



At Wiltshire Youth Offending Team (YOT) we are committed to offering the best possible service that we can. We are therefore keen to get feedback and use it to ensure our continued improvement and development.

Please see below in our Youth Offending downloads some of the feedback we have received from our young people and families to date:

Working with the YOT has helped me to	Yes	No	Partly
Think of the effect of my actions on other people	12		
Say no when people try to get me to do things that will get me into trouble.	10		2
Think before I do something wrong.	11		1
Find positive ways of dealing with problems.	7		4
I now know what I need to do to avoid getting into the same situations as I used to.	9		3

What you think that we did well?

Help looking for a job	Helped my behaviour improve at school	The panel experience, though scary and uncomfortable at the start, was supportive and positive.
Seeing the NEET worker	Siobhan was really supportive and non-judgemental	I felt better about myself after the meeting
Alistair listened to me and gave me good advice He said good things about me – he understood why I did what I did.	She knew immediately that I was an under confident person and how to address that.	Helped keep me out of trouble
Built a good relationship with me	She helped me realise the impact of what I'd done, especially arranging for me to speak to the police officer.	It made me a better person
Being able to meet in different places (not always at home) was good	Without that I wouldn't have realised the impact.	The work I did changed my mind about things
YOT worker really kind and always listened		Sharon was easy to talk to – she listened

What do you think that you will do differently working with the Youth Offending Team?

Make better choices	family happy because I won't offend again.	I think before I speak
Stick with good friends		I walk away from trouble
I've learned from my mistakes	I think about the consequences not before acting	I behave differently and say no to conflict
Now I think before I do stuff	I don't go out much or mix with the same people.	To think before I act
I was glad the Police put me onto the YOT		I can recognise my anger and emotions
Not get into stupid situations	I now have more of a relationship with my family and I am able to talk to them rather than keeping things to myself.	It was really helpful
Getting on with my job		I won't get into any more trouble
See my family more	I will be more aware of my actions and understand the impact they can have	I'm going to get a good job – get an education
Not hang around with the wrong sort		
I won't feel bad about myself and I will make my	A real change in me, I feel better	
	I have more confidence	

Questions about your child's time with YOT	Yes	No	Partly
Did you understand why s/he had to see someone from the YOT?	8		
When you met with your child's YOT worker – do you think they listened to what you and your child had to say?	7	1	
Do you think your child's YOT worker had a good understanding of him/her at the start of your order?	7		1
Did you understand why your child's YOT worker had suggested the work that s/he needed to do?	6	1	1
Do you think your child's YOT worker focused on areas of work that were relevant to him/her?	7	1	
Was the work your child did with their YOT worker helpful to him/her?	7		1
Did your child see their YOT worker often enough?	7		1
If you disagreed with your child's YOT worker, did they listen to your opinion?	5	1	

Please tell us what you think we could do better?

Don't know	Nothing	I liked everything
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Less waiting

Nothing, it was all good

I am happy with things

I can't think of anything

Nothing – pleased with
the outcome it was
successful.

I can't think of any
improvements

To see more children
before the trouble, it was
a big step but I'm glad I
took it.