

Youth Justice Service Policies and Procedures Manual

SCOPE OF THIS MANUAL

This manual outlines the policies for operational processes. These have been written to comply fully with legislation, national guidance and to endorse the practices in Bolton Complex Safeguarding and Youth Justice Service (CSYJS) and links to Greater Manchester Youth Justice protocols.

RELATED NATIONAL GUIDANCE

[Youth Justice Board Strategic Plan 2021-2024](#)

[Standards for Children in the Youth Justice System](#)

[Youth Justice Board Case Management Guidance](#)

[National Protocol for Case Responsibility](#)

[The Probation Service - National Partnership Framework for England Youth Justice Services](#)

[Joint National Protocol for Transitions in England](#)

[Multi-agency public protection arrangements \(MAPPA\): Guidance](#)

[National Appropriate Adult Network National Standards](#)

[Police and Criminal Evidence Act 1984 \(PACE\) Codes of Practice](#)

[The Code of Practice for Victims of Crime](#)

[Youth Out-of-Court Disposals: Guide for Police and Youth Offending Services](#)

[ACPO Youth Gravity Matrix - Youth Justice Resource Hub \(yjresourcehub.uk\)](#)

[ACPO Youth Offender Case Disposal Gravity Factor Matrix \(Revised 2013\)](#)

RELATED LOCAL GUIDANCE

[Greater Manchester Local Authorities and Greater Manchester Police: Joint Protocol for](#)

[Considering Requests for the Provision of Accommodation under PACE](#)

[Greater Manchester MAPPA Strategic Management Board and the GM Local Safeguarding](#)

[Children Boards.](#)

AMENDMENT

This chapter was reviewed and updated in February 2022. Amendments were made to amend the service name description throughout to reflect the change of name from Bolton Youth Offending Service to Bolton Complex Safeguarding and Youth Justice Service and include links to the Diversity Policy, Prevention Policy and Participation Strategy, Local Operating Standards, National Partnership Framework and the Youth Offending Gravity Matrix.

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1. Overview and Vision

- 1.1 Bolton Complex Safeguarding and Youth Justice Service (CSYJS) offers a specialist service for young people up to the age of 18 and their families.
- 1.2 The Youth Justice Service is governed by the Youth Justice Service Management Board, which is chaired by the Director of Children's Services, comprises of senior representatives from statutory partners and wider membership that reflect the most appropriate local arrangement.
- 1.3 The vision is to prevent children and young people from offending, engage victims, protect the community, encourage positive life choices, and maximise potential for children and young people.
- 1.4 This vision is supported by strategic and operational priorities.

2. Policies, Procedures and Guidance

- 2.1 The Complex Safeguarding and Youth Justice Service complies with statutory requirements of the Crime and Disorder Act 1998, and follows national guidance set out by the Youth Justice Board.
- 2.2 Operational policies, procedures and guidance have been developed to comply fully with legislation, national guidance and to endorse the practices in Bolton Youth Justice Service and links to Greater Manchester Youth Justice protocols.
- 2.3 The purpose of these policies and guidance is to outline guidance for operational processes and to clarify the roles and responsibilities. They apply to all staff within Bolton's Youth Justice Service and other partners.
- 2.4 Managers should make it clear in team meetings and supervision that the policies and guidance are available and direct staff to them. Managers are responsible for monitoring compliance with these policies.
- 2.5 All staff are responsible for complying with these policies.
- 2.6 These will be reviewed annually by the Complex Safeguarding and Youth Justice Service management team.

3. Standards for Children in the Youth Justice System

- 3.1 The [Standards for Children in the Youth Justice System](#), replace the National Standards (2013), being effective from 1 April 2019.
- 3.2 The freedom granted by this guidance to develop locally agreed standards is intended to guide our strategic and operational understanding of what is expected at each stage of a child's journey through the justice system, taking account of Bolton's local context and child first approach.
- 3.3 [Bolton Youth Justice Service Local Operating Standards](#) have been developed and agreed by the Youth Justice Service Management Board and Management Team. They will be monitored by the Management Team and the feedback to the board will be utilised to review them on an annual basis.
- 3.4 There are 5 standards.
 - 1. Out of Court
 - 2. In Court
 - 3. In the community
 - 4. In secure settings
 - 5. On transition and resettlement

4. Provision of persons to act as appropriate adults

- 4.1 When the police detain or question a child or young person (aged 10 to 17), they must inform an appropriate adult as soon as is practicable and ask them to attend. When the police issue all out-of-court disposals this must also be carried out in the presence of the child or young person's appropriate adult.
- 4.2 The [National Appropriate Adult Network's National Standards](#) concern all aspects of the delivery of Appropriate Adult services.

- 4.3 The Police and Criminal Evidence Act 1984 (PACE) sets out the safeguards for policing including the role of the appropriate adult.
- 4.4 The [Greater Manchester PACE](#) arrangements support the standards and legislation.

5. Accommodation under PACE

- 5.1 Whenever a court refuses bail to a child/young person (aged 10-17), the child will be remanded to local authority accommodation unless certain conditions are met, in which case the court may instead remand the child to Youth Detention Accommodation. Every such child (whether remanded to Youth Detention Accommodation or to local authority accommodation) will be treated as Looked After by their designated local authority. When the police issue all out-of-court disposals this must also be carried out in the presence of the child or young person's appropriate adult.
- 5.2 See [Remands to Local Authority Accommodation or to Youth Detention Accommodation](#).
- 5.3 See [Greater Manchester Joint Protocol for considering requests for the provision of accommodation under PACE \(Police and Criminal Evidence Act 1984\)](#)

6. Service to victims and Restorative Justice

- 6.1 The [Code of Practice for Victims of Crime](#) sets out the information, help and services that must be provided to victims.
- 6.2 The Ministry of Justice defines restorative justice as “the process that brings those harmed by crime, and those responsible for the harm, into communication, enabling everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.”
- 6.3 See [Bolton's Restorative Justice process](#)
- 6.4 Bolton's Reparation Processes are linked to the Restorative Justice process. The Reparation Process provides guidance to the service for the delivery of reparation, tracking reparation hours and ensuring safe processes.
- 6.5 See [Bolton's Reparation Process](#).

7. Prevention

- 7.1 Bolton Complex Safeguarding and Youth Justice Service has a dedicated Prevention Team working with children and young people from 8 years old who are on the fringes of or involved in criminality and/or ASB in line with our interim [Bolton Prevention Policy](#).

8. Quality of Case Management

The [Youth Justice Board provides guidance in case management](#) including; out-of-court disposals; in court; assessment of children in the youth justice system; community interventions; custody and resettlement.

Bolton Complex Safeguarding and Youth Justice Service follow these as best practice and have developed their own local processes for case management.

8.1 Out-of-Court Disposals (OOCs)

- 8.1.1. Out-of-court disposals are designed to provide simple, swift, and proportionate responses to low-risk offending, and to reduce the amount of time courts spend listening to minor and undisputed matters. Additionally, if used correctly, they will be effective in reducing the risk of further offending.
- 8.1.2. GMP utilise the [ACPO Youth Offender Case Disposal Gravity Factor Matrix](#) which sets out the prerequisites for police decision making in consideration of an OOC and makes recommendations (dependant on context) for appropriate disposals based on the gravity score of the offence. See also [Youth Offender Gravity Matrix flowchart](#).
- 8.1.3. See [Bolton Out of Court Disposal Policy and Procedure](#)

8.2 Breach Process Guidance

- 8.2.1. A breach is when a young person fails to comply with the conditions of their disposal.
- 8.2.2. Bolton's breach processes are now in line with Greater Manchester court processes.
- 8.2.3. See [Bolton Breach Process Guidance](#)

8.3 Risk Management Policy

- 8.3.1. Greater Manchester Youth Justice Services (GMYJS) have developed a joint Risk Management Policy.
- 8.3.2. This policy and guidance seek to provide a robust and clear framework for GMYJS, which incorporates all the Youth Justice Services from the Local Authorities within the Greater Manchester area. It will provide guidance to ensure that the potential for risk of harm to others is minimised; the public and individual victims are protected, and children and young people are kept safe and supported in making meaningful changes for the future.
- 8.3.3. This policy has been localised to Bolton to provide guidance and protocol to manage risk within the local area.
- 8.3.4. See [GM Youth Justice Services Joint Risk Management Policy, Procedures and Practice Guidance \(Bolton Version\)](#) for more information.
- 8.3.5. Local risk assessments are carried out and reviewed periodically.

8.4 Process when a young person appears in court charged with an offence under Schedule 15 where the victim is under 18 years

- 8.4.1. Schedule 15 under the Criminal Justice Act 2003 details specified offences.
- 8.4.2. See [Bolton Youth Justice Process when a young person appears in court charged with an offence under Schedule 15 where the victim is under 18 years](#)

8.5 Multi Agency Risk Management (MARM) process

- 8.5.1. Youth Justice Standards state that Youth Justice Services must have arrangements in place to ensure multi-agency planning for cases that are assessed as high risk of causing serious harm to others, likelihood of reoffending or to their own safety and well-being. At Bolton, this standard is met via the convening of meetings called Multi Agency Risk Management Meetings (MARMs).
- 8.5.2. Officers should identify when cases open to them need to be reviewed in the MARM process using the criteria below and ensure that all relevant professionals are invited to the meeting. An Operational Manager will usually chair the meeting and a member of the Business Support Team will take minutes. These meetings should take place on at least a 3-monthly basis.
- 8.5.3. Following the meeting that Officer will ensure that any new information shared, and/or new actions are included in their asset plus/plan and send this assessment/plan to their own manager sign off.
- 8.5.4. Criteria for referring to the MARM process:
 - **High Safety and Well-being only cases** – These cases will not be overseen by the Youth Justice MARM process as there will be other multi agency meetings in place to manage safeguarding concerns. The type of meeting will depend on the level/type of risk presented; but will fall into either the Early Help, Child in Need, Child Protection or LAC arenas. The Officer has responsibility for ensuring that the Youth Justice Service is represented at these forums and there will be management oversight of this via supervision and the QA process. If a case is high S&W **and** high in either LOR or ROSH these cases will be managed via the MARM process.
 - **High LOR/ROSH cases** – These cases will be managed via the Bolton MARM process.
 - **High LOR/ROSH AIM cases** – Where there has been an AIM ratification meeting and there are on-going AIM reviews these may replace MARMs, but this will be agreed on a case-by-case basis.

- **DTO/other custodial sentence cases** – Whilst the young person is in custody DTO/other multi agency sentence planning meetings will take place, and these will replace MARM meetings for this period.

8.6 Guidance for the Management of Child Exploitation

The operating guidance for Bolton's Complex Safeguarding Team is under review.

Bolton CSYJS recognises the harm that is caused to children and young people due to exploitation. We are committed to offering support to them and their families whilst acting with partners to disrupt the perpetrators of this abuse and make the borough a safer place for all young people.

Where CSYJS staff have concerns that a young person is being exploited they have access to guidance and support from their line manager and/or the Complex Safeguarding Team (Exit). Where a child or young person is open to CSC the Case Manager should work in partnership with their Social Worker to make a referral to the Complex Safeguarding Team. Where the child or young person is not open to CSC the Case Manager must refer them to the Integrated Front Door by phoning 01204 331500. If the Case Manager believes the young person to be at imminent risk of harm, they should dial 999.

Any information relating to exploitation should be recorded on a partnership intelligence sharing form and sent to bolton.csh@gmp.police.uk

8.7 Resettlement Policy

- 8.7.1. Resettlement of children from custody is a statutory responsibility of local authorities and is carried out in partnership with agencies including Police, National Probation Service, Health, and the Youth Custody Service.
- 8.7.2. See [Bolton Resettlement Policy](#)

8.8 CAMHS (Child and Adolescent Mental Health Services) for Young People / CSYJS

- 8.8.1. CAMHS are a service offering help for children and young people, who live in Bolton. They work with children and young people to help them cope when they are having problems relating to how they feel, how they think about things and sometimes how they behave.
- 8.8.2. CAMHS support the functions of the CSYJS. The following details the processes in place.
- 8.8.3. Access to consultation line at CAMHS is between 1-2pm daily. This is staffed by the Single Point of Access Team (SPOA) who also do risk assessments and screen referrals to the service.
- 8.8.4. If young people have a GP, then referral to CAMHS for initial assessment should come via their GP; the CSYJS can support this referral.
- 8.8.5. If the young person does not have a GP, in the absence of another more permanent option, a request for a quick access referral to CAMHS can be made from The Parallel. This would be done by the service's Nurse, following a request and discussion from case worker.
- 8.8.6. A formal process needs to be in place for access to CAMHS for those young people that do not have a GP. *(Following discussion with CAMHS who have liaised with Commissioning Leads for NHS Bolton, it has been advised that: "A young homeless person should be able to register at any GP practice and access the same services as anyone else" If any issues are encountered in relation to this they need to be noted and raised with CAMHS who will liaise with the Commissioning Manager).*
- 8.8.7. Over 14's who are hearing voices can go straight to the Early Intervention Team, but CAMHS can triage if necessary.
- 8.8.8. Functional Family Therapy (FFT) – if this is thought to be needed there would need to be a referral to CAMHS. Young person and family need to be motivated to undergo FFT. Referral would be made via GP or SPOA.
- 8.8.9. A Youth Justice Emotional Mental Health Practitioner has been appointed and the development of the emotional mental health provision within the CSYJS will continue.

8.9 Mentally Vulnerable Offenders Panel Guidelines / Process (Liaison and Diversion)

- 8.9.1. Criminal justice liaison teams have developed and are present within all mental health trusts, serving their local areas to identify and divert as appropriate those individuals who have been accused of crime but who are felt to be exhibiting mental illness.
- 8.9.2. See [Mentally Vulnerable Offenders Panel Guidelines / Process \(Liaison and Diversion\)](#), this should be used as a guide to Bolton CSYJS to support the process of communicating with young people, their families and practitioners regarding the diversion process.

8.10 Transitions from Bolton Youth Justice to Bolton Probation Service

- 8.10.1. The [Joint National Protocol for Transitions in England](#) will be adopted in full by Bolton Probation and Youth Justice Service. This has been agreed with all parties. However, the protocol provides for some local flexibility and localised arrangements which are detailed below.
- 8.10.2. Bolton Complex Safeguarding and Youth Justice Service has agreed to produce a local transition plan template in accordance with Sec 6.2 of the Joint National Protocol. This template is to be used by Youth Justice and Probation.
- 8.10.3. The requirement laid down in the Joint National Protocol for Transitions will be undertaken by all parties (Youth Justice and Probation). It has been agreed that locally in Bolton the process of reviewing previous transition work to identify good practice, lessons learnt, and continuing improvement will be incorporated into the existing quarterly transitions meetings held between Youth Justice and Probation.
- 8.10.4. With regards to section 8 of the protocol, which details the transfer of specific orders, it has been agreed locally that Bolton Youth Justice will retain all case management responsibilities for both Referral Orders and licences with ISS.
- 8.10.5. With regards to Sec 8.7 of the Protocol, Bolton Youth Justice have also agreed to retain case management responsibilities for Detention and Training Orders (DTOs) and S.91; Extended Supervision cases.
- 8.10.6. Seconded Probation Officer in Youth Justice will complete RSR, CAS and Maturity Assessment on all young people open to Youth Justice Service at 17yrs 6mths and will complete OASys at point of transfer.
- 8.10.7. Seconded Probation Officer and Youth Justice Officer will complete transition plan at 17yrs 6mths following completion of RSR/CAS and Maturity Assessment. Transition plan will be shared with Probation who will allocate worker to the case. Seconded Probation Officer will send Transition Plan plus copies of PSR, Assetplus and other relevant documents to either Senior Probation Officer at the Probation service
- 8.10.8. A multi-agency meeting will be held for all young people who will transition to Probation at 17yrs 9 months. For those who fit the Multi Agency Risk Meeting (MARM) process at Bolton a MARM will be convened, and the Probation Service invited. If the young person is not in the MARM process a Multi-Agency Transitions Meeting will be held. An Officer will be responsible for co-ordinating the meeting. The young person and their parent should be invited to this meeting.
- 8.10.9. Proposals for Pre-Sentence Reports on young people aged 17yrs 9mths onwards to be discussed with a Court Team Probation Officer via Court Team Admin.
- 8.10.10. Probation cases aged 18-25 who have not been through a transitions process will require a telephone call from the Probation Service to the Seconded PO in CSYJS to get relevant information.

8.11 Participation

Bolton CSYJS will ensure that the voices of our children, young people and families are heard, and their views actively sought to aid service development. This is detailed within our [Bolton Participation Strategy](#).

8.12 Quality Assurance (QA) Processes

- 8.12.1 To ensure the quality of case management and service delivery, Bolton Complex Safeguarding and Youth Justice Service are committed to delivering a high-quality support service. The service has quality assurance processes in place which provide a method to evaluate and review practices. These processes are to ensure effective and consistent practices are in place and that there is continuous improvement in the delivery of the services.
- 8.12.2 The CSYJS processes are linked to national standards and departmental quality assurance processes and procedures.
- 8.12.3 The processes at the CSYJS include learning from outcomes including;
- Review of External Audits including HMIP Inspections (full or thematic)
 - Greater Manchester Youth Justice Service's Peer Reviews
 - Review of previous inspections within the service and local authority
 - Review of performance management information and case data
 - Feedback from partners and users of the service
- 8.12.4 Other QA practices in CSYJS include;
- **Staff Supervision** - staff receive regular supervision/review meetings. These are a method of providing personal support and communication; of achieving accountability and performance monitoring; learning and development.
 - **Gate Keeping Meetings** – these meetings agree an appropriate and proportionate sentencing option for Pre-Sentence Reports.
 - **Manager QA of Pre-Sentence and Referral Order Reports**
 - **Asset Plus** - The standard assessment tool used by CSYJS is Asset Plus. This assessment requires manager sign off at the end of the 2 main sections, Explanations and Conclusions (E&C) and Pathways and Planning (P&P). This is required every time a new stage is opened (at least every 3 months or in the event of a change of circumstances). An Operational Manager will QA every assessment, initial and review regardless of risk levels to ensure that the assessment is good quality, and the risk ratings are correct. Once an officer has completed their assessment, they will send a sign off request to their manager, when manager is satisfied with the assessment, an oversight comment to agree the risk ratings for ROSH, LOR and S&W, sign E&C and P&P will be added and complete the stage at which point it is locked and cannot be changed.

If the manager feels that the assessment requires more work the sign off request will be rejected, and QA actions are placed in the red bubbles at the side of each section. Once a comment is added the bubble turns green so that the officer can easily see where action is required. The officer will complete these actions and resend the sign off request at which point their manager will check that the actions are completed and sign and complete the assessment. At the moment, there is no record within IYSS of rejected sign off requests, so the fact that this assessment is outstanding is noted elsewhere. There is a reporting mechanism in IYSS that enables a report to be run periodically to highlight any assessments that may still be open (e.g., not completed by a manager and therefore not ratified).
 - **Case Audit Process** - The CSYJS have recently developed a formal case audit process to ensure that areas of service delivery aside from the assessment and plan are subject to QA. A template has been devised using the HMIP standards and this is applied to a sample of cases each month. This task is undertaken by a member of the management team and at present approx. 3 cases are sampled each month. The completed QA template is then shared with the relevant officer and their manager and actions are agreed where required.

- **Reciprocal Peer QA** –It is felt that it is beneficial to enable managers from other teams to have input into our QA process to have YJS case work scrutinised by “fresh eyes”, to encourage the sharing of good practice and lead to creative thinking around case recording. An arrangement with the Leaving Care Team to undertake reciprocal case audits is currently under discussion.

8.13 Supervision Policy

8.13.1 This is to be read in conjunction with the document [‘Supervision Policy – Bolton’s Protocol for Standards in Supervision of Children and Families Social Workers’](#) which is the overarching policy for CSYJS Supervision Practice, the points below will provide any relevant information that is specific to CSYJS staff. Some elements of the overarching Supervision Policy may not apply to all CSYJS staff given that the CSYJS is a multi-agency team. Points below relate to corresponding points in the main policy. There are several associated processes additional to those detailed.

8.13.2 Function and Content

A signed Supervision Contract will be agreed between the supervisee and supervisor, and this will set out the expectations upon both parties. Supervision will take place on a four-weekly basis for Case Managers and Operational Managers with some flexibility around frequency for Specialist Workers depending on role and level of support needed. There may be some flexibility where there is leave or sickness absence and should this be the case this will be documented on the supervision record. Records should be kept of supervision sessions that are cancelled or rescheduled along with an explanation and these should be accessible to the CSYJS Head of Service.

Supervision records will be printed off and dated and signed by both Supervisor and Supervisee to agree they are an accurate reflection of the discussion. Any disagreement about the content will be recorded on the supervision notes.

8.13.3 Critically Reflective Practice

The CSYJS has adopted a reflective model of supervision and to assist in this, case discussions within the four weekly 1:1 supervision will be carried out using the agreed reflective Supervision Case Discussion format. This will form the basis of the case discussions in supervision and will be recorded within the young person’s case file on the IYSS database. Reflective Group Supervision may also be another method used by the CSYJS to provide peer reflection.

8.13.4 Quality Assurance

The CSYJS Head of Service will have a quarterly monitoring system in place and will show evidence of file sampling through a bi-annual audit of supervision files. The Process section of IYSS on the young person’s IYSS case file will be used to record that the audit has taken place.

In addition, the CSYJS Head of Service will complete a bi-annual audit of a sample of supervision records from each Operational Manager and these will be discussed within the 1:1 supervision with the Operational Manager. This will include access to the schedule of supervisions between Operational Managers and their teams detailing where and why sessions have been cancelled or rescheduled. The Supervision Audit Form will be completed to evidence the audit and a copy held in supervision records.

8.13.5 Workload Management

Allocations of work across the CSYJS will primarily be carried out by Operational Managers. Allocations will take account of caseload numbers, complexity of cases, nature of cases (for example whether Aim assessment case/OOCD etc.), and discussions from 1:1 supervision around workload.

It can be reasonably expected that caseloads should be no higher than 12-15 cases where risk levels are medium to high, and 15-18 cases where risk levels are low to medium. On occasion if it were necessary on temporary basis to go above those numbers, the Managers retain the right to allocate new cases and this would be following discussion across the Management Team and with the Case Manager, and a record would be made in supervision records to advise of expectations of how the increased workload could be managed and supported. This decision would be subject to regular review.

8.14 Lone Working

- 8.14.1 Staff are to use the book held in admin to record details of **ALL** lone working contacts regardless of the time that they are due to finish. The information logged must include the young person's name, full address, and estimated time of return.
- 8.14.2 Where workers complete a visit before 5pm and are not returning to the office they should phone in to admin who will cross them off in the book and update the board accordingly. Where workers complete the visit after 5pm they must contact the duty manager and let them know that they have finished. A member of the admin team will check the book at 5pm and contact the duty manager with details of all workers out working after 5pm. If after 5pm a member of staff decides that they need to undertake a contact out of hours and the book held in admin has been locked away they should contact the duty manager directly to inform them of this before going on the visit.
- 8.14.3 If a member of staff is undertaking a lone contact on their way into work in the morning, they must ensure that this is also logged in the book along with an estimated time that they expect to arrive in the office.
- 8.14.4 Staff should always ensure that they have their work mobile, charged, in their possession when undertaking lone working.

9. Public Protection and Desistance Policies

- 9.1 The Multi-Agency Public Protection Arrangements (MAPPA) Guidance under the Criminal Justice Act 2003 have been developed to protect the public, including previous victims of crime, from serious harm by sexual and violent offenders. They require a multi-agency partnership approach to deal with these offenders.
- 9.2 See [MAPPA Guidance](#)
- 9.3 There is a protocol in place between [Greater Manchester MAPPA Strategic Management Board and the GM Local Safeguarding Children Boards](#).

10. Engagement and compliance with court orders, remand, and bail programmes

- 10.1 The [National Protocol for Case Responsibility](#) and the [YJB case management guidance](#) set out the best practice with requirements implemented into local processes.

11. Data protection

- 11.1 Services must have due regard to the relevant data protection principles, as detailed in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.
- 11.2 The requirements of the Data Protection Act and GDPR are set out in the Bolton Council Corporate Data Protection Policy.
- 11.3 See [Confidentiality Policy](#) which sets out the responsibility of the employee to familiarise themselves with the handling of confidential information in the context of their social work role and as an employee of the council.
- 11.4 QA Processes within the CSYJS monitor compliance with the data protection requirements.

12. Diversity and Disproportionality

- 12.1 Youth Justice Service's have a duty to have due regard to eliminate discrimination, advance equality of opportunity, foster good relations and make sure that all children are treated fairly and in accordance with their individual needs.
- 12.2 Addressing the disproportionate representation of children from Black, Asian and Minority Ethnic groups is a priority for the Youth Justice Board and is a key priority in their [strategic plans](#).
- 12.3 The council and its partners have a longstanding commitment to celebrating the diversity, promoting good relations between our diverse communities, and ensuring that its services are appropriate and accessible for everyone.
- 12.4 Bolton CSYJS and the Management Board work in partnership to monitor and address any inequalities.
- 12.5 Bolton Complex Safeguarding and Youth Justice Service have a [Bolton Diversity Policy](#) in place. The service is committed to ensuring equal access to our service for everyone and will take account of individual needs in supporting all our children, young people, and families.