

You Said

We Did

Are Doing

Hertfordshire Youth Justice Service is committed to getting feedback from those who receive our services - children, families and victims of crime.

This 'You Said, We Did or Are Doing' summary covers the period of January - June 2025. It summarises feedback received and what we have done, or are in the process of doing, in response.

You Said



You wanted the opportunity to obtain a CSCS card but:

- preferred 1:1 sessions over group or online learning;
- didn't want to be on camera so wanted a different way of participating in training.



English is a second language for you and whilst you could speak it clearly you didn't always understand the words. This was impacting your ability to engage with education.



You wanted to access further education but local colleges did not accept your application and you missed exams due to a period of remand.



We discussed your educational goals and interests and you expressed an interest in pursuing a career in Law or Cyber Security.



You have an EHCP and were on roll at school but not attending. You didn't feel able to attend school and also had some issues with transport.

We Did or Are Doing

We delivered 1:1 sessions using mock tests and practice questions to build your confidence and track progress.
We advocated on your behalf, particularly to Virtual School where relevant, to seek funding for your CSCS course and test.
We supported with transportation to your CSCS test, if needed.
We liaised with training providers to ensure your individual needs and preferences were met or accommodated.

We delivered sessions which focused on building rapport and practicing reading which has built your confidence, self-esteem and reading skills.
We have also made a referral to Inclusion Panel to help support access to education.

We secured funding for online tuition through liaison with Virtual School so you could complete your Maths and English functional skills.
We provided you with access to a laptop twice a week to enable you to participate.

We arranged an opportunity for you to shadow a local judge for the day and observe court proceedings. This supports your interest in this as a potential career aspiration.

We worked with your school to secure some alternative provision to enable you to complete Maths, English and construction qualifications.
Your ETE Worker and YJ case manager supported you to attend even after your Order ended.
You will be progressing to college in September to study electrical engineering.

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You said that you felt Panel Members should take more time to speak to you and build rapport at Panels.



You said it would be good if we could provide some physical rewards to you if you complete certain activities or achievements.



You said you think other children would benefit from our Boys Group.



You said that you would like to see less 'old people' as Panel Members.



You said that location of appointments could have been improved.



You said you would like to have not changed workers so much.

We Did or Are Doing

We have provided this feedback to Panel Members at recent training sessions. We have encouraged them to take more time to speak with you before starting the Panel session.

There are occasions where we have provided rewards following certain pieces of work or achievements. We will continue to do this and think about we could expand this.

We are currently reviewing our group work provision. This is something we would like to do more of but that needs further planning.

We seek to encourage recruitment of volunteers across a range of demographic groups, including age. Often we get volunteers from older members of the community as they are no longer working full time and have more spare time. We will continue to consider increased diversity in future recruitment.

Wherever possible we will meet with you in places that are local to you, in which you feel safe and comfortable.

Sometimes due to reasons such as safety, access requirements or logistics, we may need you to travel to another office or location.

We will minimise this as much as possible and talk to you from the outset about locations of appointments.

Unfortunately we had some issues with staffing in your area which meant there were some changes to your YJ case manager.

We are sorry this impacted you and always do our best not to change your worker as we understand the impact this has on you.

If you are a child or young person who has received YJS services, please provide feedback using this QR code:



If you are a parent or carer of a child who has received YJS services, please provide feedback using this QR code:

