

Criminal Justice Liaison and Diversion in East London

Project lead: Dr Rhodri David

Project team: Peter Beadle, Anna Gleeson-Ryan, Lauren Hopkin, Oulaye Tommy, Sam Webster, Gareth Richards

Project sponsor: Rebecca Lingard

Background

WHY?

- Fledgling service
- Flexible and mobile service
- Lots of challenges
- Working with a naturally suspicious agency
- Opportunity to make swift changes
- All-age service, unfamiliar

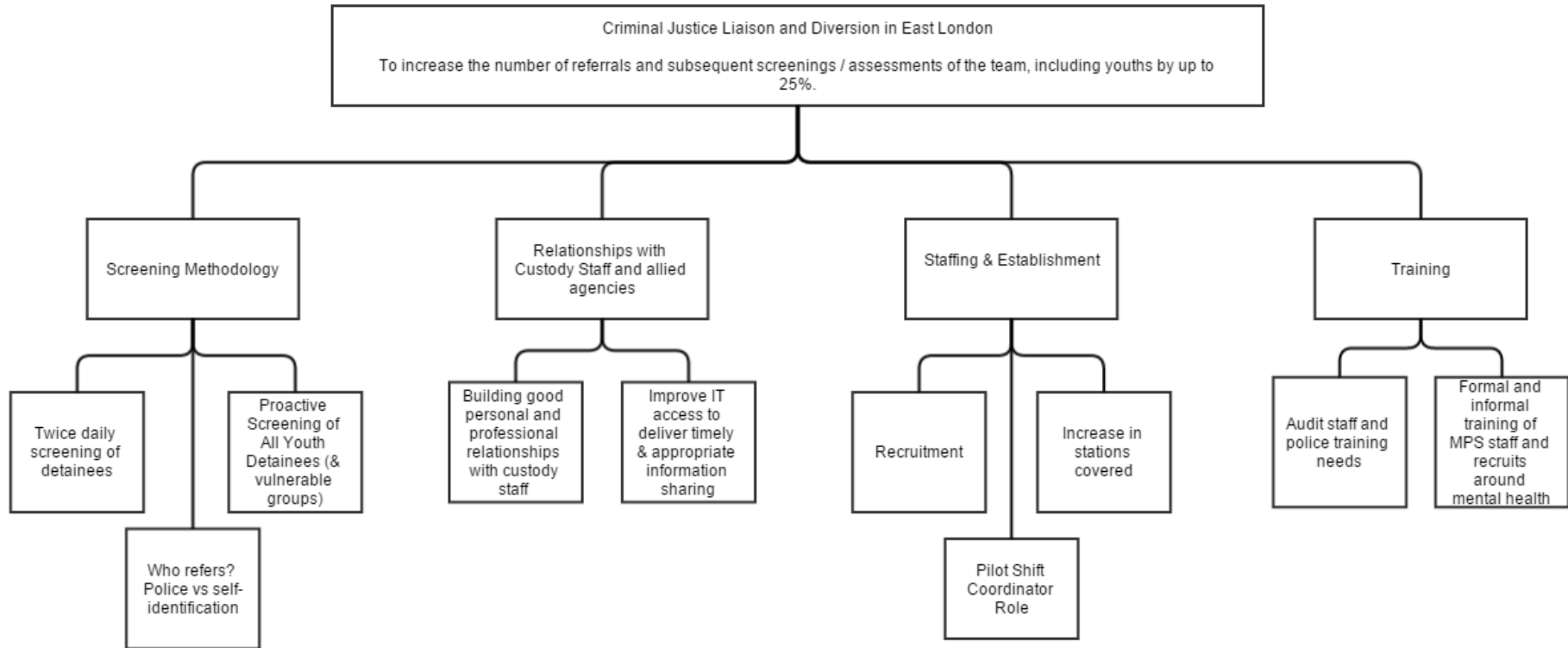
PROBLEM

- ?under-utilised service
- Engaging youth detainees

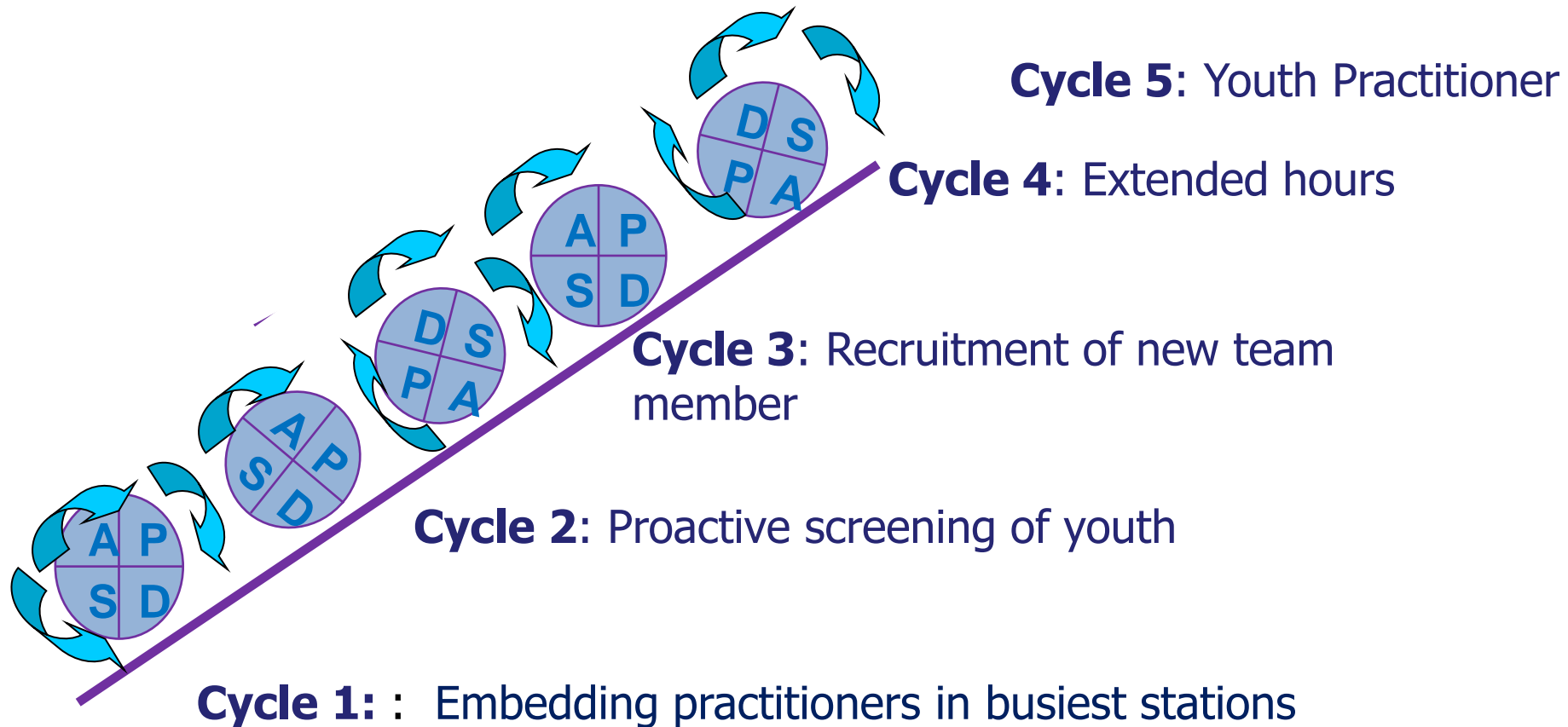
PROJECT AIM

- To increase the number of *appropriate* referrals and subsequent screenings / assessments of the team, including youths by up to 25%.

Driver diagram



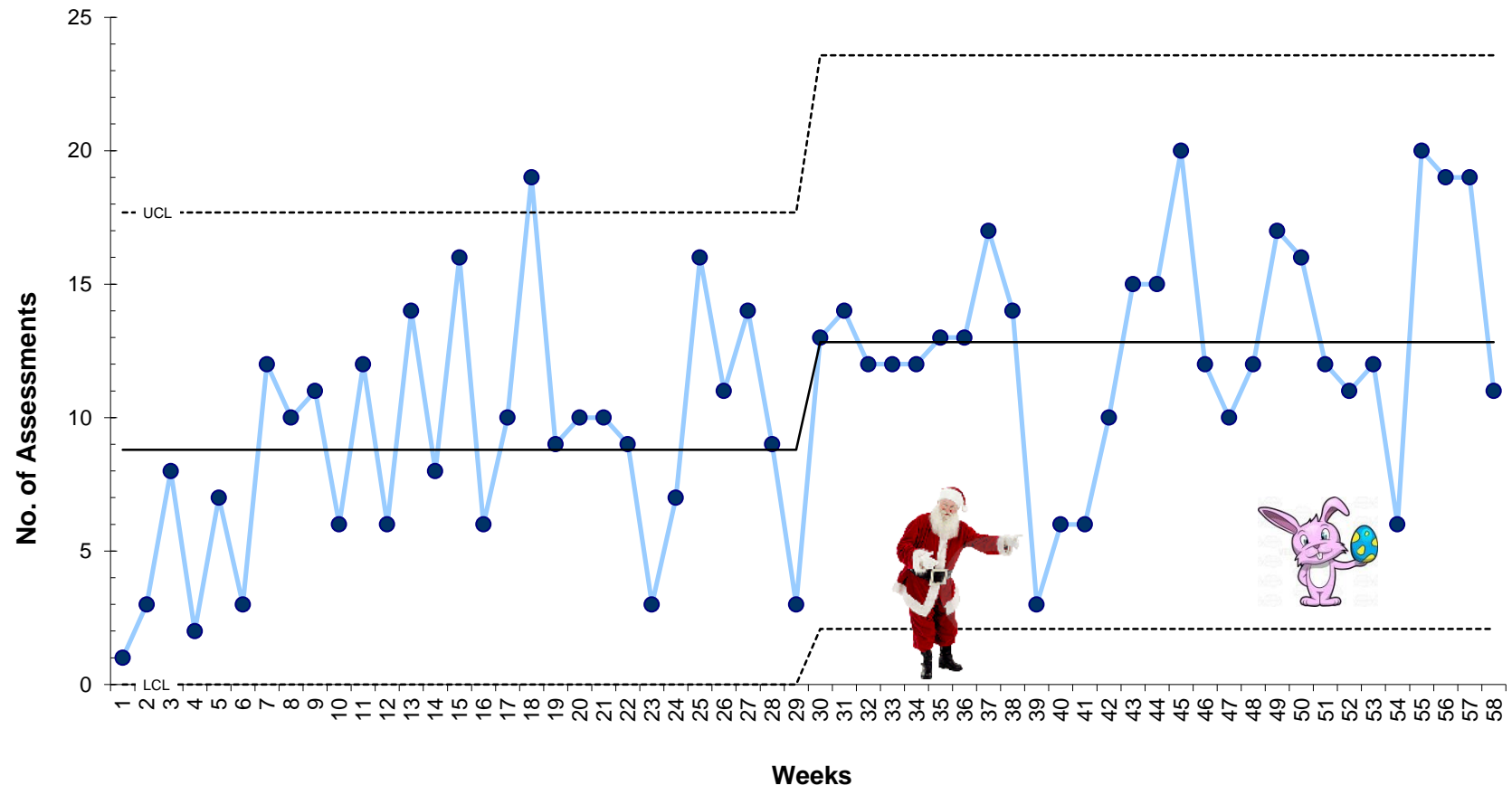
Sequence of PDSAs for Increasing Youth Assessments

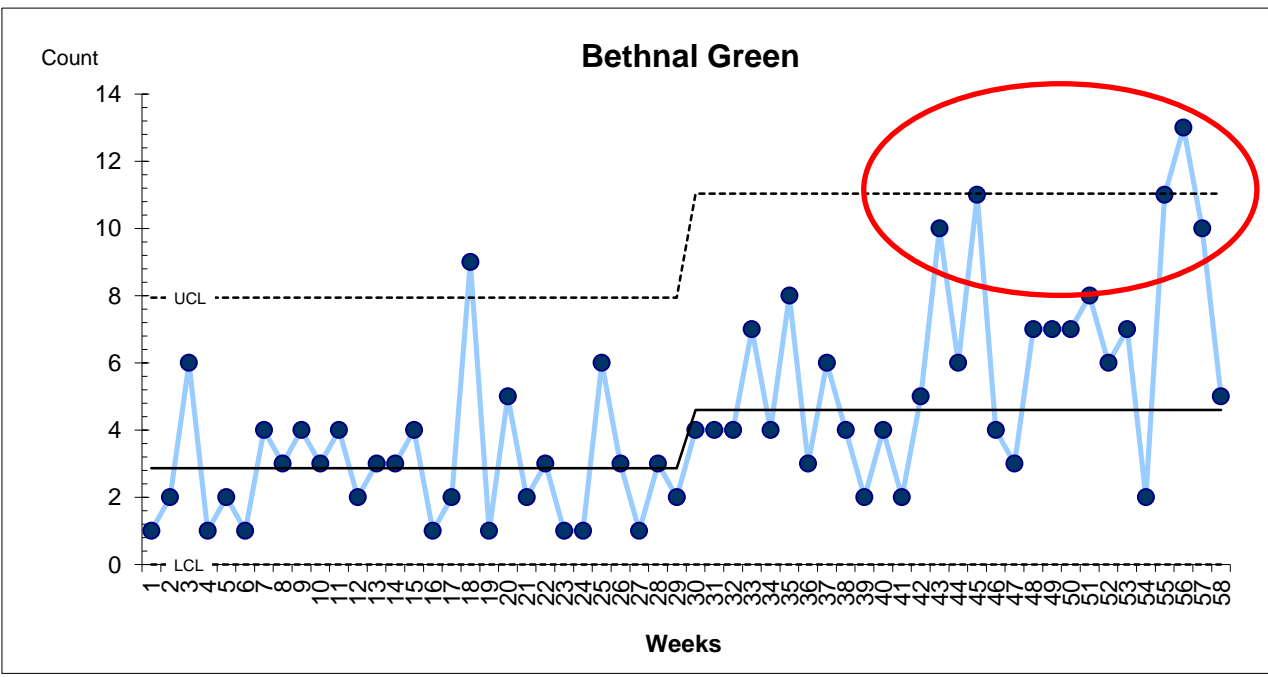
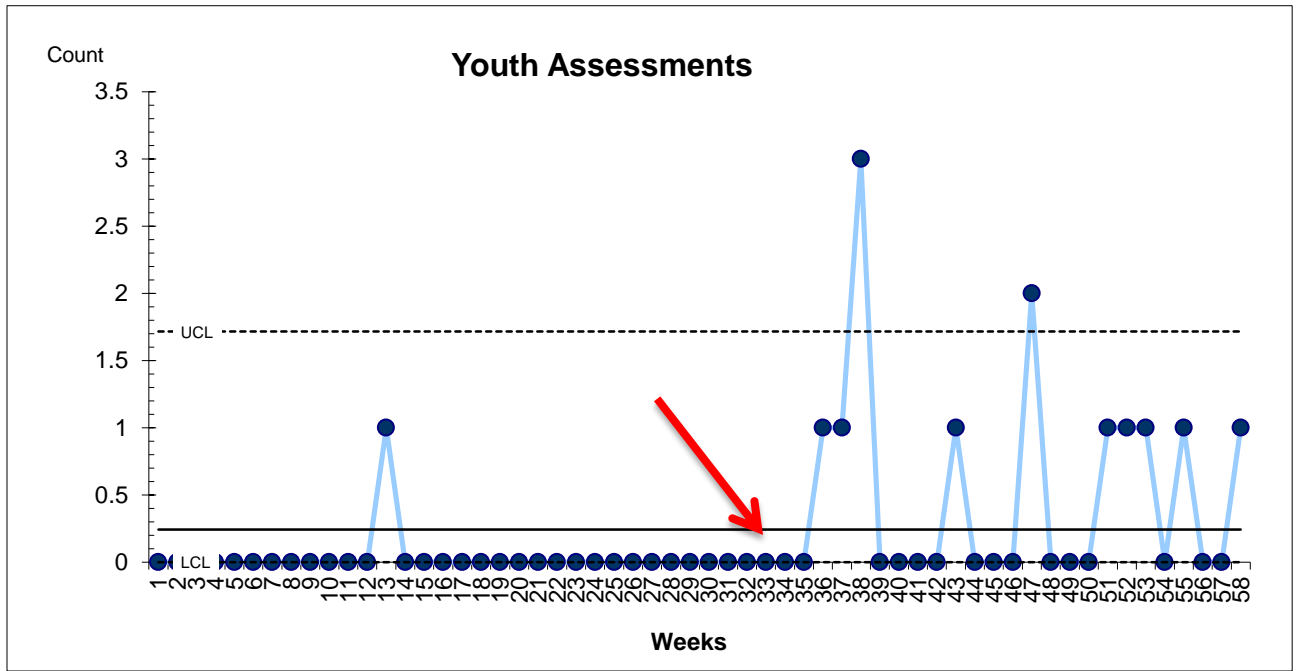


Data

Total Assessments

Count





Learning

What did we learn?

- Engagement from whole team including administrator
- Ability to identify how small (often non-clinical) changes can affect working practices
- Challenges: external agencies, sudden changes outside our control, leave/sickness
- Way of engaging and empowering team, focused meetings on more positive outcomes rather than troubleshooting

What next?

- Processes for completing reports and performance data
- Introducing specific youth provision
- Building sustainability into working practices
- Developing operational model
- Mapping of activity across sites
- ‘Low hanging fruit’