

Transferring AssetPlus Stages between YOTs and the secure estate

1. What is the Youth Justice Application Framework (YJAF)?

A case and sentence planning framework used by Youth Custody Service (YCS) Placements and the secure estate for young people. It replaced eAsset in September 2017. This means that for the first time both parties will share a common framework – AssetPlus. It is also used to record Community Safeguarding and Public Protection Incidents (CSPPI).

2. If it's been in operation since September 2017, why are YOTs only now hearing about it?

We have published various updates about developments in the YJBulletin, but with YJAF being the primary, electronic, recording system across the secure estate for young people, the YJB needed to train that specific staff group initially to ensure they could use the new system. Youth Offending Teams (YOTs) have already been accessing YJAF (e.g. CSPPI), but this latest development introduces something quite different, aimed at delivering real benefits to both YOTs and the secure estate. It is now time for YOTs to understand how YJAF supports the use of AssetPlus in the secure estate, and what their responsibilities are and what benefits it delivers.

3. When will it go live?

Deployment to the secure estate is phased and a go-live list will be made available and published via the YJBulletin and GOV.UK (as it was with the YOT AssetPlus phased deployment).

4. As a YOT worker, why do I need to know about YJAF?

YOTs will now be able to access, in real-time, the custodial information of their young people in custody, including accessing each young person's daily records and review updates. They will also be able to send and receive AssetPlus Stage information to YCS Placements and to any secure establishment, more easily and accurately.

5. Do all YOT members need access to YJAF?

This is dependent upon several factors, including the structure of your YOT and how your team is set up within your overall organisation. Essentially, staff that either carry remand or custodial sentenced cases, court officers and managers involved in quality assurance, would all need to register onto YJAF to access their young persons' custodial records.

6. How do YOTs access YJAF?

If you do not currently have access to YJAF, then you will be able to request it from the YJAF Service Provider (i2N). You will be notified as soon as a relevant AssetPlus Stage is completed in the secure estate, and provided with the details necessary for having an account created for you.

Many YOTs have already registered with i2N, but until you have a young person in custody, there is no need to do so just yet. If/when one of your young people is held in custody (remanded or sentenced), you will receive a notification and instructions. You will then have 'read-only' access to the young person's custodial record and the latest, completed, secure estate AssetPlus Stage.

7. What if my YOT rarely has young people sent into custody?

i2N monitors the YJAF YOT register and will contact those not registered with relevant instructions. Registration will require YOT managerial authorisation.

The priority is, however, to get YOTs with young people in custody registered first. All YOTs will need to register at some point; but there is no rush; as indicated in answer 5, you will be notified when necessary.

8. Who can see the custodial records of our young people?

You will only be able to see details of young people for whom your YOT holds home, host or caretaking responsibilities. You will, however, have read-only access to their information regardless of which establishment they are placed in.

9. Does YJAF alter AssetPlus for YOTs?

No, the AssetPlus framework remains the same. The change is the transfer of AssetPlus Stage information and YOTs' access to the custodial information.

10. What do I need to do if one of our young people is at risk of being sent into custody?

The AssetPlus process remains the same; i.e. an alert needs to be sent to YCS Placements at the earliest opportunity, utilising the appropriate Stage to meet the circumstances (i.e. Placement Notification, Bail Recommendation, Post Court Report or PSR-All Options). The key difference is that whilst YOTs have previously been

encouraged to use Connectivity, ***it is now vital that all AssetPlus Stages are transferred via Connectivity.***

11. Why is it so important to use Connectivity?

Transferring via Connectivity enables YCS Placements to place a young person more effectively and efficiently by automatically populating YJAF, and removes the need to manually search for and input information. This ensures a greater level of transfer reliability, with placement decisions being arrived at much quicker, thereby improving both safeguarding and efficiency. Connectivity ensures that YCS Placements can speedily and accurately set up the case file within YJAF, in readiness for a prompt transfer to a secure establishment.

With information sent via Connectivity, the secure estate can access an 'interactive' AssetPlus Stage from which they can create their own AssetPlus Stage within YJAF with relative ease. Without Connectivity, however, the secure estate will only receive a 'read-only' PDF copy of a Stage, from which they will need to manually extract any relevant information to complete the required AssetPlus Stage. This will delay the 'reception' process in particular, and potentially have a negative impact on the assessments of risk and safety, which are so vital in the earliest moments of a custodial episode.

12. Is there a penalty for YOTs who do not use Connectivity?

As with all such systems and processes, there are considerations for sanctioning non-compliance and rewarding compliance. It is believed that YOTs understand and acknowledge the negative impact upon secure estate and YCS Placements colleagues if they do not use Connectivity and aim to support one another as best they can.

All new admissions into custody must be sent via Connectivity and it is a condition of the youth justice grant that all mandatory documents must be provided to the YCS Placements Service.

An explanation for all instances of non-compliance will be formally requested from YOTs by the YJB. YOTs will also be asked to report their performance to YOT Management Boards and where the YJB deems it necessary, performance failure can be escalated to the Local Children Safeguarding Board and the local authority chief executive.

13. What if an AssetPlus Stage cannot be completed and therefore cannot be sent via Connectivity?

If a stage cannot be completed it will either be due to a technical error with the Case Management Supplier (CMS) or an issue with the data. All technical errors should be reported to the CMS service provider without delay, and best attempts made to correct data issues.

If a YOT is sure that all data issues have been corrected and the stage still cannot be completed, it should submit it as a securely e-mailed PDF, along with the CMS service provider's support desk call reference number, which it will have been received at the point that the error was reported.

It is the YOT's responsibility to rectify all issues in relation to the completion of AssetPlus Stages.

14. What if a young person is sent to custody on a Saturday and there is no access to IT for sending the Stage to YCS Placements?

If YOTs have no other option, then secure email should be used, however they will receive a notification e-mail that information has not been sent in the correct format. The appropriate AssetPlus stage must then be sent to YCS placements via Connectivity as soon as possible thereafter.

YOTs should follow existing processes in such instances, including scanning hard copies of AssetPlus Stages and modules and sending them via secure e mail to YCS Placements and/or phone calls to YCS Placements.

For new remands, YOTs have 72 hours to submit the Asset Plus Stage. If the Asset Plus Stage is not received within 72 hours, this will trigger the 'missing information' process. The 72 hours (3 day) timescale on new remands are working days only, applied **from and including the day of placement**. The time frame does **not** begin the following day after the placement.

S91 Recall: YOTs are to send a Placement Notification Stage at the point that a warrant is issued and update YCS Placements as necessary whilst the young person remains at large. YOTs are to consider any local arrangements with police which would enable early notification when a recalled child is detained.

15. What does the YOT need to do when a young person has received a custodial sentence?

The availability of YJAF and associated transfer functionality does not change the underlying AssetPlus process. The key change is the necessity to send the relevant completed AssetPlus Stage to YCS Placements by Connectivity as soon as possible.

16. Why do I need to include the YOT Case Worker's secure e-mail address when I send the Stage in to YCS Placements?

After the secure estate completes an AssetPlus Stage, YJAF generates an automatic e-mail alert to the YOT's general secure e-mail in-box. If the YOT Case Worker's secure e-mail address is included in the AssetPlus Stage information when the completed Stage is transferred to YCS Placements, they too will receive an e-mail alert.

17. What do YOTs do if the young person is not one of their clients i.e. an out of area young person?

The National Protocol for Case Responsibility (generic national case responsibility) has recently been revised and the AssetPlus Joint Working Protocol (between YOTs and the secure estate) has just been published. Both cover the requirements for 'out of area' young people.

The AssetPlus Joint Working Protocol was published in February 2018 and will be reviewed in August 2018 following full go-live of the YJAF/AssetPlus system.

18. After the YOT has sent an AssetPlus Stage into YCS Placements, what happens next?

YCS Placements will automatically match any young person already on their system and instantly pair the record with the additional information within the Stage received from the YOT. This greatly improves the efficiency of the placement process.

If the young person is already in custody then the AssetPlus Stage is immediately available as an interactive copy for the secure estate to read, and to help populate their own AssetPlus Stage.

Once the secure estate completes its AssetPlus Stage, the YOT and the Stage Owner (of the Stage sent into YCS Placements) receive an automatic invitation to log onto YJAF

to view the relevant Stage and the whole of the young person's custodial record on YJAF; assuming the YOT worker has arranged YJAF access.

19. What will I see on YJAF as a YOT worker?

YOT workers with access to YJAF will be able to read the custodial record, of any young person from their YOT, currently placed in any secure establishment across England and Wales; including daily updates by Case Officers.

They will also have access to a 'read-only' copy of all completed secure estate AssetPlus Stages.

20. What should happen after the YOT has accessed and read the secure estate's completed AssetPlus Stages?

There are 3 steps at this point;

- (1) The YOT needs to trigger a Review Stage in its own CMS.
- (2) With access to YJAF, the YOT can now copy and paste the relevant additional information from the secure estate AssetPlus Stage into its own AssetPlus Review Stage.
- (3) This new, edited Stage then needs to be sent back to the secure estate so it has the most current completed AssetPlus Stage on its system.

21. Are there any risks or issues if the YOT does not copy and paste the secure estate information into its own Review Stage?

Yes. There is a risk that assessments and plans for a young person will start to diverge out of sync between the YOT and the secure estate if information is not shared accurately and promptly. In such instances, it is possible that important and/or safeguarding issues could be missed.

The AssetPlus process, as applied by CMS providers, should ensure that when any new Stage is triggered, information is pre-populated from the last completed Stage on the YOT's own system. If the last Stage on the YOT's CMS has not included information from the last completed secure estate Stage, when it is sent back in to YJAF, the 'latest' stage will be missing the secure estate's updates. This could result in the latest information being lost or overlooked.

22. Are there any risks or issues if the YOT does not send an amended Review Stage back into the secure estate?

Yes. For the same reasons given in answer 20, there is a risk that assessments and plans could diverge between YOT and Secure Estate, along with critical information being missed.

23. Why isn't the process of bringing the secure estate information across into the YOT CMS automated?

A key requirement across the AssetPlus development has been the need for YOTs to retain control of the assessment and plan of its young people. In enabling YOTs to read the latest secure estate triggered AssetPlus Stage, within YJAF, YOTs can select the information needed to inform their own AssetPlus assessment and planning.

24. Are there any deadlines and timeframes for YOTs and the secure estate to adhere to?

All the responsibilities and timeframes for both YOTs and the secure estate are covered in the AssetPlus Joint Working Protocol. This comes into force as the first secure establishment goes live with AssetPlus (planned for March).

This new protocol underpins the information sharing process by providing a framework of responsibilities and timeframes for updating and sharing AssetPlus stages between YOTs, secure establishments and the YCS Placements Team.

Further information will be provided for YOTs to show them how to operate YJAF and the transfer process.

25. Can the secure estate change the YOT's assessment?

Secure estate staff will have access in YJAF to all AssetPlus Stages completed by the YOT. When they create one of the three Stages they are responsible for; namely, 'Entering into Custody', 'Review' or 'Pre-Release', they will then be able to copy information from the YOT AssetPlus Stage directly into their Stage. What they cannot do, is alter the YOT ratings in relation to Risk of Serious Harm, Safety and Wellbeing or Likelihood of Reoffending.

Secure estate staff are encouraged to offer a view (within the AssetPlus framework) about factors which they believe affect the young person's risks and/or safety and wellbeing factors. They would then need to contact the YOT, outside the YJAF system, to discuss potentially amending the ratings, (e.g. urgent secure e mail or phone call).

26. Is the YOT or the secure estate responsible for producing AssetPlus Stages?

Guidance and advice regarding roles and responsibilities is contained within the AssetPlus Joint Working Protocol, although the responsibility is to some extent dependent upon why an assessment and/or change to the plan is needed.

By way of example, when a young person is arriving in custody, this Stage (Entering into Custody) can *only* be triggered by the secure estate. This is primarily because there are new, specific questions within the Custody Module now available, which must be answered by secure estate reception staff. The remaining Stages (Review and Pre-Release) can be triggered by either YOT or secure estate staff.

There are numerous examples when it might be more appropriate for one party to trigger an AssetPlus Stage and over time, best practices will no doubt develop. It should be noted that transfer functionality and joint access to the YJAF system should not, however, replace effective communication between YOTs and the secure estate.

27. How is Quality Assurance dealt with in this process?

Countersigning requirements, when thresholds have been met, have not altered across AssetPlus because of YJAF. The same process for quality assurance and countersignature applies for both YOTs and secure estate staff.

28. Is there any support for YJAF or for issues relating to the transfer of AssetPlus Stages between YOTs and the secure estate?

Technical and/or validation issues should be raised directly with the YOT's CMS supplier.

This set of 'Frequently Asked Questions' will be maintained, updated and published across the YJB's existing communication channels (YJBulletin and YJ Resource Hub). Additional supporting documents, including user guides and videos will also be published and then deposited within the YJAF Document Library.

Any queries from secure estate colleagues are directed to each establishment's YJB Business Change Advisor.

Queries regarding YJAF registration or technical issues should be raised with:
Service.Desk@i2n.com or T: 01473 731230

YOT queries and AssetPlus practice issues should be directed to the existing AssetPlus in-box: assessment@yjb.gsi.gov.uk

The transfer process: step by step

1. The YOT will 'validate' and 'complete' the relevant Stage and send it via Connectivity to YCS Placements.
2. YCS Placements match the young person if they already have an existing AssetPlus case on their system and/or (if not known) create a 'new young person' profile on YJAF. This information is then automatically passed to the secure establishment if the young person has been placed.
3. Once a young person has been admitted into custody, the secure establishment creates an 'Entering into Custody' Stage in YJAF. At this point, they can view the most recent YOT Stage, alongside their own new Stage, to help inform their assessment and planning.
4. On completion of a Stage by the secure establishment, an auto-generated notification is sent to the YOT worker and the YOT's generic e-mail address, inviting them to log in to YJAF to view the stage. It is then available to the YOT as 'read only', as too is the full custodial case record, including all diary entries.
5. The YOT worker logs in to YJAF to view the secure estate Stage.
6. The YOT worker then creates a 'Review' Stage¹ in their local case management system, amending this with any additional information from the secure estate Stage.
7. The YOT worker must then send the revised and completed Review stage back to the secure estate via Connectivity. This YOT Review stage will then appear in the secure estate's view as the young person's most recent YOT stage.

Additional notes

If a young person is placed into custody following one or more previous episodes in custody, the young person's file in YJAF contains all historical information, with 'read only' accessibility for the YOT.

Once placed, both the secure estate and the YOT can complete either 'Review' or 'Leaving Custody' Stages as appropriate throughout the remand/sentence.

¹ Step 6 is designed to maintain YOT control of the case record.