Not happy?

If you are unhappy about anything that happens to you or the service you receive, your YOS worker will give you a form or help you, so that you can make a complaint. If you don’t want to talk directly to your YOS worker, you can call 0345 045 5200 (local rate) or email feedback@Cambridgeshire.gov.uk.

For more information about the Youth Justice System, go to http://www.justice.gov.uk/about/yib/

Last updated March 2016
**What is Prevention Work?**

- We aim to prevent young people becoming involved in crime by offering support to them and their families at an early stage to help them lead positive, crime free lives.
- We work with young people between the ages of 8 and 17 years (within certain areas).
- We offer support on a voluntary basis so the young person and their parent/carer must agree to the support.
- The period of support offered varies, depending on need, but tends to last between 3 – 12 months.
- Young people who have had a Youth Caution or Youth Conditional Caution, or who have been to Court, are not eligible for Prevention Support.

**What factors mean a young person may benefit from support?**

We work mainly with young people who have difficulties in some of the following areas:

- Difficulties in education – for instance excluded from school, truanting, or disruptive behavior.
- Family relationship problems – e.g. family members involved in crime, problems with rules and boundaries, staying away from home.
- Being involved in drug taking or alcohol misuse.
- Friendships – friends involved in crime, being easily influenced by others, older peer group, socially isolated.
- Attitudes/thinking – impulsive, lack of understanding of consequences of actions, making poor choices, violent or aggressive behavior.

**What support can we offer?**

- One to one work with the Prevention Worker.
- Group activities, including leisure and vocational.
- Providing support and advice to parents.
- Liaising with and advising schools.
- Signposting and referral to other agencies.
- Packages of support are individually tailored to the specific needs of the young person and their family, and could include:
  - Work on self-esteem, confidence, social skills, and managing emotions.
  - Consequences of offending, victim awareness, discussing the offence(s) and the effects on the victim, the young person and their family.
  - Drugs and alcohol education.
  - Supporting and encouraging attendance and engagement with education.

**Referral and decision process**

- Referral to the Youth Offending Service by any concerned professional (with parental and young person’s consent) should be made through the relevant Locality Team Manager via Family CAF.
- Self-referrals are also accepted.
- If a referral is accepted as appropriate, the Prevention Worker will then meet with the young person and their family and talk with all professionals working with them. We will assess their situation and plan the support to be offered (this could involve other agencies also/instead).
- The intervention plan will be written with the young person, their family and relevant professionals to ensure everyone works together and towards common goals.