

**YCS Offer**



**OUTCOMES**



## Notes

1. YCS Offer row one represents the 7 (top number) main types of services available to beneficiaries each court day. Services 4 to 7 include a number to the right, of how many people received that YCS themed service within the report period.
2. The Targets row two features over-arching annual targets for year 2 within October 2022 to September 2023 with the updated data placed within the bullseye areas of each target.
  - 2a. Target 100 Young Beneficiaries is the total number of young service users we project in year 2.
  - 2b. Target 50 Grown-up Beneficiaries is the total number of adult (parents / carers / family members) service users we project in year 2.
  - 2c. Target 50% Youth Reach reflects the average percentage of youth defendants we have engaged that came through the court doors out of the potential total number of attending youth defendants.
  - 2d. Target 20 QR Code Hits reflects a new digital aspect of YCS introduced in year 2 from Q2 (January 2023) and another first in the UK with permission of HMCTS. The QR codes are featured on YCS banners at the court entrance and exit and the YCS team invite beneficiaries to voluntarily scan the code using their mobile phones to access online YCS and Tackling Trauma information and self-help resources. These can be viewed while beneficiaries wait at court and or after they leave. This enables a digital option for those who are not comfortable with accessing YCS services initially (offers a chance to look into it more before asking for a service on the day) or not at all on the day but they have the option to look later or in the future.
  - 2e. Target 0 Service Complaints
3. Below row two we have included the number of court days undertaken in the quarter.
4. Outcomes row three represents the initial impacts we plan to achieve in year 2.