Summary for Service Six Assessment Outcomes

		clear instigation; markedly withdrawn and isolated behaviour due to either mood or through disturbance, suicidal attempts with clear lethal intent. Such children are likely to require special schooling and/or hospitalisation or withdrawal from school (but this is not a sufficient criterion for inclusion in this category).	attempts with clear lethal intent; such children are likely to require special schooling and/or hospitalisation or withdrawal from school (but this is not a sufficient criterion for inclusion in this category).
Highly Specialist	30-21	SEVERE PROBLEMS - unable to function in almost all situations Unable to function in almost all areas, e.g. stays at home, in ward or in bed all day without taking part in social activities OR severe impairment in reality testing OR serious impairment in communication (e.g. sometimes incoherent or inappropriate).	Unable to function in almost all areas e.g., stays at home, in ward, or in bed all day without taking part in social activities or severe impairment in reality testing or serious impairment in communication (e.g., sometimes incoherent or inappropriate).
	20-11	VERY SEVERELY IMPAIRED -considerable supervision is required for safety Needs considerable supervision to prevent hurting others or self, e.g. frequently violent, repeated suicide attempts OR to maintain personal hygiene! OR gross impairment in all forms of communication, e.g. severe abnormalities in verbal and gestural communication, marked social aloofness, stupor, etc.	Needs considerable supervision to prevent hurting others or self (e.g., frequently violent, repeated suicide attempts) or to maintain personal hygiene or gross impairment in all forms of communication, e.g., severe abnormalities in verbal and gestural communication, marked social aloofness, stupor, etc.
	10-1	EXTREMELY IMPAIRED - constant supervision is required for safety Needs constant supervision (24-hour care) due to severely aggressive or self-destructive behaviour or gross impairment in reality testing, communication, cognition, affect or personal hygiene.	Needs constant supervision (24-hour care) due to severely aggressive or self-destructive behaviour or gross impairment in reality testing, communication, cognition, affect or personal hygiene.

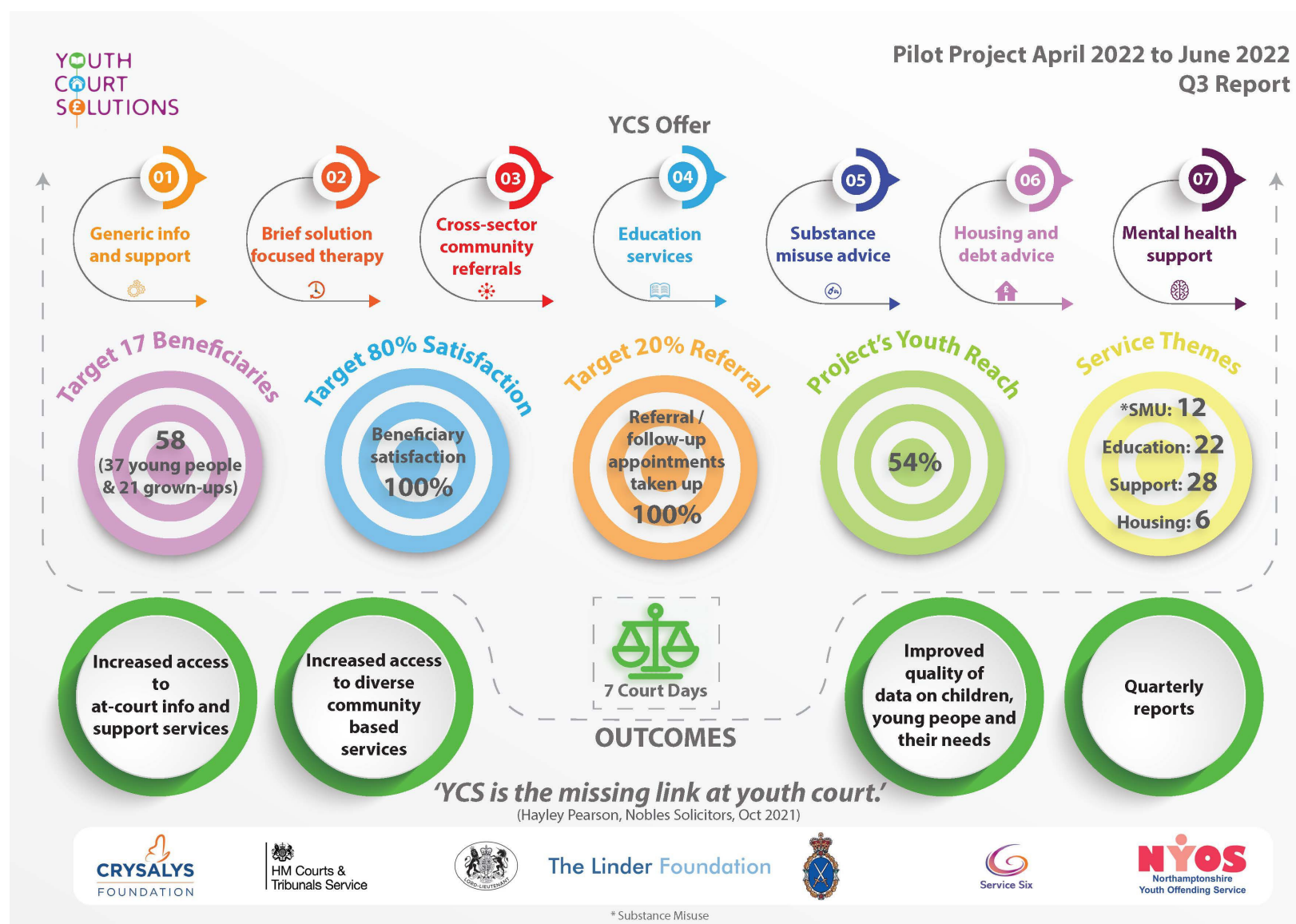
8. Appendix II: YCS Quarter 1 Infographic Report



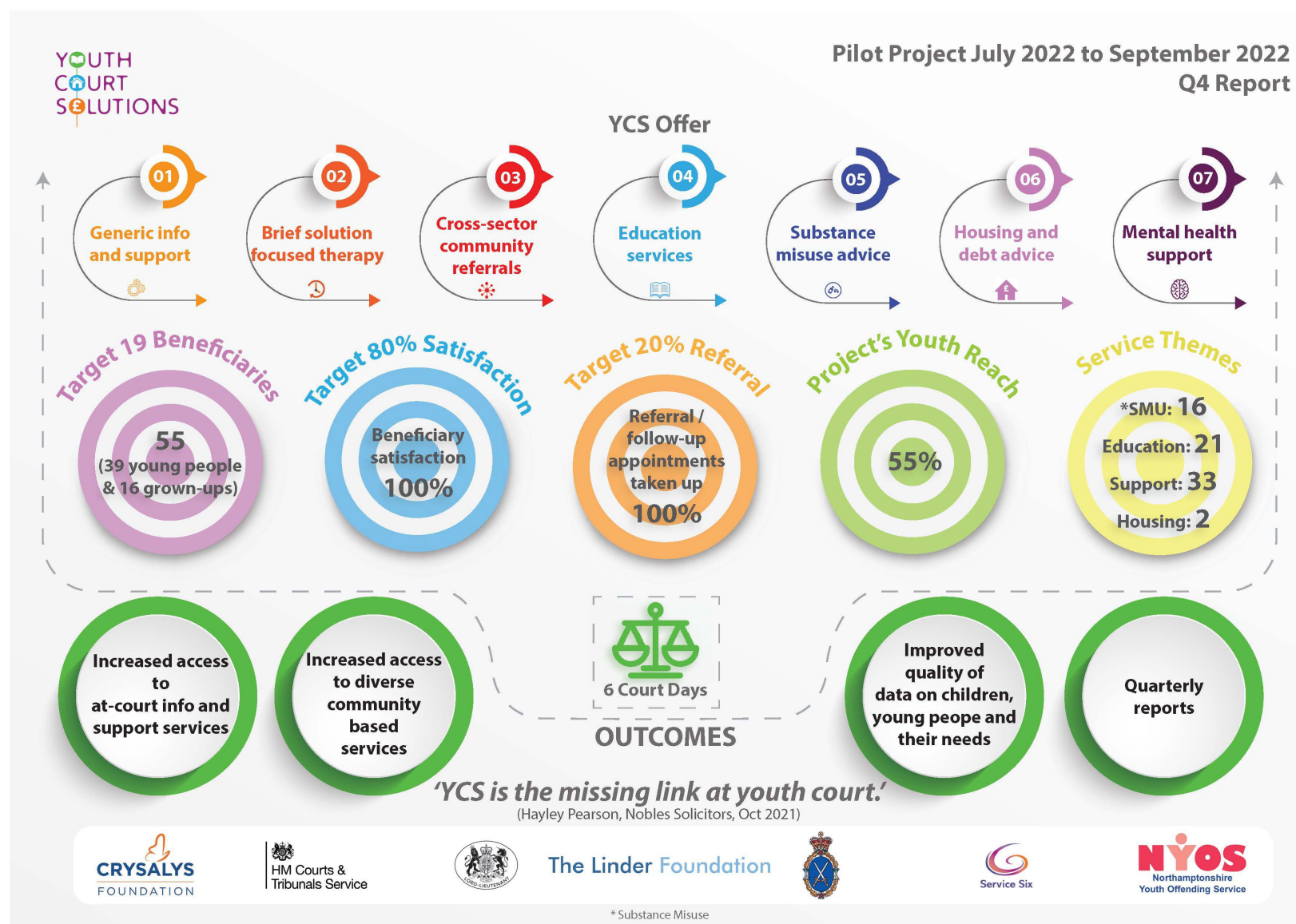
9. Appendix III: YCS Quarter 2 Infographic Report



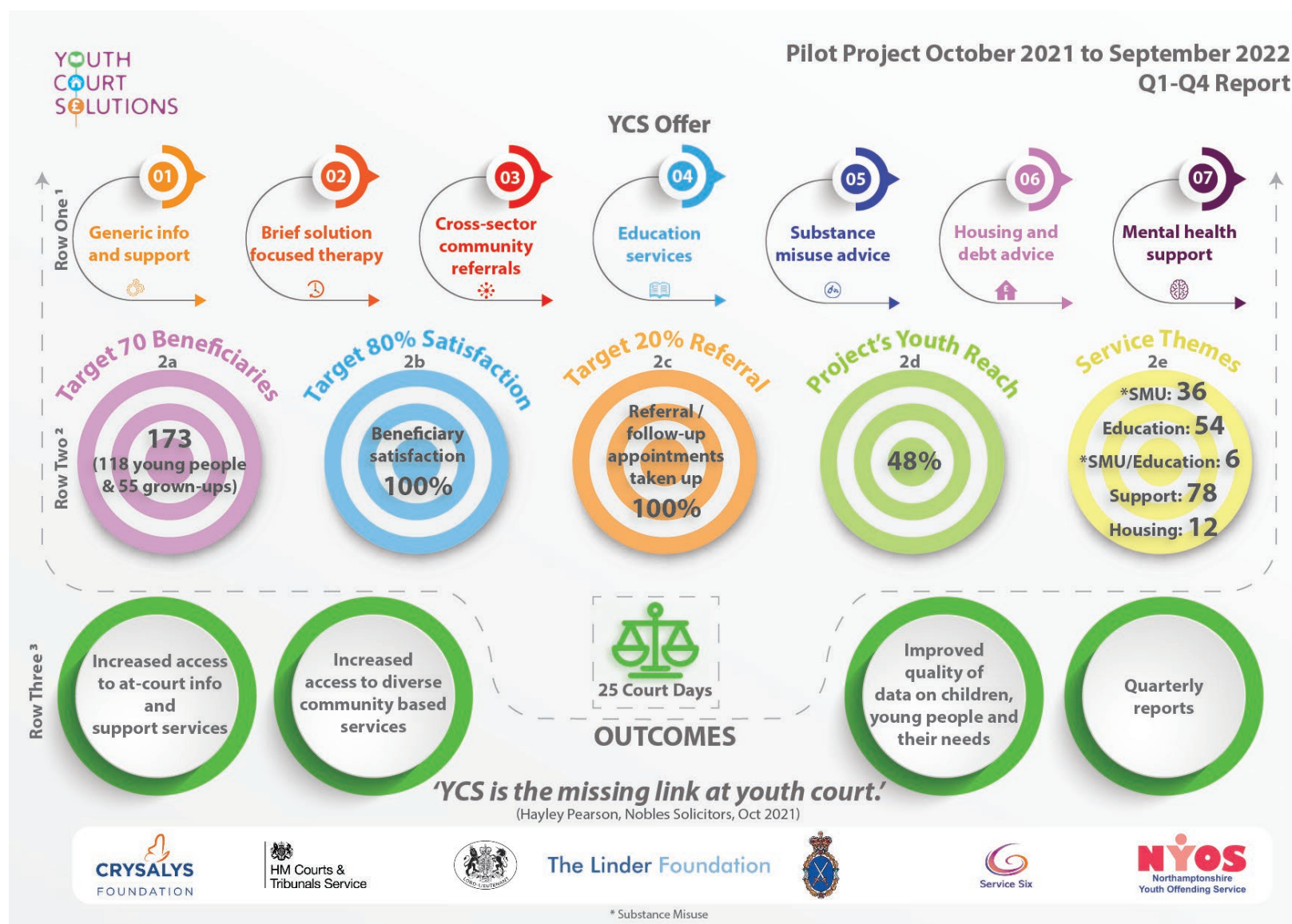
10. Appendix IV: YCS Quarter 3 Infographic Report



11. Appendix V: YCS Quarter 4 Infographic Report



12. Appendix VI: YCS Annual Infographic Report



Notes

1. YCS Offer row represents the various types of services available to beneficiaries each court day
2. The Targets row features over-arching annual targets for the 1-year pilot project within October 2021 to September 2022 placed within the bullseye areas.
 - 2a. Target 70 Beneficiaries is the total number of service users we projected in year 1 – we have met and exceeded this target.
 - 2b. Target 80% Satisfaction with the service received is measured by beneficiary feedback on the day about the YCS service they have delivered and there have been zero complaints about the service. We have met and exceeded this target.
 - 2c. Target 20% referral is the projected take up of referrals made by the YCS team for services outside of court in the community. There have only been two external referrals (a significantly lower number than we expected) and both have been completed, hence the 100% take up of referral opportunities. It is worth noting that the width of specialist services on the day at court are the likely reason for low referral requirements. Beneficiaries are getting what they need on the day or via NYOS and Service Six as follow-up actions.
 - 2d. Project Youth Reach target reflects the average percentage of youth defendants we have engaged that came through the court doors out of the potential total number of attending youth defendants. This was not an initial project target but we added it as part of our continuous co-production / improvement plan actions. This figure is important to show the number of young people voluntarily engaging with YCS. This percentage is a lot higher than we expected and it has increased slightly each quarter.
 - 2e. Service Themes show the number of beneficiaries accessing each of the YCS Offer types of service. We added in Substance Misuse (SMU) and Education at the end of quarter 2 after we realised how many beneficiaries were accessing a combination of these two themes – which are clearly correlated in respect of their support needs.
3. Outcomes row represents the initial impacts and outputs we planned to achieve. We used a little extra space in the centre of this row to add in the number of court days completed within the year.

13. Appendix VII: YCS Improvement Plan

Youth Court Solutions

Improvement Plan Oct 2022

Pilot Project, October 2021 – September 2022

Year	Quarter	No.	Action	Notes	Lead	Review Date / Deadline	Completed
1	Q3 to Q4	22	Training – Trauma day next level Jan 23	Yvette to deliver JD to invite Booked 19 th January 2023	JD	March 2023	Yes
		21	Sustainability / feedback from beneficiaries	LF and EC to discuss	LF	March 2023	
	Q2 to Q3	20	FIO - YOS Interim Ops Manager into court team pending, Interim for Ross JD offer to meet if needed	To update YCS team Intro for EC and NW	LF		Yes
		19	Possibility of multi-media screen in reception with video on YCS, Tackling Trauma and other service info	JD to explore with HMCTS Emailed Adrian Palmer 26 th Ma, 25 th July and	JD	On-going	
		18	Yp leave building promptly after court so YOS need to improve introductions and handover to Service Six		LF	Implemented Y1 Q2	Yes
		17	YOS presence needed in reception alongside Service Six		LF	Implemented Y1 Q2	Yes
		16	YOS Provide Service Six with forms on the day for their info and collect / shred at end of day.		LF	Implemented Y1 Q2	Yes
		15	YOS and Service Six stats integrated collation		LF / EC	Implemented Y1 Q3	Yes

Year	Quarter	No.	Action	Notes	Lead	Review Date / Deadline	Completed
		14	Regular YCS review meetings needed – suggest next one is in June	2pm October 27 th 2022 at NYOS July 28 th 1pm via zoom	JD/ LF and EC	Implemented Y1 Q2	Yes
		13	Team meeting / social event NYOS x 8 S6 x 4 Book for 13	Suggested meal 1pm Dec 6 th – venue Windhover	JD/ LF and EC	Implement Y2 Q1	Yes
		12	YOS YCS fleeces	JD ordered 10 fleeces and most delivered to YOS Northampton office.	JD	Implement Y1 Q3	Yes
		11	Magnetic YCS badges for all team	JD collecting from Northampton 2 nd August and passing to CS	JD	Implement Y1 Q3	Yes
		10	Agreed process for court day. Early briefing on each court day to plan.		LF and EC	Implement Y1 Q3	Yes
		9	Possibility of YCS info in pre-court pack / communications.	NFA	LF	On-going	NFA
		8	Possibility of info sheet at court entrance	JD draft info sheet expand on laminated version	JD		
		7	2 new YCS banners for court reception including QR code for all info	JD check with HMCTS re scan function at court Emailed Adrian Palmer 26 th May and chased 25 th July	JD	Implement Y1 Q3	
		6	Possibility of contact with those not at court but were listed for the day	Discussion completed		NFA	Yes
		5	Magistrates and Referral Order Panel and Judge Crane to be asked to introduce themselves to YCS team at court	AR actioned Y1 early Q3 and at half-yearly AGM in May	AR		Yes

Year	Quarter	No.	Action	Notes	Lead	Review Date / Deadline	Completed
	Q1 to Q2	4	YCS Team Meeting arranged March 17 th 2022 via Teams	9 attendees	JD	Implemented Q2	Yes
		3	Pre-court call between YOS and Service Six to advise of numbers, times and cases		LF and EC	Implemented Q2	Yes
		2	YCS fleeces for Service Six team		JD	Implemented Q1	Yes
		1	A4 posters required for reception and toilet doors		JD	Implemented Q1	Yes

Notes

AR – Amanda Robinson
EM – Emma Campion

JD – Jane Deamer
Yp – Young people

LF – Liz Fowler
Y – Year

CS – Claudia Slabon
Q - Quarter