

ISS Practice Guidance for Case Managers

Effective Date: 21st December 2022

Review Date: 20th December 2023

Content

1. Eligibility
2. Suitability
3. Reports for Court
4. ISS levels of supervision
5. Post Custody ISS
6. *ETE /Training*
7. *ISS Planning*
8. Weekends and Tracking
9. Timetables
10. Enforcement
11. Further guidance

Appendices:

A - Information for the Court

1. Eligibility

1.1 A Court can only sentence a young person to a YRO with ISS when:

- The offence is punishable with imprisonment
- The Court believes the offence, or combination of offences, was so serious but for ISS, a custodial sentence would be appropriate
- If the young person was aged under 15 at the time of conviction, the Court must believe that without such a stringent requirement the young person will continue to commit offences
- If the offence is non-imprisonable, but the young person is already in breach of an YRO, ISS is available as an option; however, the Court must demonstrate that this is a necessary requirement to manage the young person in the community

1.2 Where a young person is alleged to have committed an offence that is serious enough to warrant a remand to custody, the Court may consider giving a bail support package including ISS (Band 1). Further guidance can be found in the Bail and Remand Management Guidance.

1.3 YJ Intensive Supervision and Surveillance can be included as a **DTO license condition** if the young person is under the age of 18 at release. Eligibility for an Intensive Supervision and Surveillance license condition to be considered would be indicated by any one or more of the following criteria:

- the index offence falls under Multi Agency Public Protection criteria (Categories 1,2 and 3) and/or
- is assessed as posing a high or very high risk of serious harm to others
- is assessed as posing a medium or high likelihood of re-offending

Meeting any one or more of the above criteria does not automatically mean that ISS should be used, and the Case Manager must think that such stringent requirements are reasonable and necessary for the management of the risk. The decision whether to include ISS as part of license requirements should be discussed at Case Management Meetings and agreed with a manager.

1.4 The table below shows the assessment process for ISS proposals

Custody Threshold		RoSH	Professional Judgement		LoR	Professional Judgement
YES	AND	Low or Medium		AND / OR	Medium	No ISS Band 1 ISS Band 2 ISS Extended ISS
		High	Band 1 ISS Band 2 ISS		High	Extended ISS Band 1 ISS
		Very High	Extended ISS Band 1 ISS			

2. Suitability

2.1 As detailed in the table above the YJB Guidance indicates that as well as meeting the Custody threshold, the young person should also have either a combined High or Very High Risk of Serious Harm (RoSH) with a Medium, High, or very High Likelihood of re-offending, or a Medium, High or Very High Likelihood of Offending. If the young person does not meet these criteria, then Case Managers should consider proposing an YRO with a high-level intervention package instead of ISS.

2.2 Most young people meeting the criteria above should be considered suitable for ISS and this should be presented in PSRs as an option. However, where the criteria are met, but a young person has a significant learning need or mental health problem, then care needs to be given before proposing ISS. In cases where there are issues that need to be resolved before there can be a reasonable expectation of compliance, for example where a young person is homeless, it may be appropriate to ask for an adjournment of sentencing to try and resolve these issues before a final assessment of suitability is made.

2.3 There may be rare cases where, after careful consideration, it is agreed that no community sentence can be offered, having considered RoSH, LoR and the likelihood of compliance. These should always be endorsed by a Team Manager.

3. Reports for Court

3.1 When a young person is at risk of custody, the PSR should clearly explain the ISS Programme and the eligibility criteria set by the YJB, and why the young person does or does not meet the criteria. The report should also clearly outline reasons why an ISS requirement has or has not been recommended. Where eligible, but not recommended, the report should offer an alternative sentence with clear reasons as to why this is the more appropriate sentence

for that young person. Where ISS is proposed a copy of the proposed timetable should be attached to the PSR.

3.2 If the court chooses not to impose an alternative to custody they must, in line with paragraph 80 (3) schedule 4 of the Criminal Justice and Immigration Act 2008, state that an YRO with ISS is not appropriate and the reasons why. This should be included in the Court log.

3.5 When making an application for ISS as part of a Bail Supervision and Surveillance Programme, Appendix A '*Intensive Supervision and Surveillance in Nottinghamshire*' can be provided to the Court to inform them of the likely components of an ISS Programme.

4. ISS Levels of Supervision

4.1 An ISS requirement is imposed between 90 and 180 days as a direct alternative to custody. The Court must impose a supervision requirement (minimum of 12 months) and a curfew requirement, with electronic monitoring (unless the Court considers it inappropriate to do so). ISS should be a positive measure to address complex factors which contribute to offending. The high intensity element of the programme should be in place for half of the requirement, and then taper off over the remaining period to encourage independence.

4.2 The Chart below shows the **minimum** hours each week that must be instructed for the different levels of intensity on ISS.

ISS type	Contacts per week		
	1-4 months	5-6 months	7-12 months
Extended ISS (between 90 and 180 days)	25 hours 2 contacts per day*	15 hours	5 hours
High Intensity ISS (91 days) Band 1 /DTO ISS	1-3 months		4-6 months
	25 hours 2 contacts per day* For DTO ISS high intensity should be for half of the licence period		5 hours
Medium Intensity ISS (91 days) Band 2	1-2 months	Month 3	4-6 months
	20 hours 2 contacts per day*	10 hours	5 hours
Junior ISS – under 13 years olds (91 days)	1-3 months		4-6 months
	Min 12.5 hours per week 7.5 hours can be education 1 face to face contact, 7 days per week		Min 5 hours per week 7 hours can be education
<ul style="list-style-type: none"> all five core elements must be covered within the timetable electronically monitored curfew must be in place unless not considered appropriate 			
ETE/Training ISS (91 days)	1-3 months		4-6 months
	Daily contacts, 7 hours per week in addition to full time education		3 hours per week
<ul style="list-style-type: none"> all five core elements must be covered within the timetable electronically monitored curfew must be in place, hours can be flexible to ensure any work/training can be undertaken. If in full time education or in training / employment of more than 35 hours per week 15 hours a week can contribute to the high intensity hours. 			

BAIL ISS	1-3months	4+ months
	25 hours over 7 days per week	Can be reduced to 5 hours per week

Nottinghamshire state that the young person must have successfully completed a minimum of 12 weeks of High Intensity; demonstrating that there has been no offending on bail or breaches of bail conditions, the programme elements have been successfully implemented and completed; before an application can be made to the Court for a variation in contact levels.

A Case Management Meeting must be held to ascertain the Team Manager's agreement before an application to Court for variation of hours can be made.

* All levels of ISS should include 2 contacts with the young person per day, including evenings and weekends, 7 days per week. One of the contacts can be the electronically monitored curfew. Case Managers are responsible for checking that a young person's tag has been fitted (this should be recorded on Capita) and are responsible for following up any curfew violations reported by the Electronic Monitoring Service (EMS).

4.3 The aim of the low intensity period is to withdraw direct support to the young person gradually. The hours should decrease gradually to five hours rather than drop suddenly and should be agreed and explained clearly to the young person and their parent/carer when the intervention plan is reviewed.

4.4 Weekend support should continue to be offered in the low intensity phase if deemed necessary.

4.5 During the low intensity period, the five hours' enforceable time should be used to ensure attendance at key activities.

5. Post Custody ISS

5.1 There must be a discussion with the young person as part of the process of deciding whether to recommend Intensive Supervision and Surveillance. While few children and young people will welcome the concept at the outset, Case Managers should explain the reasons for considering it, and the benefits for them. The whole focus of the programme should be on successful resettlement and a move away from offending to a positive, contributory lifestyle. For more information please refer to [YJS Circular Resettlement 2019](#).

5.2 When it has been agreed to make a recommendation for ISS as a licence condition, you must complete the *Request for Intensive Supervision and Surveillance to be added to Notice of Supervision/ release licence form* to ensure that a defensible, evidence-based decision-making process is in place for each case. This must be sent securely to the Youth Custody Service where the young person is held in a STC or SCH or to the National Offender Management Service where they are held in a YOI within 10 days prior to release. A copy must also be sent to the secure establishment with the final review meeting paperwork. A decision is then taken by the responsible authority no more than 7 days prior to release.

6. ETE /Training ISS

6.1 **Employment ISS** - There are some young people who are in full time employment and so cannot manage the full timetable of activities that ISS requires, the YJS wants to support this positive activity by offering a more flexible approach.

Commented [RP1]: I assume this remains the national standpoint 2 contacts per days as in practice this is not happening.

Commented [NS2R1]: This is correct.

Commented [RP3]: im just doing a current 2022 circular

6.2 Case Managers should satisfy themselves that the employment is full-time i.e. 35 hours or more and 'legitimate'. Legitimate employment is where there is evidence of one or more of the following:

- paying National Insurance
- payslip evidence
- letter from the employer

6.3 The attendance at the employment should be regularly confirmed by the Case Manager through ongoing liaison with the employer.

6.4 **Full-time training ISS** - This is aimed at young people on legitimate full-time training programmes. Legitimate full-time training is where a young person is carrying out an apprenticeship or employment-based training course of 35 hours or more per week.

7. ISS Planning

7.1 Case Managers who are writing a PSR where ISS is an option/recommendation or have a young person in custody who will be subject to ISS as part of supervision upon release; should arrange a Case Management meeting (CMM) prior to sentence/release from custody. Where ISS is being considered the case manager should liaise with the interventions team manager and where appropriate invite them to a CMM.

7.2 If an ISS CMM has not taken place prior to the imposition of ISS, an initial planning meeting should take place within **10 working days of sentencing**. This should be CMM meeting chaired by the Case Manager, who will be responsible for inviting the Remedi Manager or Coordinator, and any other professionals working with the young person such as Substance Misuse worker, Interventions Worker, YJ ETE Advisor, Mentor etc. Where there is no Interventions Worker allocated to work with the young person, the case manager should liaise with the interventions team manager.

7.3 The focus of the meeting should be to discuss the needs and risks of the young person as assessed in the Asset Plus and plan for the first five weeks of ISS intervention. This should also be informed by discussions with the young person.

7.4 ISS cannot be delivered by just the case manager and it is vital that arrangements are made with partners and colleagues, while having some continuity for the YP and their family.

The ISS Programme must include the five core elements of:

- education, training or employment: even if the young person is in full time education or training, the YJS can only count 15 of the 25 high intensity hours should be timetabled in this category, during usual term times for those in education or training. It may be necessary to use creativity with ETE including self-directed and on-line learning (such as under the supervision of parents, or in a youth setting), as well as re-engagement activity should be planned if the YP is not in ETE.
- restorative justice: this may include community reparation, direct/indirect restorative interventions. Reparation activity must be tailored to the child or young person and be meaningful to both the child/young person and the victim/community.
- offending behaviour: one-to-one or group sessions addressing the factors which will build on the young person's strengths and assist them to desist from offending
- family support: sessions with the parents or careers to ensure that they understand the child's requirements and have access to any support which is needed to assist

their child to make progress. It may be appropriate for social workers to deliver family support and some interpersonal skill elements of ISS.

- interpersonal skills: work to support the factors which can increase resilience, with a focus on the introduction of new positive interests which can be continued independently following the intensive phase coming to an end or towards the end of the ISS.

7.5 Whilst Intervention Plans and elements of the ISS Programme should be based on an assessment and serve to reduce the risks to the young person and the community; all plans should be co-created with the young person and, where possible, the parent / carer; being meaningful to both the young person and the YJS. For further guidance please refer to the Guiding Principles for Intervention Planning and Delivery, as contained in the [YJ Circular Interventions 2019](#).

N.B. Regarding Bail ISS, as the young person will not yet have been convicted, the Reparation element of ISS cannot be included in the timetable, and whilst general discussions around offending behaviour can take place. offence specific offending behaviour work should not be carried out.

7.6 Regular reviews should be held with the young person and their parents/carers which should;

- highlight positive achievements and discuss any additional needs or barriers to the young person attending or being able to engage with workers
- The young person's Intervention Plan should be reviewed monthly alongside the young person and their parent/carer. It is at the discretion of the Case Manager as to whether to invite other professionals to be part of reviewing the intervention plan, and whether these meetings incorporate a review of Risk and SaW (Case Management Meeting). This decision will be based upon its appropriateness to the young person and their individual needs and wishes. Where professionals are not invited to take part in intervention review meetings with the young person and their parent/carer, it is important that they are asked to provide feedback and this information is used to inform reviews that take place.

7.7 Where the young person is subject to concurrent Orders/there are other meetings taking place with the young person and their parents/carers, the case manager should consider combining meetings and merging plans to make the process easier for the young person, their parents/carers and avoid confusion.

7.8 Case Managers must continue to see the young person weekly during the High Intensity period of ISS and a minimum of once a month during thereafter to assess progress and plan for sustainable change throughout the period of ISS. It is important for the Case Manager to have regular contact with the young person to enable dynamic assessment of risk and needs, ensure interventions are addressing those risks, address any barriers to engagement, and maintain links with carers/family where appropriate. There must also be clear day to day communication to the case manager of any issues or concerns.

8. Weekends and Tracking

8.1 Whilst tracking is available at weekends should the case manager feel that the young person would benefit from attending a Junior Attendance Centre then this should be discussed

and agreed with the Interventions Team Manager who can support this being included as part of an ISS plan.

8.2 When weekend and bank holiday tracking is required please let locality Business Support know by midday on Thursday (or midday of a working day two days before a bank holiday), giving the full address with postcode and contact numbers (both mobile and landlines), for the young person and their parents/carers. Please also update locality Business Support with any changes.

8.3 ISS tracking takes place between the hours of 10am and 2pm and should be recorded on timetables as these hours. Case Managers should inform the young person that they will be contacted by the worker who is tracking on the day prior to the visit, to advise them of a shorter 2-hour time slot for their visit, as due to the number of visits and the distance to be travelled, they are unable to give a specific time.

8.4 If there are problems on home visits ISS Trackers will try to solve them which may cause delays. ISS Trackers will record information relating to the visits on CAPITA by midday on the following Monday morning (or first working day following a bank holiday).

8.5 Staff carrying out the tracking at the weekend should ring the duty number 0115 8043939 before they commence tracking, inform the duty manager of the schedule of their visits and ring duty to let them know that they have finished. Staff need to ring and talk with duty in person and not text as the duty phone does not accept texts.

9. Timetables

9.1 Case Managers are responsible for the production of timetables and these should be **attached to the paperclip on Capita, so they can be easily accessed by all working with the young person.**

9.2 A copy of the timetable should be given to the young person and an additional copy signed by them and scanned on to CAPITA.

9.3 Appointments with other professionals and specialist workers are an important part of a young person's ISS timetable, and those working with young people subject to ISS should be involved in the planning and review of interventions. These may include Substance Misuse Workers, Social Workers, Health Workers (such as CAMHS, YJS Nurse), Housing Workers, etc.

9.4 Appointments with Health and other voluntary provision can only be included on an ISS timetable as a statutory contact where this has been agreed in advance by the young person, and they are aware that attendance is required as part of their order. Young people should be advised that where they no longer wish to engage with a voluntary provision, they need to inform their Case Manager in advance and not just fail to attend the appointment.

10. Enforcement

10.1 Guidance on enforcement can be found within the ***Compliance and Enforcement Policy.***

10.2 **Sickness absence should not be counted towards the days of specified activity. The number of days missed through sickness should be added on at the end of the high**

intensity period. This should clearly be communicated to young person at the start of their order.

10.3 If the young person is remanded to custody for a short period during ISS and then released back into the community without re-sentencing, **the number of days spent on remand should be added to the expected end date of either the high intensity or low intensity phase** depending on the young person's position at time of remand.

11. Further Guidance

11.1 Further Guidance regarding ISS can be found in:

- [Standards for Children in the Youth Justice System 2019](#)
- [Case Management Guidance](#)
- Case Management and Supervision Policy

11.2 Please also see following local policy and guidance:-

- Compliance and Enforcement Policy
- Bail and Remand Management Guidance

Appendix A – ISS in Nottinghamshire

Intensive Supervision and Surveillance in Nottinghamshire **Information for the Court**

When young people are made subject to Intensive Supervision and Surveillance (ISS) as a condition of a Bail Supervision and Support Programme, they will be allocated a Case Manager within one working day who will ensure they have a timetable of 25 hours of provision including two contacts a day.

The following can be included in the programme:

- **Education, Training or Employment (ETE)** – Youth Justice ETE Advisors will work with young people to support them into appropriate provision. The Youth Justice Basic Skills Tutor will offer young people who are not in ETE an assessment and interventions.
- **One to one/group work with Case Manager and / or Intervention Workers** – to address behaviour, interpersonal skills and other identified areas of need. This work will also focus on assisting the young person to take part in positive activities and make constructive use of their time e.g. attending a gym, trying out new hobbies in the community.
- **Appointments with specialist workers / other professionals** – Where appropriate young people may have appointments with specialist workers such as Substance Misuse Workers, H2H (Child and Adolescent Mental Health Service), Housing Workers, Social Worker etc. The YJS also have a Speech, Language and Communication Therapist who they may see on a one to one.
- **Appointments with approved mentors** – where available and appropriate
- **Tracking Visits** - Home visits made by workers on Saturdays, Sundays, and Bank Holidays.
- **Junior Attendance Centre** – Where appropriate to the young person they may be required to attend the JAC on a weekend and take part in a programme of activities. As indicated, this should be discussed with the interventions team manager.
- **Case Management Meetings** –The ISS programme will be reviewed regularly with the young person, parent/carer and professionals working with the young person and family. This will review the progress of the young person and address any barriers which are getting in the way of the young person attending their appointments or making progress.
- **Electronically Monitored Curfew** – all young people subject to Bail ISS will be subject to an electronically monitored curfew.

