

## **Bridewell Triage Standard Operating Procedure**

### **Content**

1. Introduction
2. Governance and Management Responsibility
3. The Triage Model
4. Aims and Objectives of Triage
5. Scope
6. Operational Delivery
7. Hours of Operation
8. Monitoring
9. Quality Assurance
10. Training and Development
11. Appendices

### **1. Introduction**

1.1 This document sets out the Standard Operating Procedure (SOP) for Triage in Cardiff Bay Police station covering Cardiff and part of the Vale of Glamorgan Youth Offending Services'.

1.2 Triage at Bridewell custody suite forms a part of the response to the Youth Crime Action Plan 2008. As one of the areas tasked with implementing an intensive approach, Triage fulfils one of the key areas by locating YOS workers within the police station.

Triage also fulfils several of the key indicators off the All Wales Youth Offending Strategy including:

- Early identification and diverting of children and young people at risk of offending.
- Community based sentencing where this is in the best interests of the child/Young Person.
- Effective co-operation between all relevant agencies, initiatives and partnerships at a local and national level.

Triage will encompass 3 of the 5 levels of intervention as identified in the All Wales Youth Offending Strategy

**Prevention**

**Early  
Intervention**

**Community  
Sentencing**

## 2 Governance and Management Responsibility

2.1 Triage delivery will be overseen by regular meetings of the Bridewell Triage Steering Group. The terms of reference and membership for the group can be found at Appendix F. The Triage Steering Group will report to the YOS Management Board.

2.2 Operational Management responsibility within the lead agencies will be:

Organisation	Management Responsibility For:	Post	Contact
South Wales Police	Ensuring the Triage Criteria are understood and applied in both custody suites at Bridewell  Ensuring monitoring reports are discussed and agreed with YOS manager prior to submission to steering group.  Ensure appropriate SWP personnel and partners receive appropriate training.	Lead Custody Sergeant	
Cardiff Youth Offending Service	Ensuring YOS workers receive the appropriate training, supervision and resources to deliver the Triage scheme.  Ensure appropriate YOS personnel and partners receive appropriate training.  Ensuring monitoring reports are discussed and agreed with SWP manager prior to steering group.	Triage Manager In 'Set Up Phase' then  Early Intervention and Prevention Manager	
Vale Youth Offending Service	Ensure appropriate YOS personnel and partners receive appropriate training.  Supply a representative for the steering group.  Ensuring monitoring reports are reviewed and Vale YP interventions/destinations brought to steering group.	Operational Manager	

## 3 The Triage Model and Philosophy

3.1 The Bridewell Triage model aims to build on the experience and the evaluation of Triage pilots in England which have been conducted since June 2008.

It is intended that the scheme will bring YOS expertise into the Bridewell custody suites and contribute to the decision making process. Triage takes place at the point that a young person enters police custody following arrest when the Custody Sergeant

considers that the young person may be a suitable candidate to divert away from the criminal justice system.

The concept, taken from the hospital triage model, (The term coming from the French verb *trier*, meaning to separate, sort, sift or select), seeks to act as a 'gateway' whereby appropriate young people entering custody can be rapidly assessed to ensure that they are dealt with swiftly and effectively and an appropriate alternative to CJS can be identified.

3.2 At this 'gateway' key information is gathered and shared between Vale YOS and SWP to inform decision making and ensure that the risk and needs of the victim, the young person and the community are addressed. For the Bridewell Triage pilot this process will be staged.

**Stage 1** will which will become live on scheme launch, will only include young people who previously the Custody Sergeant would have deemed a reprimand as the most appropriate disposal.

**Stage 2** which it is anticipated will become live in March 2010 will see the inclusion of when previously the OIC would have deemed a 'final warning' as the most appropriate disposal.

3.3 Triage provides a new option of early diversion for young offenders who admit the offence, are involved in low-level criminality and have a low risk of re-offending.

Until the Home Office Counting Rules about 'sanction detections' are updated with this new disposal option, it is accepted that these crimes cannot be recorded as 'sanction detections'. ACPO and YJB have agreed that the early diversion option is appropriate and that the impact on performance indicators will be minimal.

## **4 Aims and Objectives of Triage**

### **4.1 The Aims of Bridewell Triage are to:**

4.1.1 At the earliest opportunity, divert young people committing low-level offences away from the CJS into effective interventions to reduce re-offending.

4.1.2 Further reduce youth crime through early identification of risk leading to a swift, appropriate and effective diversionary Restorative Justice response.

4.1.3 Increase community confidence in the CJS through greater involvement of victims and witnesses and restorative justice.

4.1.4 Improve collaboration and decision making at the point of arrest resulting in interventions which are more targeted and proportionate.

## 4.2 The Objectives of Bridewell Triage are to:

4.2.1 To conduct an assessment of the risks and needs of young people at the earliest point after arrest to inform effective decision making and reduce re-offending.

4.2.2 Prevent the early entry of young people into the criminal justice system by means of diversion into appropriate restorative disposals.

4.2.3 Identify risk and share relevant information across SWP and Cardiff and Vale YOS on more serious/persistent young offenders so leading to more strategic partnership working and a more effective response to the needs of the young person.

### Police KPI's and Triage YOS KPI's and Triage

The aims of triage are linked to a number of South Wales Police KPI's:

## 5 Scope

5.1 Triage is a process to assist decision making at the point of reprimand or final warning disposals for all young people who have been arrested and brought into police custody at Cardiff Bay Police Station.

5.2 Legislation governing the custody of young people (e.g. Police and Criminal Evidence Act 1984) continues to have primacy. The Triage decision making process does not impact on the investigation of the offence or the conditions under which young people are held in police custody.

5.3 This Standard Operating Procedure protocol provides guidance on how Triage will be implemented at Cardiff Bay Police Station only. Its scope only includes disposals where the previous most appropriate disposal would have been a reprimand (Stage 1) and a Final Warning (Stage 2).

## 6 Operational Delivery

6.1 When a young person is arrested and brought into police custody, the Custody Sergeant, when in receipt of all information relating to the alleged offence, will determine the gravity score to the circumstances. If the result of this test indicates that there is a possibility that the most appropriate disposal **could be** a Reprimand or Final Warning the Custody Sergeant will consider diverting the young person to the Bridewell Triage Scheme.

6.2 The Custody Sergeant will inform the young person/appropriate adult/solicitor of the Triage option and ascertain if the young person is willing to meet the Triage worker and undertake an assessment.

6.3 The Triage worker (with AA/solicitor present if requested), will undertake the Bridewell Triage Assessment (Appendix A). If the young person admits the offence the Triage worker will determine the appropriateness and nature of the young person

undertaking a diversionary activity. This information will be documented on the Triage Outcome Pro Forma (Appendix B) and be submitted to the Custody Sergeant who will make the decision whether to agree with the proposed Triage diversionary route (No Further Action disposal) or a more serious disposal (Reprimand/Final Warning).

6.4 If the Custody Sergeant agrees to a NFA disposal, the Triage worker will undertake a Bridewell Young People's Triage Agreement (Appendix C) with the young person to determine the date of the first meeting and to inform the Action Plan, allow information sharing with any identified partner agencies and to inform the young person of the potential consequences of not attending/completing the Triage process.

During completing the Triage agreement the worker will inform the young person that if the agreed voluntary course of action is not completed as agreed on the Bridewell Young Person's Triage Agreement, if they are arrested again the OIC could choose a more serious disposal.

6.5 The Triage worker will create a file on UMIS for the young person. (*UMIS training*)

6.6 The Triage worker will provide feedback which will be made available to arresting officers and the custody support team it is hoped that this can be undertaken on NICHE.

6.7 Triage activity will be collated monthly and sent to YOS Early Intervention and Prevention Operational Manager, Lead Custody Sergeant Bridewell Police station and the Early Intervention and Prevention Operational Manager Vale YOS. This activity will be submitted bi-monthly to the Steering Group in the form of a report to inform service provision and for evaluation purposes.

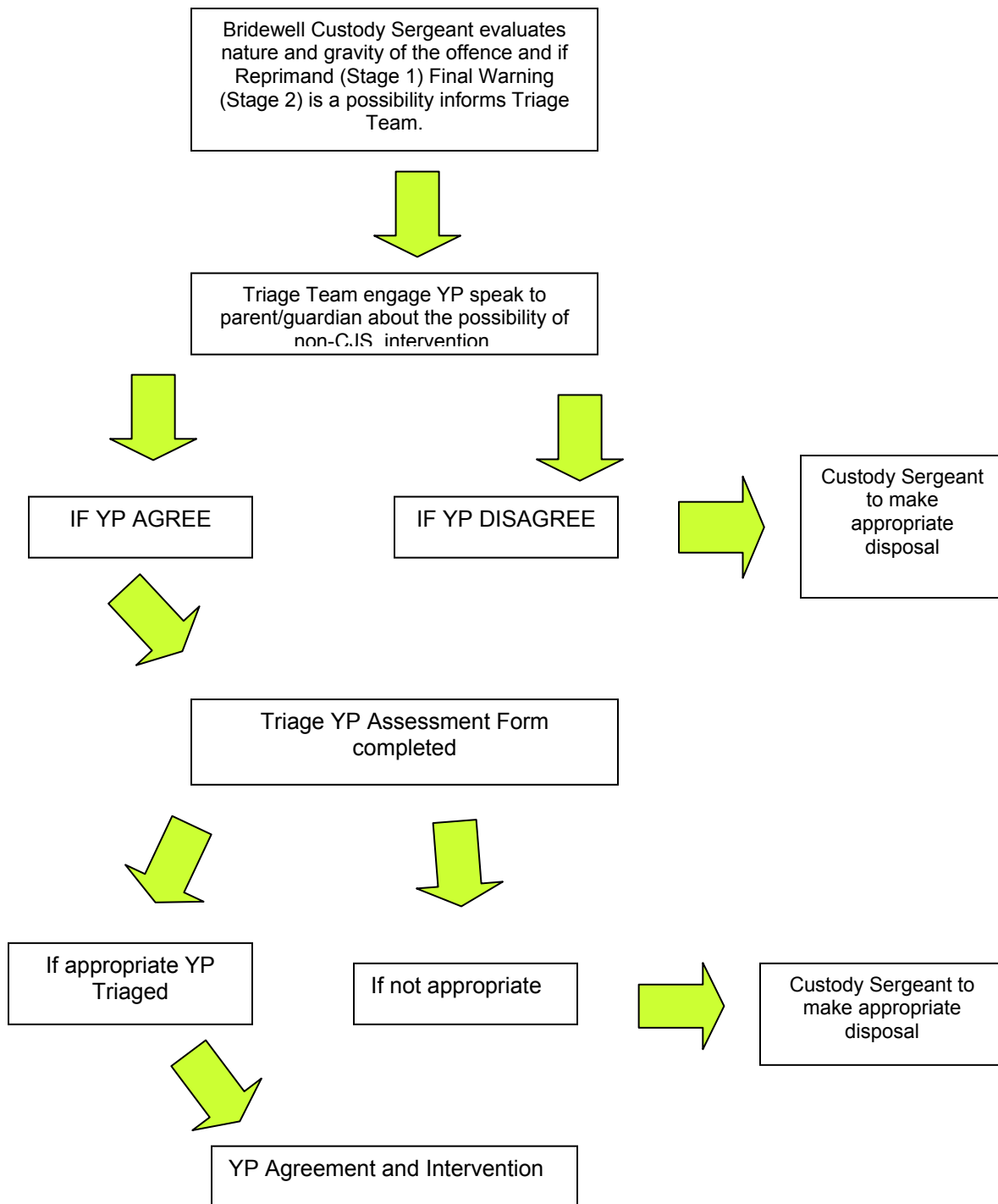
### **Underlying Principles of Bridewell Triage Interventions**

The level and intensity of YOS interventions should be commensurate with:

The offence committed by the young person  
The needs and views of the victim  
The risk and protective factors identified

A restorative approach should be identified and used within all interventions with the young person. Where a victim is identified and has informed the YOS Victim Coordinator that they would want to be involved in the process, the Triage worker will ensure that the YOS victim co-ordinator is informed in appropriate cases. A directory of restorative justice opportunities are detailed in (Appendix H).

## Young Person's Journey Through Triage



## **7 Hours of Operation**

7.1 At scheme start up, Cardiff YOS will provide Triage cover in a shift pattern to maximise the effective delivery of the project. Shift 1 will be from 10.00-18.00hrs; Shift 2 will be from 12.00-20.00hrs both Monday-Friday. It is anticipated that any pre-arranged arrests of young people will be conducted during these times. Based on three staff, this will allow 1 member of staff to resource each shift and the third member to cover at times of greatest demand. The hours of operation should be reviewed regularly to ensure that the Triage team are able to respond to this need. It is expected that the first review should be undertaken on 11/01/10.

7.2 Any young person arrested out of standard operating times will be informed of the option of Triage and if wishing to be considered be bailed for a maximum of 72 hours allowing for a Triage assessment to be conducted.

7.3 Further work with young people eg Reparation and workshops/1-1's etc will be conducted in addition to core operating times as needed eg Weekends and evenings.

## **8 Monitoring**

8.1 Triage monthly monitoring will be undertaken using the Triage Monthly Monitoring Excel Spreadsheet (Appendix E) and be available to both YOS staff and members of SWP. In addition staff will keep records of individual cases on Childview.

## **9 Quality Assurance**

9.1 The Bridewell Triage Steering Group will be the appointed management group on project development and will review:

- Progress on young people undertaking a Triage diversion
- Processes and Practice
- Effectiveness
- Value for money

9.2 Bridewell Triage workers will ensure that information regarding the outcomes of young people's diversions will be available to Custody Support Staff and arresting staff to inform the ongoing decision making process.

## **11. Annex of Appendices**

Appendix A – Bridewell Triage Assessment

Appendix B – Triage Outcome Pro Forma

Appendix C – Bridewell Young People's Triage Agreement

Appendix D – Triage Feedback Pro Forma

Appendix E – Triage Monthly Monitoring Excel Spreadsheet

Appendix F – Terms of Reference Steering Group

Appendix G –

Appendix H – Restorative Justice Directory



## Bridewell Triage Assessment

Section 1 (to be completed by the YOS Triage Worker)	
1	Has a parent/guardian/carer been informed? <span style="float: right;"><input type="checkbox"/></span>
2	Before a Triage route can be considered please tick the box to confirm that the young person:
A	Understands why they are here <span style="float: right;"><input type="checkbox"/></span>
B	Understands the Triage process <span style="float: right;"><input type="checkbox"/></span>
C	Has admitted the offence that has brought them to the custody suite on this occasion. <span style="float: right;"><input type="checkbox"/></span>

Triage Assessment Outcome		
Following the completion of the assessment, is the young person considered a suitable candidate to be diverted to YOS?	YES	NO

If the outcome is negative please detail reasons	
1	4
2	5
3	6

Victim/Victims	
Has a victim of the offence been identified?	YES      NO
Has the young person expressed remorse towards the victim(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Specific or targeted victim	Victim not known to perpetrator
Vulnerable victim	Racially motivated offence
Repeat Victim	
Signed YOS Triage Worker	Date/Time

Section 2 To be completed with Young Person	
Young Person's Details	

First Names:	Surname:	DOB:
--------------	----------	------

Address:	Contact Phone Contact No:	Male <input type="checkbox"/>  Female <input type="checkbox"/>
	Contact name and location of dwelling for contact number if not Parent/Guardian/Carer:	

Postcode:	Police National Computer Number:
-----------	----------------------------------

Ethnicity				
White British	Black British	Black African	Asian Other	Irish Traveller
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
White Other	Black Caribbean	Asian	Irish	Mixed Heritage (Please state)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please State)				_____
<input type="checkbox"/> _____				_____

First Language:	Religion:
-----------------	-----------

Interpreter identified as needed?
-----------------------------------

--

Offence Details	
Offence for which Triage suitability to be ascertained on:	Gravity Score:
Additional offences	
Brief description of the offence as given by the arresting officer/custody sergeant:	

Is the young person known to Cardiff YOS?	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Not Known	<input type="checkbox"/>
YOS Reference No:	
Details:	

Supplementary Information
Living Arrangements: Please detail housing status, security of tenancy etc, who the YP lives with and any other relevant indicators

Current Educational /Employment/Training status

Is the young person of statutory school age?      Yes <input type="checkbox"/> No <input type="checkbox"/> (Not reached their 16 <sup>th</sup> Birthday)	
Please tick all situations that apply:	
<b>School</b>	<b>Other Training/Other Circumstances</b>
Mainstream School <input type="checkbox"/> PRU <input type="checkbox"/> Other specialist unit <input type="checkbox"/> (Please Specify) Home Schooled <input type="checkbox"/> Has the YP a current.... Permanent exclusion <input type="checkbox"/> Fixed-Term exclusion <input type="checkbox"/> History of bullying/being bullied <input type="checkbox"/>	College/further education <input type="checkbox"/> Other training course <input type="checkbox"/> Carer responsibilities <input type="checkbox"/> Inability to work <input type="checkbox"/> (e.g. Incapacity Benefit) Nothing arranged <input type="checkbox"/> Pre-Employment/ NEET Project <input type="checkbox"/> Work Experience <input type="checkbox"/> Volunteering <input type="checkbox"/>
<b>Employment</b>	<b>Action Indicator</b>
Full-Time Work <input type="checkbox"/> Part-Time Work <input type="checkbox"/> Casual/Temp work <input type="checkbox"/> New Deal <input type="checkbox"/> Registered Unemployed <input type="checkbox"/>	How many hours of EET are arranged for the YP Weekly?        _____ hours.  How many hours of EET is the young person receiving weekly? _____ hours.  How many hours of EET is the young person engaging in weekly? _____ hours.
	Action Needed?

	Yes <input type="checkbox"/>	No <input type="checkbox"/>
--	------------------------------	-----------------------------

Brief history of family relationships or other important relationships

Substance Misuse			
Substance? (✓)	Approximate frequency or amounts?	Identified as problematic by YP?	
		Yes	No
Alcohol		<input type="checkbox"/>	<input type="checkbox"/>
Tobacco		<input type="checkbox"/>	<input type="checkbox"/>
Solvents		<input type="checkbox"/>	<input type="checkbox"/>
Cannabis		<input type="checkbox"/>	<input type="checkbox"/>
Ecstasy		<input type="checkbox"/>	<input type="checkbox"/>
Cocaine		<input type="checkbox"/>	<input type="checkbox"/>
Heroin		<input type="checkbox"/>	<input type="checkbox"/>
Methadone		<input type="checkbox"/>	<input type="checkbox"/>
LSD		<input type="checkbox"/>	<input type="checkbox"/>
Poppers		<input type="checkbox"/>	<input type="checkbox"/>
Amphetamines		<input type="checkbox"/>	<input type="checkbox"/>
Tranquillisers		<input type="checkbox"/>	<input type="checkbox"/>
Any other substances (Please Specify)			
Has any identified problematic drug use prompted the YP to contemplate a change of behaviour?		<input type="checkbox"/>	<input type="checkbox"/>
Is the YP offending to maintain current substance misuse? e.g. dealing, maintenance of habit		<input type="checkbox"/>	<input type="checkbox"/>
Is the YP practising risky behaviours e.g. injecting, sharing, poly-drug use?		<input type="checkbox"/>	<input type="checkbox"/>

Mitigating Circumstances
Has the YP declared any other information that may have a bearing on their offending behaviour? e.g. abuse, neglect, anniversary of loss, mental health.

## **Bridewell Young People's Triage Agreement**

I,.....

Residing at.....

Have come to the notice of the police on.....

For the offence of.....

### Conditions of Agreement

I will agree to comply with all of the following requirements:

- 1) Not to re-offend or to engage in antisocial behaviour
- 2) To engage and complete in a programme of positive interventions with a range of professionals as jointly agreed by myself and the Triage worker.  
These could include any of the following:

- Needs Assessment
- Education, Employment or Training Review
- Health Awareness Workshop
- Restorative Justice
- Family Workshop
- Final Review and Action Plan

I agree to attend my first appointment with the Triage worker

On.....

At.....

I understand that if I do not comply with the above the police will be informed and it will be recorded as an unsuccessfully completed Triage programme.

I understand that I must attend all appointments whilst working with my Triage worker and inform.....on (Tel no) if I cannot make an arranged appointment.

I understand that I will inform the Triage team if any of my personal circumstances change e.g. address or contact number.

**I understand that if I come to police attention again that I may receive a more serious disposal.**

### **Information Sharing**

Information sharing is the exchange of information between agencies and organisations such as Education, Health Services, Careers Wales, Housing and the Police in order to support your needs and offer the best solutions for you. This is how the Triage team can create the most effective action plan for me.

The Information kept by Triage/YOS would be:

- Name, address, date of birth
- Reports/assessments about you
- Information regarding your offences
- What support you may be receiving
- Which agency/worker is working with you
- Record of your contact with the YOS including non-attendance

THE INFORMATION SHARED WILL BE CARRIED OUT IN ACCORDANCE WITH THE YOUTH OFFENDING SERVICE INFORMATION SHARING PROTOCOL. A COPY OF THIS WILL BE GIVEN TO ME ON REQUEST.

I agree to the sharing of my information gained through the assessment and referral process with all relevant agencies or organisations for the purpose of creating an action plan to move me away from previous offending behaviour.

I agree to the sharing of my information for the purpose of evaluating the effectiveness of the Bridewell Triage Scheme.

Signed..... Young Person	Date.....
-----------------------------	-----------

Signed..... Parent/Guardian	Date.....
--------------------------------	-----------

Signed.....	Date.....
-------------	-----------

Triage Worker