EUROPE

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Process Evaluation of AssetPlus

Annexes

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Abbreviations

CMS	Case Management System
FTE	First-time entrant
HMIP	Her Majesty's Inspectorate of Probation
OOCD	Out of Court Disposal
PDF	Portable Document Format
p-NOMIS	Prison National Offender Management System
PSR	Pre-Sentence Report
RMP	Risk Management Plan
ROSH	Risk of Serious Harm
SCH	Secure Children's Home
SE	Secure Estate
STC	Secure Training Centre
VMP	Vulnerability Management Plan
YC	Youth Caution
YCC	Youth Conditional Caution
YJAF	Youth Justice Application Framework
YJB	Youth Justice Board
YOGRS	Youth Offender Group Reconviction Scale
YOT	Youth Offending Team
YOI	Young Offender Institution

Acknowledgements

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On this project, RAND Europe collaborated with Dr Kerry Baker, an independent expert and consultant in youth justice, who previously worked extensively with the Youth Justice Board in developing AssetPlus (and its predecessor, Asset). The research team took a number of steps to carefully manage a potential conflict of interest, including by ensuring that researchers from RAND Europe led on data analysis and quality assurance.

This study was produced by an independent research team and its conclusions may not reflect the views of the Youth Justice Board.

Annex A: Survey instrument

Introduction

Thank you very much for taking the time to complete this survey. This survey is a part of a process evaluation of AssetPlus. This evaluation was commissioned by the Youth Justice Board and is being carried out by RAND Europe (a not-for-profit research organisation based in Cambridge). The main purpose of the study is to explore the experiences and perceptions of youth justice practitioners with the AssetPlus framework and tool. Study results are expected in July 2019 and will be compiled in a final report. Findings will be shared with policy-makers, academia and the public.

This survey is anonymous and the collected data will remain confidential. We hope to gather your opinions and thoughts through this survey, which we are asking every youth justice practitioner and manager to complete. Please avoid including any personal data such as your name, the names of your colleagues or the name of any children. Should RAND Europe receive any such data, it will be deleted before analysis.

Participation in the survey is entirely voluntary. We estimate that it will take about 15-20 minutes to complete the survey. Please read and answer each question carefully. Once you have fully completed the survey, you will not be able to change any responses.

If you have any questions on this survey, please do not hesitate to contact the RAND Europe team working on this study (asutherl@rand.org).

If you are happy to continue, please click 'Next'.

Privacy Notice

RAND Europe is collecting data on the basis of its legitimate interest as we have been contracted by the Youth Justice Board to evaluate the AssetPlus framework and tool and you have agreed to take part in this

survey. Because the survey will ask you to provide the name of your YOT and your role within the YOT, your responses to the survey may amount to identifiable data.

Your survey responses will be collected and stored on the SmartSurvey platform by RAND Europe. RAND Europe will obtain the data securely from SmartSurvey. SmartSurvey will delete your survey responses and identifiable data once RAND Europe has obtained it. RAND Europe will maintain in confidence this data and use it only for the purpose of evaluating Asset Plus. The data will be stored securely on RAND Europe's data servers for the duration of the Asset Plus evaluation project. Your responses will be used to create descriptive statistics and individual answers will not be identified in this context. Your responses shall not be made available to your employer or otherwise passed to any third party.

Please do not provide any sensitive data in this survey, such as your political persuasion or religious beliefs. If sensitive data is provided in the survey, RAND Europe will delete it before analysis.

In certain circumstances, you may have the right to restrict or object to processing. You also have the right to make a subject access request to see all the information held about you. To exercise any of these rights, please contact the RAND Europe data protection officer (redpo@rand.org). If you have any questions about how your data will be used, please do not hesitate to contact the RAND Europe data protection officer (redpo@rand.org). You may also contact the UK Information Commissioner's Office if you have any concerns about our use of your data at https://ico.org.uk/concerns/.

Please click "Next" if you would like to proceed.

Basic Information

This section asks you about your work.

1. Which YOT do you work for? *

2. How would you describe your current role within the YOT? *

- ☐ Managerial position
- ☐ Senior practitioner position
- ☐ Practitioner position

3. Before AssetPlus was rolled out, did you have any experience using the previous Asset framework? *

- [ ] Yes, I had a lot of experience
- [ ] Yes, I had some experience
- [ ] No

4. How large is your current caseload? *

- [ ] AssetPlus caseload
- [ ] Prevention/other caseload

System Navigation

This section is asking you about your perception of how easy or complex the AssetPlus tool is to navigate on your computer.

5. Please rate how much you agree with the following statement: Overall, in my experience, AssetPlus is easy to navigate as a tool. *

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Strongly disagree

6. Please rate how much you agree with the following statement: Information entered in one section of the AssetPlus framework is 'pulled through' to other sections in ways that help my practice *

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Strongly disagree

7. If you have any further comments on navigation with the AssetPlus framework, please tell us below:

AssetPlus Framework Navigation

In terms of the information you need to enter when using AssetPlus ...

8. ...which section of the AssetPlus framework would you say is the most difficult to use? *

- [ ] Information gathering
- [ ] Explanations & Conclusions
- [ ] Pathways and Planning
- [ ] Modules (eg. restorative justice)
- [ ] Other (please specify):

9. ...which section of the AssetPlus framework would you say is the easiest to use? *

- [ ] Information gathering
- [ ] Explanations & Conclusions
- [ ] Pathways and Planning
- [ ] Modules (eg. restorative justice)
- [ ] Other (please specify):

10. If you have any further comments on what information needs to be explored within the AssetPlus framework, please tell us below. For example, do you think something is missing from the content?

Framework Navigation

11. Please rate how much you agree with the following statement: The amount of questions I need to answer to within AssetPlus when making an assessment is justified and appropriate for my typical caseload. *

- [ ] Always
- [ ] Often
- [ ] Sometimes
- [ ] Rarely
- [ ] Never

12. Please could you give us some more information on your response above (for example, how it relates to prevention orders, referral orders, community orders, or custody orders)?

Training

13. Please select the type of training you received in each area. Please select all that applies.

	The online foundational module about the theory behind AssetPlus	Training by a person within your organisation	Training or training materials from outside your organisation (eg. the Resource Hub, the YJB)	Top-up training at any point	Induction when joining the YOT	Other
Concepts underlying AssetPlus (including desistance and the good lives model)	☐	☐	☐	☐	☐	☐
The difference between description and analysis	☐	☐	☐	☐	☐	☐
Understanding patterns of behaviour	☐	☐	☐	☐	☐	☐
How to successfully navigate the tool	☐	☐	☐	☐	☐	☐

14. This question asks you about the amount of the training you received in different areas. Please rate how much you agree with this statement for each training area: I received the amount of training I needed.*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I did not receive training on this area	Not sure
Concepts underlying AssetPlus (including desistance and the good lives model)	☐	☐	☐	☐	☐	☐	☐
The difference between description and analysis	☐	☐	☐	☐	☐	☐	☐
Understanding patterns of behaviour	☐	☐	☐	☐	☐	☐	☐
How to successfully navigate the tool	☐	☐	☐	☐	☐	☐	☐

15. This question asks you about the usefulness of the different training sessions you attended. Please rate how much you agree with this statement for each training session: The training session I attended was useful. *

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I did not attend a version of this training session
The online foundational module about the theory behind AssetPlus	☐	☐	☐	☐	☐	☐
Training by a person within your organisation	☐	☐	☐	☐	☐	☐
Training or training materials from outside your organisation (eg. the YJB)	☐	☐	☐	☐	☐	☐
Top-up training at any point	☐	☐	☐	☐	☐	☐
Induction when joining the YOT	☐	☐	☐	☐	☐	☐
Other (please specify below)	☐	☐	☐	☐	☐	☐

Quality of assessment

16. Based on your professional experience, please rate how much you agree with the following statement: Using AssetPlus helps me to make good quality assessments. *

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Strongly disagree

17. Please rate how much you agree with the following statement: The AssetPlus framework allows me to include all the relevant information I need to make an assessment of a child's need. *

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Strongly disagree

18. Please rate how much you agree with the following statement: I use the features of the tool (e.g. graphs, timelines) in order to identify patterns in a child's life (including offending history, significant life events, contact with services, etc.) *

- [ ] Always
- [ ] Often
- [ ] Sometimes
- [ ] Rarely
- [ ] Never

19. Please rate how much you agree with the following statement: AssetPlus allows space for me to use my professional judgement when making assessments *

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Strongly disagree

20. Please rate how much you agree with the following statement: The YOGRS score provided by the AssetPlus framework matches with my judgement. *

- [ ] Always
- [ ] Often
- [ ] Sometimes
- [ ] Rarely
- [ ] Never

21. How do your judgements of Likelihood of Reoffending usually compare to the YOGRS score? *

- [ ] Mostly the same
- [ ] I usually think the risk is higher
- [ ] I usually think the risk is lower
- [ ] There's no pattern – it changes

Use of information

22. Please rate how much you agree with the following statements: I use AssetPlus for: *

	Always	Often	Sometimes	Rarely	Never
Writing pre-sentence reports	☐	☐	☐	☐	☐
Intervention planning	☐	☐	☐	☐	☐
Child's self-assessment	☐	☐	☐	☐	☐
Prevention	☐	☐	☐	☐	☐
Transfers (YOT-to-YOT and YOT to Probation)	☐	☐	☐	☐	☐
Out of court disposals (OOCD)	☐	☐	☐	☐	☐
Youth custody placements	☐	☐	☐	☐	☐
Other (please specify)	☐	☐	☐	☐	☐

23. Please rate how much you agree with the following statements: I find AssetPlus time-efficient for: *

	Not applicable	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Writing pre-sentence reports	☐	☐	☐	☐	☐	☐
Intervention planning	☐	☐	☐	☐	☐	☐
Child's self-assessment	☐	☐	☐	☐	☐	☐
Prevention	☐	☐	☐	☐	☐	☐
Transfers (YOT-to-YOT and YOT to Probation)	☐	☐	☐	☐	☐	☐
Out of court disposals (OOCD)	☐	☐	☐	☐	☐	☐
Youth custody placements	☐	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐	☐

Quality of intervention plan

24. Based on your professional experience, please rate how much you agree with the following statement: AssetPlus helps me to make useful intervention plans for children who are at risk of offending. *

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

25. Based on your professional experience, please rate how much you agree with the following statement: AssetPlus helps me focus on the child's strengths and other desistance factors when making their intervention plan. *

- ☐ Strongly agree

- [ ] Agree
- [ ] Neither agree nor disagree
- [ ] Disagree
- [ ] Strongly disagree

26. Please rate how far you agree with the following statement: AssetPlus helps me to make effective plans for children at risk of gang membership. *

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree or disagree
- [ ] Disagree
- [ ] Strongly disagree
- [ ] Not applicable

27. Please rate how far you agree with the following statement: AssetPlus helps me to make effective plans for children at risk of causing harm to others. *

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree or disagree
- [ ] Disagree
- [ ] Strongly disagree

28. Please rate how far you agree with the following statement: AssetPlus helps me to make effective plans for children at risk of harm themselves. *

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree or disagree
- [ ] Disagree
- [ ] Strongly disagree

29. Please rate how far you agree with the following statement: Using AssetPlus makes a difference to the quality of interventions and services that are provided to children. *

- [ ] Strongly agree
- [ ] Agree
- [ ] Neither agree or disagree
- [ ] Disagree
- [ ] Strongly disagree

30. In your view, what is the impact of AssetPlus on the likelihood of reoffending of children ? *

- [ ] Greatly increases it
- [ ] Increases it
- [ ] No change
- [ ] Decreases it
- [ ] Greatly decreases it

31. In your view, what is the impact of AssetPlus on the remand in custody of children ? *

- [ ] Greatly increases it
- [ ] Increases it

- [ ] No change
- [ ] Decreases it
- [ ] Greatly decreases it

Operational efficiency

32. In your opinion, has the use of the AssetPlus tool affected your workload? *

- [ ] Yes, my workload has increased
- [ ] No, it's made no difference to my workload
- [ ] Yes, my workload has decreased

33. Why do you think using AssetPlus has increased your workload?

34. MANAGERS ONLY Thinking about your team, how far do you agree with the following statements about AssetPlus? *

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	I am not able to answer this question
Using AssetPlus helps my team to make good quality assessments	☐	☐	☐	☐	☐	☐
The AssetPlus framework allows my team to include all the relevant information that is needed to make an assessment of a child's need.	☐	☐	☐	☐	☐	☐
AssetPlus allows space for me to use my professional judgement when carrying out a quality assurance check	☐	☐	☐	☐	☐	☐
AssetPlus allows my team to carry out assessments in a time-efficient way.	☐	☐	☐	☐	☐	☐
AssetPlus helps my team to make useful intervention plans for children who are at risk of offending.	☐	☐	☐	☐	☐	☐
AssetPlus helps my team focus on the child's strengths and other desistance factors when making their intervention plan.	☐	☐	☐	☐	☐	☐
AssetPlus helps my team to make effective plans for children at risk of causing harm to others.	☐	☐	☐	☐	☐	☐
AssetPlus helps my team to make effective plans for children at risk of receiving harm themselves .	☐	☐	☐	☐	☐	☐
AssetPlus allows my team to develop intervention plans in a time-efficient way.	☐	☐	☐	☐	☐	☐

35. **MANAGERS ONLY** How long does it typically take you to countersign and carry out quality assurance on AssetPlus assessments and plan?

- ☐ Less than 30 minutes
- ☐ Between 30 minutes and 1 hour
- ☐ Over 1 hour but less than 3 hours
- ☐ Between 3 and less than 5 hours
- ☐ More than 5 hours

36. Roughly, how long does it typically take you to complete an initial AssetPlus assessment for a new case? Please enter a number of hours. *

37. Roughly, how long does it typically take you to update an AssetPlus assessment? Please enter a number of hours. *

38. Is there anything else you would like to say about the AssetPlus framework?

Annex B: Survey analysis

To prevent disclosure of any individual's survey results, we have suppressed any cell indicating that five or fewer responses we received (replacing the actual value with <5) and included percentages rounded to the nearest integer.

1. Basic Information

This section asks you about your work.

1. Which YOT do you work for?

	Number of responses from each YOT
15 YOTs[1]	1
12 YOTs	2
6 YOTs	3
9 YOTs	4
Blackburn	6
Blaenau, Gwent and Caerphilly	6
Cardiff	6
East Sussex	6
Gateshead	6
Gloucestershire	6
Sandwell	6
Sheffield	6
Wandsworth	6
Croydon	7
Flintshire	7
Kent	7
West Berkshire	7
Cumbria	8
Suffolk	8
Bexley	9
Dorset Combined	9
Southwark	9
West Mercia	9
Salford	10
York	10
West Sussex	11
Wiltshire	11
Norfolk	13
North Yorkshire	16
Leeds	21
Total:	364

[1] As explained above, the aggregation of YOTs from whom we received fewer than five responses is for disclosure control purposes.

2. How would you describe your current role within the YOT? *Unless otherwise indicated, all questions in this survey from here until Q34 were asked only to those who identified themselves as practitioners or senior practitioners.*

	Frequency	Percentage (%)
Managerial position	89	24
Practitioner position	235	65
Senior practitioner position	40	11
Total:	364	100

3. Before AssetPlus was rolled out, did you have any experience using the previous Asset framework?

	Frequency	Percentage (%)
No	90	25
Yes, I had a lot of experience	216	59
Yes, I had some experience	58	16
Total:	364	100

4. How large is your current caseload?

AssetPlus Caseload	Frequency	Percentage (%)
1. None	39	12
2. 1 to 5	91	29
3. 6 to 10	124	39
4. 11 to 15	44	14
5. 16 to 20	13	4
6. 21 to 25	<5	1
7. More than 25	<5	-
Total:	316	100

Prevention/other caseload	Frequency	Percentage (%)
1. None	101	33
2. 1 to 5	133	44
3. 6 to 10	43	14
4. 11 to 15	14	5
5. 16 to 20	<5	-
6. 21 to 25	5	2
7. More than 25	5	2
Total:	304	100

2. System Navigation

This section is asking you about your perception of how easy or complex the AssetPlus tool is to navigate on your computer.

5. Please rate how much you agree with the following statement: Overall, in my experience, AssetPlus is easy to navigate as a tool.

	Frequency	Percentage (%)
1. Strongly disagree	40	15
2. Disagree	66	24
3. Neither agree nor disagree	43	16
4. Agree	114	41
5. Strongly agree	12	4
Total:	275	100

6. Please rate how much you agree with the following statement: Information entered in one section of the AssetPlus framework is 'pulled through' to other sections in ways that help my practice

	Frequency	Percentage (%)
1. Strongly disagree	18	7
2. Disagree	61	22
3. Neither agree nor disagree	47	17
4. Agree	135	49
5. Strongly agree	14	5
Total:	275	100

7. If you have any further comments on navigation with the AssetPlus framework, please tell us below:

Open-text question. 146 responses received.

3. AssetPlus Framework Navigation

In terms of the information you need to enter when using AssetPlus ...

8. ...which section of the AssetPlus framework would you say is the most difficult to use?

	Frequency	Percentage (%)
1. Information gathering	43	16
2. Explanations & Conclusions	80	29
3. Pathways and Planning	110	40
4. Modules (eg. restorative justice)	18	7
5. Other	24	9
Total:	275	100

9. ...which section of the AssetPlus framework would you say is the easiest to use?

	Frequency	Percentage (%)
1. Information gathering	131	48
2. Explanations & Conclusions	51	19
3. Pathways and Planning	40	15
4. Modules (eg. restorative justice)	33	12
5. Other	20	7
Total:	275	100

10. If you have any further comments on what information needs to be explored within the AssetPlus framework, please tell us below. For example, do you think something is missing from the content?

Open-text question. 117 responses received.

4. Framework Navigation

11. Please rate how much you agree with the following statement: The amount of questions I need to answer to within AssetPlus when making an assessment is justified and appropriate for my typical caseload.

	Frequency	Percentage (%)
1. Never	31	11
2. Rarely	64	23
3. Sometimes	126	46
4. Often	39	14
5. Always	15	5
Total:	275	100

12. Please could you give us some more information on your response above (for example, how it relates to prevention orders, referral orders, community orders, or custody orders)? *Asked only to those who responded with 'sometimes, 'often' or 'always' to Q11.*

    Open-text question. 77 responses received.

5. Training

13. Please select the type of training you received in each area. Please select all that applies.

	The online foundational module about the theory behind AssetPlus		Training by a person within your organisation		Training or training materials from outside your organisation (eg. the Resource Hub, the YJB)		Top-up training at any point		Induction when joining the YOT		Other	
	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number
Concepts underlying AssetPlus (including desistance and the good lives model)	18%	67	49%	179	29%	105	16%	59	13%	46	5%	17
The difference between description and analysis	10%	38	48%	173	20%	73	12%	43	8%	30	10%	36
Understanding patterns of behaviour	11%	40	48%	174	23%	84	12%	45	9%	33	8%	28
How to successfully navigate the tool	10%	35	55%	199	21%	78	12%	42	10%	35	4%	13

n = 364

14. This question asks you about the amount of the training you received in different areas. Please rate how much you agree with this statement for each training area: I received the amount of training I needed

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		I did not receive training on this area		Not sure	
	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number
Concepts underlying AssetPlus (including desistance and the good lives model)	15%	42	51%	141	13%	37	10%	26	3%	8	6%	16	2%	5
The difference between description and analysis	11%	31	47%	128	20%	54	11%	29	2%	6	8%	23	2%	<5
Understanding patterns of behaviour	12 %	34	51%	140	21%	57	7%	18	3%	7	6%	17	1%	<5
How to successfully navigate the tool	12%	33	51 %	141	21%	58	10%	26	3%	8	3%	8	0%	<5
n = 275														

15. This question asks you about the usefulness of the different training sessions you attended. Please rate how much you agree with this statement for each training session: The training session I attended was useful.

	Strongly agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree		I did not attend a version of this training session	
	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number
The online foundational module about the theory behind AssetPlus	3%	8	28%	76	25%	69	5%	14	2%	5	37%	103
Training by a person within your organisation	14%	39	59%	162	15%	42	5%	13	2%	5	5%	14
Training or training materials from outside your organisation (eg. the YJB)	8%	23	41%	113	20%	56	3%	9	-	<5	25%	70
Top-up training at any point	8%	22	37%	103	19%	52	3%	7	-	<5	32%	89
Induction when joining the YOT	3%	9	25%	69	21%	59	2%	5	-	<5	48%	131
Other (please specify below)	5%	7	15%	23	22%	34	-	<5	-	<5	58%	90
n = 364												

6. Quality of assessment

16. Based on your professional experience, please rate how much you agree with the following statement: Using AssetPlus helps me to make good quality assessments.

	Frequency	Percentage (%)
1. Strongly disagree	13	5
2. Disagree	43	16
3. Neither agree nor disagree	63	23
4. Agree	125	45
5. Strongly agree	31	11
Total:	275	100

17. Please rate how much you agree with the following statement: The AssetPlus framework allows me to include all the relevant information I need to make an assessment of a child's need.

	Frequency	Percentage (%)
1. Strongly disagree	7	3
2. Disagree	28	10
3. Neither agree nor disagree	49	18
4. Agree	155	56
5. Strongly agree	36	13
Total:	275	100

18. Please rate how much you agree with the following statement: I use the features of the tool (e.g. graphs, timelines) in order to identify patterns in a child's life (including offending history, significant life events, contact with services, etc.)

	Frequency	Percentage (%)
1. Never	24	9
2. Rarely	57	21
3. Sometimes	90	33
4. Often	57	21
5. Always	47	17
Total:	275	100

19. Please rate how much you agree with the following statement: AssetPlus allows space for me to use my professional judgement when making assessments

	Frequency	Percentage (%)
1. Strongly disagree	13	5
2. Disagree	27	10
3. Neither agree nor disagree	58	21
4. Agree	147	53
5. Strongly agree	30	11
Total:	275	100

20. Please rate how much you agree with the following statement: The YOGRS score provided by the AssetPlus framework matches with my judgement.

	Frequency	Percentage (%)
1. Never	<5	-
2. Rarely	25	9
3. Sometimes	125	45
4. Often	122	44
Total:	275	100

21. How do your judgements of Likelihood of Reoffending usually compare to the YOGRS score? *(only asked for respondents those who answered 'always' or 'often' to Q20)*

	Frequency	Percentage (%)
-	<5	-
I usually think the risk is higher	31	20
I usually think the risk is lower	16	10
Mostly the same	41	27
There's no pattern – it changes	64	42
Total:	153	100

7. Use of information

22. Please rate how much you agree with the following statements: I use AssetPlus for:

	Always		Often		Sometimes		Rarely		Never	
	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number
Writing pre-sentence reports	41%	113	9%	25	9%	24	8%	23	33%	90
Intervention planning	52%	143	27%	73	12%	34	6%	17	3%	8
Child's self-assessment	68%	188	21%	57	7%	20	2%	5	2%	5
Prevention	27%	75	13%	35	22%	61	11%	30	27%	74
Transfers (YOT-to-YOT and YOT to Probation)	45%	125	10%	27	13%	36	10%	27	22%	60
Out of court disposals (OOCD)	33%	92	15%	40	28%	77	9%	25	15%	41
Youth custody placements	59%	163	9%	25	6%	16	6%	17	20%	54
Other (please specify)	14%	13	-	<5	11%	10	-	<5	68%	62

23. Please rate how much you agree with the following statements: I find AssetPlus time-efficient for:

		Not applicable		Strongly agree		Agree		Neither agree or disagree		Disagree		Strongly disagree	
	n=	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number
Writing pre-sentence reports	275	21	57	3	9	15	40	17	48	22	60	22	61
Intervention planning	275	3	8	7	18	25	68	17	48	25	69	23	64
Child's self-assessment	275	3	7	14	38	40	110	19	53	13	35	12	32
Prevention	275	14	38	5	15	13	36	22	61	21	57	25	68
Transfers (YOT-to-YOT and YOT to Probation)	275	15	40	9	26	25	68	25	69	12	33	14	39

Out of court disposals (OOCD)	275	7	20	5	13	16	44	18	50	27	73	27	75
Youth custody placements	275	15	40	13	36	31	84	19	53	11	30	12	32
Other	106	38	40	-	<5	7	7	24	25	8	8	24	25

8. Quality of intervention plan

24. Based on your professional experience, please rate how much you agree with the following statement: AssetPlus helps me to make useful intervention plans for children who are at risk of offending.

	Frequency	Percentage (%)
1. Never	15	5
2. Rarely	55	20
3. Sometimes	96	35
4. Often	79	29
5. Always	30	11
Total:	275	100

25. Based on your professional experience, please rate how much you agree with the following statement: AssetPlus helps me focus on the child's strengths and other desistance factors when making their intervention plan.

	Frequency	Percentage (%)
1. Strongly disagree	7	3
2. Disagree	26	9
3. Neither agree nor disagree	65	24
4. Agree	137	50
5. Strongly agree	40	15
Total:	275	100

26. Please rate how far you agree with the following statement: AssetPlus helps me to make effective plans for children at risk of gang membership.

	Frequency	Percentage (%)
1. Strongly disagree	28	10
2. Disagree	51	19
3. Neither agree or disagree	113	41
4. Agree	43	16
5. Strongly agree	<5	-
6. Not Applicable	34	12
Total:	273	100

27. Please rate how far you agree with the following statement: AssetPlus helps me to make effective plans for children at risk of causing harm to others.

	Frequency	Percentage (%)
1. Strongly disagree	9	3
2. Disagree	31	11
3. Neither agree or disagree	63	23
4. Agree	151	55
5. Strongly agree	21	8
Total:	275	100

28. Please rate how far you agree with the following statement: AssetPlus helps me to make effective plans for children at risk of harm themselves.

	Frequency	Percentage (%)
1. Strongly disagree	10	4
2. Disagree	33	12
3. Neither agree or disagree	75	27
4. Agree	134	49
5. Strongly agree	23	8
Total:	275	100

29. Please rate how far you agree with the following statement: Using AssetPlus makes a difference to the quality of interventions and services that are provided to children.

	Frequency	Percentage (%)
1. Strongly disagree	31	11
2. Disagree	74	27
3. Neither agree or disagree	98	36
4. Agree	64	23
5. Strongly agree	8	3
Total:	275	100

30. In your view, what is the impact of AssetPlus on the likelihood of reoffending of children?

	Frequency	Percentage (%)
1. Greatly decreases it	<5	-
2. Decreases it	92	25
3. No change	251	69
4. Increases it	19	5
5. Greatly increases it	<5	-
Total:	364	100

31. In your view, what is the impact of AssetPlus on the remand in custody of children?

	Frequency	Percentage (%)
1. Greatly decreases it	<5	-
2. Decreases it	47	13
3. No change	305	84
4. Increases it	9	2
Total:	364	100

9. Operational efficiency

32. In your opinion, has the use of the AssetPlus tool affected your workload? *Only asked to respondents who did not answer 'no' to Q3.*

	Frequency	Percentage (%)
No, it's made no difference to my workload	12	8
Yes, my workload has decreased	<5	-
Yes, my workload has increased	133	91
Total:	146	100

33. Why do you think using AssetPlus has increased your workload? *Asked only to those who responded 'Yes, my workload has increased' or 'Yes, my workload has decreased' to Q32.*

Open-text question. 131 responses.

34. Thinking about your team, how far do you agree with the following statements about AssetPlus? *These questions were only asked to those who identified themselves as a manager in Q2.*

	Strongly agree		Agree		Neither agree or disagree		Disagree		Strongly disagree		I am not able to answer this question	
	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number	%age	Number
Using AssetPlus helps my team to make good quality assessments	10	9	66	59	12	11	9	8	-	<5	-	<5
The AssetPlus framework allows my team to include all the relevant information that is needed to make an assessment of a child's need.	11	10	74	66	6	5	9	8	-	<5	-	<5
AssetPlus allows space for me to use my professional judgement when carrying out a quality assurance check	13	11	61	53	9	8	14	12	-	<5	-	<5
AssetPlus allows my team to carry out assessments in a time-efficient way.	-	<5	-	<5	15	13	44	39	37	33	-	<5

AssetPlus helps my team to make useful intervention plans for children who are at risk of offending.	-	<5	37	33	16	14	25	22	21	19	-	<5
AssetPlus helps my team focus on the child's strengths and other desistance factors when making their intervention plan.	10	9	67	60	9	8	8	7	6	5	-	<5
AssetPlus helps my team to make effective plans for children at risk of causing harm to others.	7	6	47	42	13	12	19	17	13	12	-	<5
AssetPlus helps my team to make effective plans for children at risk of receiving harm themselves.	-	<5	45	40	16	14	21	19	13	12	-	<5
AssetPlus allows my team to develop intervention plans in a time-efficient way.	-	<5	9	8	13	12	42	37	34	30	-	<5
n=89												

35. How long does it typically take you to countersign and carry out quality assurance on AssetPlus assessments and plan? *These questions were only asked to those who identified themselves as a manager in Q2.*

	Frequency	Percentage (%)
1 - Less than 30 minutes	<5	-
2 - Between 30 minutes and 1 hour	25	20
3 - Over 1 hour but less than 3 hours	77	63
4 - Between 3 and less than 5 hours	13	11
5 - More than 5 hours	6	5
Total:	123	100

36. Roughly, how long does it typically take you to complete an initial AssetPlus assessment for a new case? Please enter a number of hours.

	Frequency	Percentage (%)
Less than 5h	59	22
5 to 10h	122	45
10 to 15h	36	13
15 to 20h	20	7
20 to 25h	12	4
25 to 30h	11	4
30 to 35h	<5	-
35 to 40h	<5	-
45 to 50h	5	2
More than 50h	<5	-
Total:	274	100

37. Roughly, how long does it typically take you to update an AssetPlus assessment? Please enter a number of hours. *

	Frequency	Percentage (%)
Less than 5h	215	78
5 to 10h	41	15
10 to 15h	7	3
15 to 20h	<5	-
20 to 25h	7	3
30 to 35h	<5	-
35 to 40h	<5	-
Total:	275	100

38. Is there anything else you would like to say about the AssetPlus framework?

Open-text question. 218 responses received.

Annex C: Interview information sheet and protocol

Participant Information Sheet

Process evaluation of AssetPlus

Background

The Youth Justice Board has commissioned RAND Europe, a not-for-profit research organization, and Dr Kerry Baker, a youth justice expert, to carry out a national process evaluation of AssetPlus. This evaluation will explore the experiences and perceptions of youth justice practitioners with the framework, including how experiences may vary across different groups and why.

As part of this study, the research team is approaching 10 services to participate in interviews. Services were selected on the basis of geographical location, relative size and the supplier used. We will speak to around six members of staff from each service, such as the service manager, a senior practitioner, the AssetPlus change lead, a caseworker and a court liaison.

Study focus

The goals of this project are to understand views on:

1. The principles or ideas that underlie the AssetPlus framework;
2. How the delivery of AssetPlus has changed working practices in YOTs;
3. How it has affected issues such as quality of assessment; Information Gathering; identifying future behaviour; intervention plans; and operational efficiencies.

Your participation in this study

We would like you to take part in an interview to inform this study. The interview will take place in person at the service site, and will last no longer than an hour. At the start of the interview, the researcher

will be happy to further outline the project's objectives and answer any questions you have about the study. All participation is on an anonymous basis. You are free to opt out of participating in the interview at any time.

We will ask your permission to make an audio recording of the interview discussion. The purpose of this is to aid our note-taking, and the recording will be deleted at the end of the project. During the project the audio recording and the notes of the discussion will be stored securely on RAND's internal servers. Identifiable data will not appear in any client deliverables or resulting publications without your explicit permission.

Sharing our findings

Study results are expected in September 2019 and will be compiled in a series of reports. Findings will be shared with policy-makers, academia and the public.

About RAND Europe

RAND Europe is a not-for-profit research institute based in Cambridge, whose mission is to help improve policy decision-making through research and analysis. The project is being led by Dr. Alex Sutherland, who can be reached at:
asutherl@rand.org

Interview protocol

Introduction script (for use by interviewer)

I am a researcher [with RAND Europe / working with RAND Europe], a not-for-profit research institute based in Cambridge. We have been asked by the YJB to conducting a process evaluation of the implementation of the AssetPlus tool. The main aim of the project is to understand how AssetPlus was implemented and what, if any, impact is has had on the assessment process in YOTs.

As part of the study, we are conducting a series of interviews with practitioners in 10 selected services across England and Wales, to gather insights into your experiences and perceptions of using AssetPlus. We very much appreciate your input on these areas and are grateful for an opportunity to speak with you today.

Do you have any questions about the project?

Your participation in this interview is completely voluntary. We will only be asking for your opinions in a professional capacity and will not ask for personal information. In our reporting, we will not attribute any comments to individuals we have spoken to. However, in our final report, we may publish the names of the YOTs which participated in the study. Are you willing to participate in the interview?

With your permission, we will digitally record our conversation. This will be strictly for our internal purposes so that make sure we have not missed anything important in our notetaking. We will store the audio files and any interview notes securely and delete them at the end of the project. Do we have your permission to record our conversation?

Background

To start, we have a few introductory questions about your experience.

1. How long have you been working at x YOT and what is your current role?
2. Do you have specific responsibility in the YOT? OR Can you describe your current caseload?

   In terms of community sentences, custody cases (for example)?
3. Had you previously used the old Asset assessment system? YES / NO

   a. IF NO: Did you have the experience of moving to use AssetPlus? If so, briefly, what was that experience like?)

   b. (IF YES) How much experience did you have using Asset before joining this YOT?

   c. IF YES: Broadly speaking, in your view, how has AssetPlus affected FTEs, re/offending, and remands in custody?
4. How confident do you feel about using AssetPlus as a tool?
5. What, in your view, are the principles or ideas that you think are underlying the AssetPlus framework?

Training

I'd like to understand a bit more about the training you received before starting to use the AssetPlus tool.

1. Did you complete the "foundational online module" about the theory behind AssetPlus as part of your training? YES / NO IF YES: If so, how useful did you find this training?
2. Did you receive training from a person inside your organisation (ie. cascade training/train the trainer) before the implementation of AssetPlus? YES / NO IF YES: how useful did you find this training overall?
3. Did you receive any other training or training materials from outside your organisation (ie. the YJB)before the implementation of AssetPlus? YES/NO.
    a. IF YES: Can you please briefly describe what this / these were.
    b. How useful did you find these?

9. Do you feel there could be anything different or improved in terms of the content or the timing of the training you received?

    a. Is there any further area where you feel more training would be useful for you or your team?

10. If you were to train someone on using AssetPlus, what would your "top three tips" be?

Quality of assessment

We understand that AssetPlus is primarily a tool for carrying out assessments of young people and developing intervention plans based on these assessments. I'd like to ask you a bit about your views on the assessment parts of AssetPlus.

11. Can you describe what, in your view, makes for a good assessment? (Or should look like?)

    a. Do you feel that AssetPlus helps you to make high quality assessments?
    b. If you have used the old Asset system, how do you feel that AssetPlus compares the previous version of Asset in terms of the quality of assessment?

Information gathering

12. Can you describe what information you include in that section, and how do you decide what information to include in this section?

    a. Has gathering this information had any influence on how you work with young people, families and carers?
    b. Has gathering this information involved working more with other agencies or different agencies?

13. Do you have any suggestions for how the Information Gathering section of AssetPlus could be improved?

'Explanations and Conclusions'

14. I understand that the AssetPlus framework has an emphasis on analysis – synthesising facts about a person or situation to generate new insights. Can you tell us how you approach/think about analysing the information that you collect?

a. Are there any parts of the 'Explanations and Conclusions' section of the AssetPlus tool elements that you have found more easy to use?
b. Has being asked to analyse information about young people and their situations influenced how you understand young people's offending behaviour and the reasons for it? If so, how?

Identifying future behaviour

15. AssetPlus asks you to consider a young person's possible future behaviour, both its likelihood and its impact. Can you walk me through how you typically approach making judgements about a young person's behaviour in the future?

a. What type of behaviour do you think about when considering future behaviour?
b. Are there any problems you have encountered when using this section of the AssetPlus tool? Are there any elements you have found easier to use?

Professional judgement

16. AssetPlus rests on using professional judgement when assessing young people's risk of reoffending. Do you feel able/empowered to use your professional judgement about this risk when using the AssetPlus tool and framework?

a. In which sections or during which decisions do you feel you use professional judgement most frequently?
b. Are there any sources or types of information that you believe may influence your judgement more than others?

17. Do you use the YOGRS score when completing an AssetPlus assessment and plan? (If so, how?)

a. Do you ever override the YOGRS score? If so, can you think of an example of when you've done this?

18. Do you have any suggestions for how the Explanations and Conclusions section of AssetPlus could be improved?

Quality of intervention plans

19. In using the assessments in the Explanations and Conclusions sections, I understand that you also devise plans and identify outcomes using AssetPlus. Could you talk me through how you go about planning interventions for the young people you work with? What information do you use?

a. Has the way you plan interventions with young people changed at all? If so, how? Do you think that AssetPlus has informed that?
b. (How) do you use young people's self-assessment and parental assessment when developing intervention plans?
    i. Do you share the intervention plan with the young person and parent/carer? And if so, at what point?

c. Could you tell us how you introduce or explain it to young people and/or their parents?

20. How have you found the experience of using the 'Pathways and Planning' section of Asset Plus?

a. Are there any problems you have encountered when using this? Are there any elements you have found easier to use?

Other aspects of using AssetPlus

i) Modules

21. As well as these core sections, I see that AssetPlus includes several optional modules as well as these core sections. How frequently do you use these optional modules? Which ones do you use most frequently and how useful are they?

Mention specifically:

a. Restorative Justice module
   i. IF USE IT: how useful do you find the Restorative Justice module on AssetPlus? Do you have any other comments about the Restorative Justice module on AssetPlus?
b. Reports module (ie. Pre-Sentence Reports)
   i. IF USE IT: how useful do you find this module? Do you have any comments?

ii) Communication with other services

22. Can you describe what your communication with other agencies is like in using AssetPlus?

a. Has using the Asset Plus system/process had any effect on these communications?
b. Can you describe what your communication with the secure estate (SE) is like?

Operational efficiencies

23. Do you feel that the updateable nature of the assessment makes your job more or less straightforward?

a. How easy is it to update assessment sections? e.g. a review stage if you receive new information

24. One area of interest is how long staff spend using AssetPlus and whether the time invested relates to the quality of assessment. Can you give us some idea about how long you spend on a daily basing using AssetPlus?

a. How long do you typically spend using the AssetPlus tool when making an initial assessment of a young person? How many times do you return to this assessment?

25. Is there anything else you'd like to add / say or you feel we should have covered?

Questions specific to YOT managers

The below questions are specific to YOT managers and should be asked if relevant. They should be added to the relevant main section if so (section and subsection numbering and titles correspond with the main protocol)

Background/Quality

1. In your experience so far, do you think that using AssetPlus has had an impact on the quality of assessments and plans that are made in your YOT?

2. What impact has the requirements around the quality assurance of assessments and intervention plans had on your workload?

    a. If increased workload: do you feel that this is manageable? Have made any adaptions to the quality insurance and countersigning processes at all to enable your team to carry these out?
    b. Did you have any additional training on the countersigning process and quality assurance process?

Training

3. Do you have any further thoughts on the training that you and the YOT as a whole received from the YJB? Is there anything that could have been done differently? Was there anything particularly useful?

    a. Can you describe the role of the Change Lead in your organisation during the go-live period?

4. Are there any plans in place to train new staff/refresh existing staff's knowledge about AssetPlus after the initial training period?

Operational efficiencies

i) Day to day work

5. How have your day-to-day work and responsibilities changed since AssetPlus was adopted, if at all?

    a. Has it changed how you work with people on your team?
    b. Has it changed how you work with other assessments/agencies?
    c. Has it had any impact on your workload overall in terms of quantity or content?

ii) IT

6. Is there any scope for extracting data from the systems to inform practice and development?

    a. IF this is already happening, what form does it take?
    b. Is this fed back to practitioners?

7. Do you have anyone in your team who manages IT?

8. Have you had any contact with your CMS provider?

Annex D: Methods

A review of sources provided by the YJB was supplemented by a targeted review of policy and academic literature

At the beginning of the study, the research team reviewed documents and materials provided by the YJB. These included: documents describing AssetPlus; training materials; internal YJB documents setting out the business case and benefits for introducing the AssetPlus framework; existing reviews of the implementation of AssetPlus in YOTs from a variety of sources (including internal benefits monitoring reports from the YJB); and data about YOTs across England and Wales.

At a later stage, the research team also carried out a targeted review of recent policy documents, including a search of academic literature, inspection reports, guidance issued to YOT staff, and significant policy statements issued since the implementation of AssetPlus (including the Taylor review (2016)).

This review of documents developed the research team's understanding of the concepts behind and practical appearance of AssetPlus, the intended benefits of the framework, and strengths and challenges identified by the YJB from sector feedback. In turn, this fed into the development of the interview protocol and survey instrument.

In order to develop understanding of the key issues, the research team conducted several scoping interviews

Prior to organising semi-structured interviews with youth justice practitioners, the research team carried out five scoping interviews with individuals who had previously worked on the development and implementation of AssetPlus in a variety of roles that included project management, business change and IT systems. The purpose of the scoping interviews was to gain insight into how the implementation of the AssetPlus process had worked, and identify any ongoing issues that had already been noticed.

Interviewees were chosen informally by the research team based on existing knowledge of the sector and prior contacts, with some informal input from colleagues at the YJB. Interviews took place over the phone and face-to-face between mid-November and mid-December 2018.

The interviews centred on three main areas: what had actually taken place as part of the implementation of AssetPlus, what the interviewees felt had worked well, and what they felt had worked less well.

These scoping interviews with people with extensive experience of implementing AssetPlus helped the research team develop an understanding of areas where issues and difficulties around the implementation of AssetPlus may have arisen. Identification of these areas proved useful when developing an interview protocol for the in-depth qualitative interviews that followed.

Fifty-seven qualitative in-depth interviews with managers and practitioners in ten YOTs

The research team developed a sampling framework to select 10 YOTs in which interviews would be conducted, using the criteria of region, CMS system, and planned date of AssetPlus implementation. Table 1 shows the number of YOTs approached for interview from each category within these criteria, compared to the number of YOTs overall. In addition, the project team used their sector knowledge and practical considerations to determine a shortlist of YOTs to approach, after consulting with the YJB. The YJB also informed the selected YOTs that the research was taking place, and the research team then sent an invitation via email to the service manager at each YOT.

Table 1: How YOTs were selected for interview

Number of YOTs in each category	England & Wales	Initially approached for interview	Eventually took part in interviews
Region			
South East and East	29	1	1
London	31	1	1
South West	13	1	2
North East	26	2	1
North West	19	1	1
Midlands	19	2	2
Wales	15	1	1
Date of implementation			
Before 10 May 2016	76	7	7
After 10 May 2016	76	3	3
CMS used			
CACI	81	5	7
Capita	13	1	1
Careworks	36	2	1
Servelec	22	2	1

Of the 10 YOTs initially approached for interview, two declined to take part and a further three did not respond. Five additional YOTs were identified by the project team, in consultation with the YJB, on the basis of having similar attributes to those that they were replacing. The characteristics of the YOTs that did take place in interviews (compared to those that were initially approached) can be seen in Table 1.

Interviews were semi-structured and followed an interview protocol that was devised by the research team, who were informed by the scoping interviews and document review, in consultation with the YJB (see Annex C). Interviewees were provided with a project information sheet before interviews began, and were

asked to give their verbal consent to participate in an interview and for the interview to be recorded (see Annex C). In total, 57 interviews were carried out across ten YOTs in February and March 2019, with practitioners (those holding caseloads), managers (those with responsibility for quality assurance and countersigning), senior practitioners (those holding caseloads and with quality assurance and countersignature responsibilities) and support staff (those without caseloads but with knowledge of AssetPlus). Between five and seven interviews were carried out in each YOT.

Interviews were audio-recorded and fully transcribed. Transcripts were then analysed and coded by two members of the research team using the NVivo12 software and a coding framework that was based on the research questions, and then later refined to capture themes and issues emerging from early coding.

In this report, the number of interviewees who expressed a view and the number of YOTs that they represent are indicated in the text in parentheses (XX interviewees; XX YOTs). When a direct quote is used from an interviewee, we have reported these using an interviewee number (1–57 – arranged according to the order in which the interviews were carried out) and the YOT number (1–10 – arranged alphabetically).

The research team launched a national survey and received 364 complete responses

The survey instrument (Annex A) was developed by the research team using emerging findings from qualitative fieldwork and in consultation with the YJB, and was administered using the online platform SmartSurvey. To maximise the number of responses, the survey link was sent by the YJB to all the heads of service of all YOTs. The heads of service were asked to complete the survey themselves and cascade it among the staff in each YOT. The survey was live between 18 March and 5 April 2019. During this period, 364 complete responses and 112 partial responses were received.[2]

The research team's use of SmartSurvey, a tool that locates all its servers within the EU, ensured that all data was held in full compliance with the GDPR standards, including for the protection of personal and sensitive data. Before beginning the survey, respondents were presented with an 'Introduction and consent' page describing the research and explaining that the survey was anonymous, data was confidential and participation was voluntary. If a respondent indicated that they were happy to continue, they were then taken to a 'privacy notice' page that outlined the basis upon which RAND Europe was collecting data.

Overall, the survey comprised 38 questions, including several sub-questions. All respondents were asked to identify the YOT they currently worked in and the role they held (practitioner, senior practitioner or manager), but were not asked to provide any other identifying data. Questions included in the survey were differentiated for practitioners, senior practitioners and managers (depending on the respondents' self-identification in the first few questions). The average response time ranged between 27 and 32 minutes for practitioners and senior practitioners and 12 minutes for managers.[3] In order to maximise the

[2] Only the 364 completed responses were included in the survey analysis for this report. Of the 112 partial responses, 34 did not complete the first question.

[3] As it was possible for the respondents to pause the survey and complete it later on, some responses are recorded as lasting up to 20 hours, thus biasing these averages upwards. If we discard response times of over 90 minutes, the average survey response ranged between 18 and 19.5 minutes for practitioners and 9.5 minutes for managers.

usefulness of the data, all closed-text questions were compulsory. A number of optional open-text questions were also included, which provided respondents with a chance to elaborate upon their answers. Responses to these optional open-text questions have been analysed and are used in the report to support points where necessary, in the form of footnotes indicating the text of the question, the number of relevant responses and the number of total responses to this question.

Of the 152 YOTs in England and Wales, complete responses were received from personnel in 77 YOTs. On average, 4.7 responses were received from individuals in each of these YOTs (with the number of responses per YOT ranging from 1 to 21). 235 responses were from those who identified as practitioners, 40 were from senior practitioners and 89 were from managers.

The research team produced a full survey analysis (Annex B) presenting descriptive statistics for each closed-text question (in table and bar-chart format). Due to the need to prevent disclosure, the survey analysis presents rounded percentages and suppresses any cell under 5. During analysis, each relevant question was disaggregated by role (practitioner, senior practitioner and manager) and by the IT system used by that YOT.[4] When authors considered that survey responses varied based on IT system or role (and when this was relevant to the question at hand), this disaggregation has been referred to in the above chapters.

Table 2 demonstrates that the numbers and proportions of respondents from each IT system are roughly proportional to the numbers and proportions of YOTs using each IT system nationally. However, given the small sample size, any findings relating to IT system are purely indicative.

Table 2: The proportion and numbers of respondents from each IT system compared to the national proportion and numbers of YOTs using each IT system nationally

IT system	Number of YOTs using IT system nationally (as of October 2018)	%age of YOTs using IT system nationally	Number of respondents using each IT system in survey	%age of respondents using each IT system in survey
CACI	82	54%	194	53%
Capita	13	8%	24	7%
Careworks	36	24%	94	26%
Servelec	22	14%	52	14%
Total	153	100%	364	100%

[4] This information was obtained by matching the individual's identified YOT of work with the data around which IT system the YOTs used.