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:

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

What you think that we did well?

Help looking for a job
Seeing the NEET worker
Alistair listened to me and gave me good advice He said good things about me – he understood why I did what I did.
Built a good relationship with me
Being able to meet in different places (not always at home) was good
YOT worker really kind and always listened
Helped my behaviour improve at school
Siobhan was really supportive and non-judgemental
She knew immediately that I was an under confident person and how to address that.
She helped me realise the impact of what I’d done, especially arranging for me to speak to the police officer. Without that I wouldn’t have realised the impact.
The panel experience, though scary and uncomfortable at the start, was supportive and positive.
I felt better about myself after the meeting
Helped keep me out of trouble
It made me a better person
The work I did changed my mind about things
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
- Stick with good friends
- I’ve learned from my mistakes
- Now I think before I do stuff
- I was glad the Police put me onto the YOT
- Not get into stupid situations
- Getting on with my job
- See my family more
- Not hang around with the wrong sort
- I won’t feel bad about myself and I will make my family happy because I won’t offend again.
- I think about the consequences not before acting
- I don’t go out much or mix with the same people.
- I now have more of a relationship with my family and I am able to talk to them rather than keeping things to myself.
- I will be more aware of my actions and understand the impact they can have
- A real change in me, I feel better
- I have more confidence
- I think before I speak
- I walk away from trouble
- I behave differently and say no to conflict
- To think before I act
- I can recognise my anger and emotions
- It was really helpful
- I won’t get into any more trouble
- I’m going to get a good job – get an education

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

Please tell us what you think we could do better?

Don’t know Nothing I liked everything
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.