

Evaluation of the Hampshire and Isle of Wight Custody Navigator RESET Programme

Final report

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About this report

Hampshire and the Isle of Wight was one of several areas allocated funding by the UK Government to establish a Violence Reduction Unit (VRU). To inform the continued development of the Hampshire and Isle of Wight VRU, Liverpool John Moores University has been commissioned to evaluate selected programmes of work that have been funded by the Hampshire and Isle of Wight VRU. This report forms one of a suite of outputs from this evaluation work programme, and specifically presents an evaluation of the Hampshire and Isle of Wight custody navigator RESET programme for 18-25 year olds.

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Executive Summary

Introduction

In 2023, Society of St James were commissioned by Hampshire and Isle of Wight Violence Reduction Unit to deliver a navigator (RESET) programme to young people aged 18-25 years in custody suite settings across the region. The RESET programme involves specialist youth workers (RESET navigators) offering young people the opportunity in police custody, during a 'reachable and teachable moment' to uptake a programme of ongoing flexible one-to-one and targeted community-based support. Where appropriate navigators will also refer and help young people to engage with wider services to address specific needs. The RESET programme aims to reduce young people's risks of reoffending by reducing the impacts of a range of different risk factors and increasing the role of protective factors related to their circumstances and needs. Liverpool John Moores University (LJMU) was commissioned to conduct a feasibility and pilot impact evaluation of the RESET programme.

Methods

Review of programme documentation

Documentation and materials produced throughout the design and implementation of the RESET programme were collated and reviewed. This included information on programme implementation (e.g. staffing) and programme content (e.g. aims and activities), referral routes, the RESET programme Theory of Change, and case studies.

Review and analysis of programme monitoring data

RESET programme monitoring data collected by the RESET navigators was reviewed to understand the programme's reach, uptake by young people, length of engagement, and activities. The monitoring data also includes several self-reported measures of risk across various domains using the original Homelessness Outcomes Star™ (MacKeith et al., 2006),¹ and any other risks and needs that are identified through work between the young person and their navigator. These measures can be completed during the initial assessment and at subsequent assessments across the young person's engagement in the RESET programme (including the end assessment), as the RESET navigator and young person feel is necessary. Programme monitoring data covered the period from when the programme began at the start of June 2023 up to the end of April 2025.

Offending data

Police offending data for the young people referred to RESET was collated by VRU staff and provided to the evaluation team. Data included any instances where a young person had been arrested, charged, or given a community resolution order, the type of offence committed, and the Cambridge Crime Harm Index (CCHI)² of the offence. Data covered the period from seven months before a quarter to seven months after a quarter in which an individual was referred to/engaged with RESET (except for the quarters Q3 2024/25 (five months after) and Q4 2024/25 (three months after) due to insufficient time

¹ Including: attitudes, thinking and behaviour; health and wellbeing; finance benefits and debt; education, training and employment; children and families; accommodation; and drugs and alcohol. For further details see: <https://qualityrights.org/wp-content/uploads/Outcome-Star-User-Guide-2nd-Ed.pdf> © Triangle Consulting Social Enterprise Ltd.

² The Cambridge Crime Harm Index provides a score on the seriousness of the crime harm to victims, with higher scores indicating more serious offences. More information on the Cambridge Crime Harm Index is available at: <https://www.crim.cam.ac.uk/research/thecambridgecrimeharmindex>

having passed between these quarters and the point of data collation).³ For example, for individuals referred to RESET in Q2 2024/25 (start of July 2024 to end of September 2024) the monitoring period would cover from the start of December 2023 (seven months before the quarter) to the end of April 2025 (seven months after the quarter).

Stakeholder semi-structured interviews

Qualitative semi-structured interviews were conducted with key stakeholders (n=8), including RESET team members (leadership staff and navigators; n=4), and wider stakeholders/partners situated in and outside of the custody suite setting (custody leadership [n=1], drug testing on arrest [n=1], Hampshire Liaison and Diversion Services [HLDS; n=1], and probation [n=1]). Interview questions focused on: experiences of implementing/delivering the intervention; facilitators and barriers to implementation/delivery (and if and how barriers were addressed); actual and anticipated impacts; how success is measured; and areas for development.

Young people interviews, surveys, and case studies

Young people who had participated in the programme provided their views and feedback through semi-structured interviews with the research team (n=11), an online qualitative survey developed by the research team (n=3), and an exit survey delivered by the RESET team (n=14). Interview and qualitative survey questions focused on: young people's experiences of taking part in RESET, including the referral processes, what made them want to take part, and activities undertaken; impacts of the programme for the young person and their family, their peers, and wider community; and areas for programme development. Case studies (n=10) on young people's journeys through the RESET programme were also developed by the RESET team and were reviewed and adapted by the research team where necessary.⁴

Overview of the RESET programme

The RESET programme aims to reduce risks of reoffending behaviours for young people and address their wider needs more holistically to reduce risks over the longer-term. While primarily targeted at young people in the custody suite setting with robust referral processes, there are also other referral routes into the RESET programme through community-based routes which have been utilised successfully, particularly when referral levels from custody were lower. However, engaging young people in the custody setting is the priority, and was seen as important for the development of trust between the young person and their navigator, and reaching young people in a 'reachable and teachable moment' was important for encouraging the initial uptake of support and continued engagement. Young people engaged in the RESET programme are offered person-centred one-to-one and targeted support, for a period of up to around six months, depending on the young person's needs. As part of a strengths-based approach, considering young people's goals and aspirations was critical to shaping their engagement with RESET.

Key findings

Between June 2023 and April 2025, there were 1,307 new referrals across 1,117 unique individuals to the RESET team. Overall, the majority (84.1%; n=1,099) of all new referrals were identified as being

³ Data monitoring periods were applied to a quarter that an individual was referred to/engaged with RESET in rather than the individuals' referral/start date. This was done by the VRU staff collating the data as initially offending data was being examined by the VRU on a quarterly basis. Further, police data had to be linked manually, and due to resourcing it was not possible to apply monitoring periods to each individual using their referral/start date.

⁴ Adaptations were made to maintain confidentiality and for readability and presentation purposes within the report.

eligible for RESET support, and of these 69.3% (n=761) were accepted. Just over three in ten (31.6%) of all eligible new referrals came from Southampton custody suite, 25.0% were from Portsmouth, 21.8% from Basingstoke, and 12.5% were from Isle of Wight (9.1% of referrals were from other sources). Overall, just over three in ten (30.5%) eligible new referrals had their first point of interaction in the custody setting, and just over a quarter (26.5%) of eligible new referrals had a positive intervention/support in custody. At the initial point of referral, referrals were not accepted for reasons including excluded offences (44.3%), the young person refusing the support service (22.7%), the young person had no local connections (12.9%), the young person did not attend an interview/assessment (5.5%), the young person was uncontactable (5.3%), and other reasons (9.4%).

Overall, 61.3% of all eligible new referrals were for alleged crimes relating to any kind of violence. Of young people who were accepted into RESET, 37.7% had a planned or neutral case closure (indicating positive engagement with RESET), and 62.3% had only unplanned case closures (indicating poor engagement with RESET after acceptance).

Outcomes and impacts

Several positive outcomes and impacts were identified for young people who engaged with RESET:

- Material barriers (e.g. lack of ID/bank account/phone etc.) that may impede a young person's engagement with positive activities, or contribute to increased risks of offending, were addressed.
- Young people highlighted some of the successes of RESET in addressing physical, mental, and social health and wellbeing needs which they faced including difficulties with self-confidence, socioemotional health and wellbeing, alcohol and substance use, and development of healthy relationships. In particular, young people indicated that RESET had changed their outlook on life, giving them positive goals to look forward to, empowering them to choose to make more positive decisions for themselves, and gave them emotional regulation and communication skills.
- Stakeholders highlighted areas whereby RESET had helped young people to address some of the wider circumstances in their lives that were contributing to increased risks to their wellbeing and offending behaviours. This included reducing the impacts on young people from harmful family environments and reducing experiences of victimisation.
- There was evidence that young people were engaging well with services and other community-based activities following their engagement with RESET, giving them a wider network of support that they otherwise would not have engaged with.
- Young people highlighted how they thought the positive impacts from engaging with RESET would last over the longer-term, due to RESET equipping them with key strategies and skills to take forwards, changes in their perspectives, and having access to support in the community through engagement with services and positive peer groups. Further, young people noted how looking back on some of the worksheets implemented during their support helped them reflect on their goals and the progress that they have made.
- There was emerging evidence from Outcomes Star™ data of some significant positive changes for young people from baseline to subsequent timepoints of data collection. However, data limitations at this point mean that findings should be interpreted with caution.
- There was emerging evidence from police offending data that there may be lower levels of reoffending amongst individuals in RESET Group 3 (some engagement; 10.0% reoffended) and slightly lower levels of reoffending amongst individuals in Group 4 (full engagement; 21.7% reoffended), compared to individuals in Group 1 (no engagement; 24.6% reoffended), however, not among individuals in Group 2 (limited engagement; 26.2% reoffended). For individuals who did reoffend there were large reductions in mean total CCHI scores amongst individuals in Group 3 (some engagement; -460.7), and slightly larger reductions in CCHI scores for individuals in Group

4 (full engagement; -66.7) than in Group 1 (no engagement; -49.9). There were no reductions in mean total CCHI scores for individuals in Group 2 (limited engagement; 9.5) who reoffended. Overall, the lowest CCHI scores for individuals who reoffended was in Group 4 (full engagement; 34.9), followed by Group 3 (some engagement; 196.8), Group 1 (no engagement; 253.6) and Group 2 (limited engagement; 320.9). There were comparable levels of violent reoffending between the RESET groups (Group 2 limited engagement, 15.2%; Group 4 full engagement, 14.3%; Group 1 no engagement, 13.2%; Group 3 some engagement, 10.0%). However, individuals in RESET Group 4 (full engagement; 82.4%) and Group 3 (some engagement; 76.0%) had a higher proportion of individuals who had a violent offence prior to engagement with RESET, compared to Group 1 (no engagement; 63.0%). Data limitations mean however that these findings should be interpreted cautiously.

RESET strengths, weaknesses, opportunities, and threats

To inform programme implementation and sustainability for the future, a SWOT (strengths, weaknesses, opportunities, threats) analysis was performed based on the evaluation findings.

Strengths

- RESET navigators' approach with young people is a clear area of programme success. Working with young people through approaches that can be considered person-centred, trauma-informed, non-judgemental, and strengths-based were critical to the noted outcomes and impacts achieved by young people engaged with RESET. The flexibility, adaptability, and consistency of navigators when working with young people is vital to keeping young people engaged. Further, the flexibility of navigators was key in terms of accepting young people into RESET and not closing off RESET support to young people too early.
- The presence of the navigators in the custody setting was important in getting young people to take up the offer of support in the 'reachable and teachable' moment, with young people appreciating the approach by the navigators in this setting. Additionally, the presence of navigators in custody was crucial for the development of positive working relationships in this setting, which promoted referrals of young people to RESET and facilitated positive multiagency working.
- Supportive relationships between the RESET team and wider leadership and steering group stakeholders were key to making positive shared decisions about RESET delivery and to problem solving. These positive relationships were a particularly important facilitator when RESET was initially being set up and implemented.
- Having robust referral pathways, particularly in custody, were central in ensuring that young people are not missed from being referred to the RESET team, even when navigators are not present in the custody setting.
- The relatively high levels of uptake and engagement with RESET by young people should be seen as positive. Notably, the high level of acceptance of RESET support by those on referrals relating to violence is positive.
- That young people have qualitatively described experiencing a range of beneficial impacts due to their engagement with RESET is positive, especially given that they viewed these impacts as having the potential to last over the longer-term.
- RESET's work as part of Operation Sceptre had successes in engaging and supporting young people identified by the police as 'habitual knife carriers', who otherwise would have been unlikely to engage with support.

Weaknesses

- Throughout delivery, RESET has not been fully staffed, stretching the workload of the RESET team, reducing their capacity to be consistently present in the custody setting, and limiting the length of time which they can engage with young people in the community.
- There are a proportion of young people who initially accept RESET support, however, they either become uncontactable or do not engage with RESET. There are also some young people who are declined for RESET support because RESET are not provided with their contact details.
- Evidencing the impacts of RESET on offending behaviours has posed challenges, particularly in terms of data sharing between the delivery partner, the police, and the VRU.

Opportunities

- Expansion of the RESET team is one area which would allow for RESET to work with a greater number of young people and to implement other areas for development. This may, for example, allow for a greater physical presence of RESET in custody.
- That the monitoring data collected by RESET is of good quality, and that improvements have been made as RESET has progressed (e.g. by adding in further variables to the data) is positive. However, some elements of data collection by RESET could be adapted to help to better evidence programme impacts. This may include aspects such as changing coding practices, exploring alternative ways of collecting data (e.g. through including a midpoint Outcomes Star™ completion), and showcasing and analysing data. Notably, RESET are continuing to work on making improvements to data collection and analyses to better evidence the impacts of their work.
- Young people are reminded at the point of closure that they can always contact their navigator if they start to feel they require support. However, implementing routine check ins with young people after closure by RESET was indicated by young people as something they would find helpful. This may provide opportunities to provide further support if necessary, and potentially to collect further data from young people which could help to evidence longer-term impacts of RESET.
- Examining whether all relevant stakeholders are involved with RESET, may also prove beneficial in ensuring that RESET can easily liaise with different services that a young person may engage with.
- Exploring whether improvements can be made to the RESET team's access to IT systems in custody may make RESET's time spent in custody more efficient/effective.
- Improving young people's awareness of and access to RESET in the community may be beneficial to young people, potentially enabling them to access support before offences are committed.

Threats

- The delivery of RESET relies on external funding. If funding were not to be continued longer-term it would need to be explored whether alternative sources of funding could support RESET delivery.
- Were any RESET staff to leave or have long-term sickness, intensive police vetting procedures, while necessary, would prevent the timely recruitment of other staff to deliver RESET. Expansion of the RESET team would help to safeguard against this, however, would require further funding.

Considerations for future programme implementation and sustainability

- Consider looking to source alternate funding streams, which could help to ensure the service will continue being delivered and facilitate areas for development such as expanding the team. This in turn would help to implement other areas for development, allowing RESET to have increased engagement with young people.
- Monitor the extent to which increased promotion of the community resolution route into RESET and custody staff training improves the number of young people referred through this route. If successful, consider ensuring a consistent approach to training and promotion relating to the

community resolution route into RESET across all custody sites, and if relevant also sharing this with other wider partners who refer into RESET.

- Explore whether it would be helpful to stakeholders to implement an awareness raising session to enhance their understanding of the role of RESET, and its impacts with young people.
- Consider ensuring that feedback on referral acceptance is routinely given to partners referring a young person in to RESET.
- Explore the feasibility and potential benefits of upgrading RESET's access to IT systems in the custody setting to be in line with that of other custody-based partners.
- Explore whether other relevant agencies (e.g. housing) could be involved in RESET, even if this is just having a designated contact within different agencies for RESET to liaise with.
- Consider the feasibility of implementing a routine system of post-closure check-ins for young people who have been closed by RESET, either via messaging or other communication methods.
- Ensure that any learning from the positive initial work undertaken by RESET as part of Operation Sceptre is carried forwards for utilisation in future work of this kind.
- Consider exploring the feasibility and potential benefits of increasing young people's awareness of and access to RESET in the community.

Considerations for future monitoring and evaluation

- Consider making changes to data collection in the RESET monitoring data which may make analyses more robust. Some examples of areas where changes could be made include:
 - Making those who are declined RESET due to being ineligible for RESET support distinguishable from those who are declined for other reasons in one variable/column in the monitoring data (e.g. ineligible due to age; ineligible due to location; ineligible due to offence; eligible for RESET).
 - Ensuring actions related to goals and all other actions are fully and accurately recorded, including no duplication of recording, and potentially categorising actions which may better show the types of work that is being undertaken by RESET with young people.
 - Using categories for offence types, which may make analyses of young people's engagement with RESET by their type of alleged offence more easily accessible.
 - Using categories of RESET groups in the monitoring data to denote individuals' level of engagement with RESET may be beneficial for future analysis both of monitoring data, and police offending data, making impacts easier to distinguish across individuals' level of engagement with RESET.
- Assess the extent to which it is possible and appropriate to implement Outcomes Star™ data collection with young people at an extra midpoint in their RESET journey. Further, consider whether there are other ways that end-point Outcomes Star™ data could be collected with young people (e.g. electronic self-completion of the Outcomes Star™) and whether there are any other data that could be collected through other means (e.g. exit surveys etc.) that would be useful for better evidencing the impacts of RESET (e.g. either through quantitative analyses or case studies).
- Work with any relevant custody-based and external stakeholders (e.g. VRU) to explore whether data (e.g. custody-level data; offending data) can be shared that would allow for the impacts of RESET to be more well evidenced.
- If feasible, future analyses of offending data may be best conducted at an individual level, annually rather than on a quarterly basis, and with offending monitoring periods that are applied consistently across all individuals in the monitoring data using their referral date and end date as timepoints to apply monitoring periods to (e.g. 1 year before and after RESET programme

acceptance/engagement). Having a broader control group of individuals not engaged in/offered RESET support may also help to evidence the impacts of RESET on reoffending.

1. Introduction

At local and national level, preventing young people from being involved in violence and crime, both as victims and perpetrators, are important public health and criminal justice issues. Interpersonal violence and crime can have significant long-term negative implications on the health and wellbeing of victims (Krug et al., 2002; Mercy et al., 2017). There are also negative outcomes for perpetrators who may become engaged with the criminal justice system, including reduced wellbeing, reduced employment opportunities, and facing stigmatisation and discrimination due to the young person's involvement with the criminal justice system (Moore and Tangney, 2017). Longitudinal research conducted on males from the UK has also indicated that young people who engage in crime aged 10-17 years are more likely to commit offences in early adulthood (aged 18-25 years), and those who commit offences in early adulthood are more likely to engage in more persistent cycles of offending across the lifecourse (Farrington, 2012). The impacts of violence and crime are not limited to the individual, with families, communities, and wider society also having to manage the burden of negative consequences (Irwin-Rogers et al., 2020; Krug et al., 2002). For example, public services such as health, criminal justice, and social services must respond to incidents of violence and crime, with serious youth violence having total social and economic costs of £11 billion in England and Wales over an eleven-year period (Irwin-Rogers et al., 2020).

There are a number of risk factors for youth who engage in violent or criminal behaviours, at individual, peer, family, and social and community levels (World Health Organization, 2023). For example, at the individual level, experiencing adverse childhood experiences have been shown to be a significant predictor of future violence victimisation and perpetration, as well as engagement with the criminal justice system (Bellis et al., 2014; Butler et al., 2020). At relationship levels, having delinquent peers or a parent who has been convicted increases risk of offending in adolescence and into early adulthood (Farrington, 2012; Wojciechowski, 2017). At the societal level, greater levels of deprivation and access to alcohol have been linked to higher levels of youth violence, and violence more broadly (Jones et al., 2010; Lightowlers et al., 2021; McMurran, 2012; World Health Organization, 2006). Risk factors also combine to cumulatively increase risks of violence and criminal perpetration, so that for young people who experience multiple risk factors together, they are more likely to commit offences than those who experience only one or no risk factors (Andershed et al., 2016; Ttofi et al., 2016).

The World Health Organization (WHO) has adopted a public health approach to violence prevention, aiming to address such underlying risk factors which increase the likelihood of violence, and by promoting protective factors (e.g. building resilience and desistance skills; Krug et al., 2002). The key components of this approach include understanding the size and scope of the problem, identifying the most effective approaches to prevent and respond to violence, and implementing and evaluating evidence-based interventions. The UK's Serious Violence Strategy (HM Government, 2018) sets out a commitment to preventing violence following a public health approach. This includes designing, implementing, and evaluating a range of system-wide and local place-based approaches and interventions. As part of a public health approach to violence prevention in different regions of the UK, navigator and diversionary programmes have started to be implemented in police custody suites, to reach young people in custody who are suspected of committing an offence. Custody navigator programmes utilise a 'reachable and teachable moment' whereby young people may be more open to considering their current circumstances and be more responsive to offers of support, including diversion away from offending behaviours (HM Government, 2018). In the custody setting, this involves the young person identifying being in police custody as a negative situation and associating this with their behaviours (e.g. involvement in violence) and engaging in community-based support to improve their outcomes. Custody navigator programmes are a diversionary approach whereby young

people are supported by a specialist youth worker in custody, who, together with the young person, will identify support needs that the young person may have and develop a package of community-based support that is tailored to those needs. Initial and ongoing wraparound support is offered by the navigator to the young person, and the navigator can also refer young people to relevant services depending on the young persons' support needs (Hogan-Lloyd et al., 2024; Weir et al., 2021; Wong et al., 2023). Programmes of support for young people may include responding to their social needs (e.g. support with developing healthy relationships, support with speech and language needs), their health needs (e.g. support with physical and mental health needs), as well as responding to needs specific to the young person that may be increasing their risks of engaging in offending behaviours (e.g. support for problems with drugs, alcohol, or gambling, or offering the young person employment and training opportunities; Hogan-Lloyd et al., 2024; Weir et al., 2021; Wong et al., 2023). The aimed outcomes of these programmes are that young people's risk factors for offending are recognised and reduced, and their access to support, physical and emotional wellbeing, engagement with education, work, or training opportunities are improved, and more healthy relationships are fostered, while offending behaviours, including violence perpetration, are reduced (Boxford et al., 2022; College of Policing, 2024; Hogan-Lloyd et al., 2024; Wong et al., 2023). Wider aimed impacts include improved relationships between police and young people in the community, and to reduce crime in communities and demands on police services (College of Policing, 2021).

Wider evidence on youth diversion programmes has shown that pre- and post-charge diversion programmes were more effective than conventional criminal justice interventions (e.g. conditional cautions, incarceration) in reducing reoffending (Wilson and Hoge, 2013; Wilson et al., 2018). Early evaluations of custody navigator programmes implemented in the UK have shown some positive findings despite study limitations. A feasibility and pilot study of a custody navigator programme in London for 10-14 year olds found that the programme was well received by a small number of young people who engaged with the programme, and despite a small sample size there was qualitative evidence of improved wellbeing for young people (Wong et al., 2023). However, limited availability of data prevented this evaluation from establishing whether the programme achieved its intended outcomes. The College of Policing (2021) evaluation of custody navigator programmes in custody suites across London for 18-25 year olds who were not in education, training, or employment, found that in sites where programmes were well established there were reduced rates of re-arrest at 6-month follow up. However, this finding was not consistent across all sites, particularly those in which programmes had not been established for a prolonged period of time. This evaluation additionally found that engagement in a custody setting was important in helping young people realise the need to change (in line with the 'reachable and teachable' moment), and that the commitment of youth workers helped to build young people's confidence and wellbeing (College of Policing, 2021). An evaluation of a 4-month long custody navigator programme in Durham found, using randomised controlled trial methodology, that adults who completed the programme had significantly lower risks of offending (30.0% reduction) and rates of recidivism at 24-months follow up (10.3% reduction) than those who were not engaged in the programme (Weir et al., 2021). There were also promising findings from a custody navigator programme in Cleveland which worked with 10-25 year olds, with only a 6% reoffending rate amongst the first-time offenders that the programme had worked with (College of Policing, 2024).

The Hampshire and Isle of Wight VRU RESET programme (see Box 1) employs specialist youth workers in four custody suites across the region (Southampton, Portsmouth, Basingstoke, and Isle of Wight). Any custody detainees aged between 18-25 years who have not committed a serious offence which would make them ineligible for RESET,⁵ can be approached to take part in the RESET programme. In custody, youth workers will initially undertake trauma-informed assessments with young people and offer young people continued community-based support as part of the RESET programme. If young people take up the offer of support from RESET, they will be offered continued support for up to six months directly by the navigator in the community and may also be referred to other relevant support services. All support put in place is tailored to meet each individual's needs. Support may include areas such as: accommodation; education, training and employment; health; finance, benefit and debt; drugs and alcohol; children and family; and attitudes, thinking, and behaviour.

Box 1. Overview of the Hampshire and Isle of Wight VRU RESET programme.

The Hampshire and Isle of Wight VRU has commissioned the delivery of custody navigators to support 18-25 year olds in police custody and the community. Delivered by The Society of St James from June 2023 and referred to as the RESET programme, RESET seeks to support and help reset the lives of 18-25 year olds who have been arrested or have concerns about being drawn into criminal behaviours. The aimed for outcomes of the programme are to:

- Reduce the risk of young people being trapped in the revolving door of the criminal justice system.
- Reduce crime.
- Reduce demand on policing, probation, and other public services.
- Reduce risk and increase protective factors of young people.
- Help young people get the right support to live happier, healthier, crime-free lives.

LJMU was commissioned to conduct a feasibility and pilot impact evaluation of the RESET programme across Hampshire and Isle of Wight. The evaluation was conducted in two complementary phases: Phase 1: feasibility of implementation study - this phase aims to better understand the feasibility of programme implementation, to refine the *a priori* programme theory of change and generate knowledge for future implementation; and Phase 2: pilot impact evaluation - this phase aims to assess the feasibility of measuring programme impact to inform future impact studies.

⁵ Including murder (or attempt), rape (or attempt), sexual assault by penetration, child sex offences, and terrorism. Individuals who commit these offences are excluded from taking part in the RESET programme as this may cause complications during investigations and/or trial.

2. Methodology

2.1 Methods

2.1.1 Review of programme documentation

Documentation and materials produced throughout the design and implementation of the RESET programme were collated and reviewed. This included information on programme implementation (e.g. staffing) and programme content (e.g. aims and activities), referral routes, the RESET programme Theory of Change, and case studies. Relevant information collected through programme documentation reviews are used throughout the findings section to complement data collected by other methods.

2.1.2 Review and analysis of programme monitoring data

RESET programme monitoring data is routinely collected by the navigators. This data was reviewed to understand the programme's reach, uptake by young people offered the programme, length of engagement, and activities. The monitoring data also includes a number of self-reported measures of risk across various components using the original Homelessness Outcomes Star™ (including: motivation and taking responsibility; physical health; self-care and living skills; emotional and mental health; managing money and personal admin; meaningful use of time; social networks and relationships; managing tenancy and accommodation; drug and alcohol misuse; and offending; MacKeith et al., 2006),⁶ and any other risks and needs that are identified through work between the young person and their navigator. These measures are completed by the young person alongside their RESET navigator. These measures are usually completed at initial assessment and at subsequent assessments (including the end assessment), as deemed appropriate. Programme monitoring data covered the period from the start of June 2023 to the end of April 2025.

2.1.3 Offending data

Police offending data for the young people referred to RESET was collated by VRU staff and provided to the evaluation team. Data included any instances where a young person had been arrested, charged, or given a community resolution order, the type of offence committed, and the Cambridge Crime Harm Index (CCHI)⁷ of the offence. The data also included information when an individual was recorded as a potential suspect or a victim of a crime. Data covered the period from seven months before a quarter to seven months after a quarter in which an individual was referred to/engaged with RESET (except for the quarters Q3 2024/25 (five months after) and Q4 2024/25 (three months after) due to insufficient time having passed between these quarters and the point of data collation).⁸ For example, for individuals referred to RESET in Q2 2024/25 (start of July 2024 to end of September 2024) the monitoring period would cover from the start of December 2023 (seven months before the quarter) to the end of April 2025 (seven months after the quarter).

⁶ For further details see: <https://qualityrights.org/wp-content/uploads/Outcome-Star-User-Guide-2nd-Ed.pdf>

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⁷ The Cambridge Crime Harm Index provides a score on the seriousness of the crime harm to victims, with higher scores indicating more serious offences. More information on the Cambridge Crime Harm Index is available at: <https://www.crim.cam.ac.uk/research/thecambridgecrimeharmindex>

⁸ Data monitoring periods were applied to a quarter that an individual was referred to/engaged with RESET in rather than the individuals' referral/start date. This was done by the VRU staff collating the data as initially offending data was being examined by the VRU on a quarterly basis. Further, police data had to be linked manually, and due to resourcing it was not possible to apply monitoring periods to each individual using their referral/start date.

2.1.4 Stakeholder semi-structured interviews

Qualitative semi-structured interviews were conducted with key stakeholders (n=8), including RESET team members (leadership staff and navigators; n=4), and wider stakeholders/partners situated in and outside of the custody suite setting (custody leadership [n=1], drug testing on arrest [n=1], Hampshire Liaison and Diversion Services [HLDS; n=1], and probation [n=1]). Interview length ranged in time from 24 to 58 minutes, and all interviews were carried out online. A second interview with one stakeholder was conducted lasting 30 minutes.⁹ Interview questions focused on: experiences of implementing the intervention; facilitators and barriers to implementation (and if and how barriers were addressed); actual and anticipated impacts; how success is measured; and areas for development.

2.1.5 Young people interviews, surveys, and case studies

Young people who had participated in the programme provided their views and feedback through semi-structured interviews with the research team (n=11), an online qualitative survey developed by the research team (n=3), and an exit survey designed and delivered by the RESET team (n=14). Interview length ranged in time from 10 to 26 minutes and were carried out via telephone. Interview and qualitative survey questions focused on: young people's experiences of taking part in RESET, including the referral processes, what made them want to take part, and activities undertaken; impacts of the programme for the young person and their family, their peers, and wider community; and areas for programme development. The qualitative survey asked the same questions as the interview and was included as an alternative mode of communication for young people to provide their feedback. Case studies (n=10) on young people's journeys through the RESET programme were also developed by the RESET team and were reviewed and adapted by the research team where necessary for inclusion in this report.¹⁰

2.2 Data analyses

Thematic analysis was used to analyse qualitative data to detail programme implementation and delivery, outcomes and impacts of the programme, key facilitators and barriers to programme implementation and delivery, and areas for sustainability and future development. The analysis is presented with illustrative quotes where appropriate to highlight key findings.

Quantitative analyses were undertaken in SPSS (v.28) using descriptive statistics. Where appropriate, chi-squared tests (with continuity correction) were used to identify differences across key variables (including: being accepted into RESET; referral type (related to violence or not); case closure type (planned or neutral vs unplanned); and demographics (gender, age, ethnicity)). Descriptive statistics were used to compare mean Outcomes Star™ scores by whether the Outcomes Star™ was completed within the first three weeks of starting RESET, between 4-13 weeks of starting RESET, or at 14+ weeks of starting RESET. Matched analyses of Outcomes Star™ completions was undertaken when young people had multiple Outcomes Star™ completions, and met the following criteria: the initial Outcomes Star™ completion for the individual had to be within the first three weeks of starting RESET; the subsequent Outcomes Star™ completion had to take place at least 4 weeks after the initial Outcomes Star™ completion; and it could not be recorded that either Outcomes Star™ being analysed was completed by a 'staff member alone'. Matched analyses used paired samples t-tests to examine mean individual-level changes in Outcomes Star™ scores where the Outcomes Star™ was completed at 4-13 weeks after the baseline, and at 14-28 weeks after the baseline. Descriptive statistics were used to

⁹ The second interview focused on RESET's work as part of Operation Sceptre to target habitual knife carriers for RESET support. See Figure 9 for detail.

¹⁰ Adaptations were made to maintain confidentiality and for readability and presentation purposes within the report.

examine levels of offending (including reoffending) and mean CCHI scores prior to and after RESET support or referral, by four RESET groups: group 1 – no engagement with RESET; group 2 – up to one month of engagement with RESET; group 3 – more than a month of RESET engagement with an unplanned closure; group 4 – more than a month of RESET engagement with a planned or neutral closure.

2.3 Ethical approval

Full ethical approval was obtained from Liverpool John Moores University research ethics committee (REC no. 24/PHI/007).

3. Findings

3.1 Overview of the custody navigators RESET programme

Figure 1 shows the logic model for the RESET programme, this has been developed by the LJMU research team and is based on the Theory of Change developed for the programme by Society of St James, interview findings, and programme documentation. The logic model provides an overview of the need for the RESET programme, the inputs supporting the programme, programme referral routes and activities with young people, programme outputs, and the aimed short-term and long-term outcomes for young people engaged in the programme.

3.2 Aims of the RESET programme

Different stakeholders and young people agreed that the aims of the RESET programme are broad, and while preventing reoffending was consistently identified as one key aim of the programme, there are many other domains of a young person's life where the programme aims to address their needs (e.g. health and wellbeing, alcohol and substance use, engagement with health services, development of healthy relationships, and coping skills).

"I think the key aims are to assist young people who are perhaps, are either making difficult life choices or are in a situation that makes it very difficult for them to... well, RESET's quite a good word for them actually is to reset."

Wider partner

"The official statement, I believe I was told when I was in the police station was they worked with 18-25 year olds, that have recently been arrested or charged with criminal conviction to help reset in their life, and get them back on track...So just generally helping young people get the resources and the help they need, so that they don't have to turn to crime and depression, suicide, or anything to escape their current reality."

Young person, interview

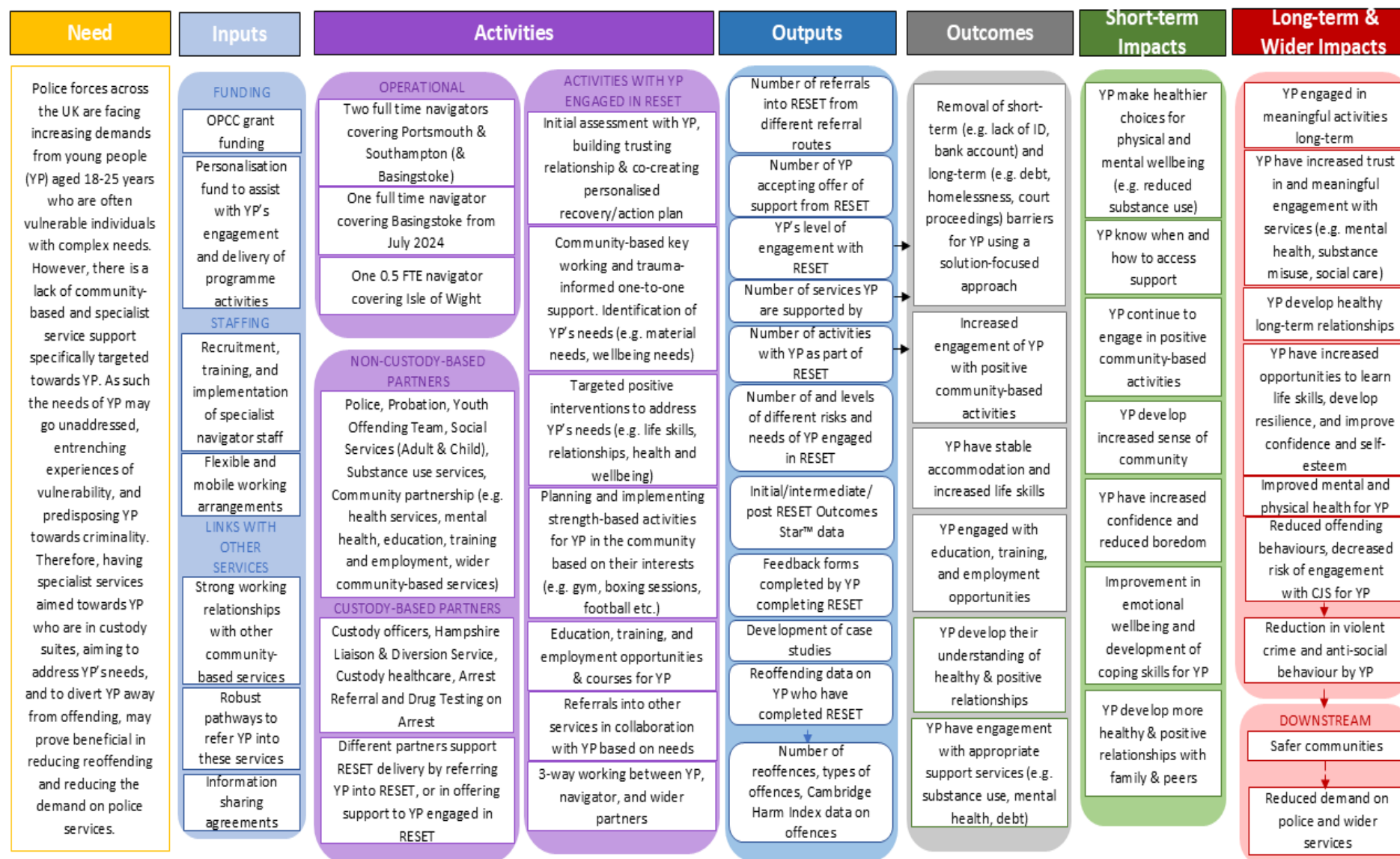
One member of the RESET team also indicated that to an extent the aims of the RESET programme need to be tailored to the needs of the young person engaged in RESET.

"It's a case-by-case basis. It would be difficult to sit here and say this is a standard, because the standard is purely what you've got in front of you... It is so individual like that, I guess... you've gotta meet people where they are, where they are emotionally, where they are psychologically." RESET team

One stakeholder also noted that RESET had particular value as a service that operates in custody which is specifically targeted towards 18-25 year olds. This value was noted due to this particular age (18-25 years) being a time of transition into early adulthood, whereby the brain is still developing, and there being a lack of support which is specifically tailored towards the needs of this age cohort.

"...that 18-to-25 age gap is a real tricky one. You know, people turn 18, they're classed as an adult, but we all know that people's brains still develop until 25, and it can be a really like difficult transition time that age period. And I guess it is a kind of a good time to kind of get in there quick before things spiral kind of out of control. You got people coming in for the same things, you know, it's that reducing reoffending, getting the right health and social care support." Wider partner

Figure 1: Overarching logic model for Society of St. James custody navigator RESET programme

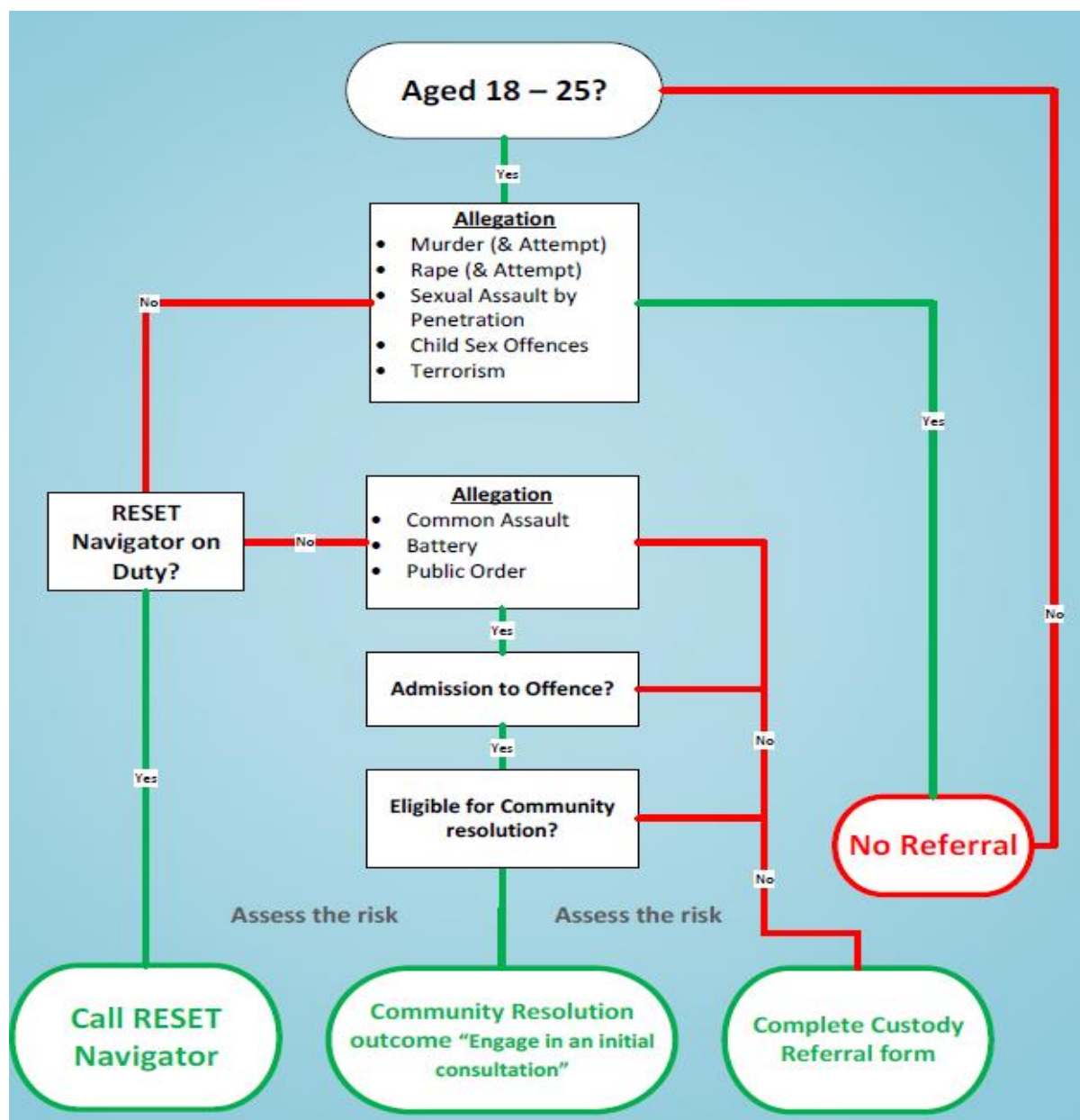


3.3 Referral routes into RESET

3.3.1 In custody

Figure 2 shows the referral pathway into RESET for young people in custody, and the key eligibility and exclusion criteria (e.g. eligible age range, and eligible and excluded offences). If the RESET navigator is present in the custody setting they are directly contacted to determine eligibility, or if the RESET navigator is not present, a universal referral form is filled out by custody officers and sent to the RESET navigators to assess. Young people can also be referred to RESET through a community resolution route. The community resolution route is utilised as an official police recorded outcome, whereby as part of a young person's out of court disposal they are referred to RESET. Whereas the custody referral form is used to refer young people to RESET regardless of their outcome with the police.

Figure 2: RESET programme referral pathway for young people in custody



Stakeholders noted that young people in custody had to be the priority for RESET to engage with, as this is what the funding for RESET is targeted towards. Young people referred to RESET through community routes (e.g. probation) are assessed on a case-by-case basis. Initially, it was noted that

referrals into RESET through custody were done manually by custody officers. This placed an extra task on them alongside other duties, in addition to referrals into other non-RESET services based in custody. Initially this may have led to some young people potentially being missed, as manual referral forms were not always being routinely completed.

“So initially when we started, it was manual referrals essentially by custody officers. Which from the point of view of the custody officers, obviously they've got a lot of responsibilities and a lot of different demands, so we were conscious that they were getting missed.” Wider partner

However, throughout the delivery of RESET, a universal referral form was developed for use in custody. This allows custody officers to refer to all relevant services at once, and should be filled in within an hour of a young person arriving in custody. RESET and other partners will then receive the form and can start to process the referral. Custody-based stakeholders highlighted that the move to the universal referral form was helpful in terms of being able to see whether a young person had been referred to RESET, or other custody-based partners. This was seen as improving information sharing about a young person between different custody-based partners and ensuring that referrals or other work is not duplicated. The universal referral form was also perceived as making referrals to RESET more of a routine process for custody officers, potentially making it less likely that young people are missed.

“I think what it does is it focuses the custody sergeants on, they know they've got to do this form and there's a tick box for who they do the referrals to. Obviously, officers are well attuned to doing referrals to Hampshire liaison diversion services that's been in place for a long time. So, it's putting RESET in that same... in that same thought process.” Wider partner

One young person indicated that they themselves asked for any resources for mental health support in the custody setting, and the mental health custody professional that they spoke to referred them into RESET. This young person indicated that RESET contacting them in the first instance was important for them to be receptive to the support on offer.

“But I really asked for any resources I could have for like mental health support or anything like that because I have been struggling with it with the past few years and so the NHS correspondent that was in the police station passed my details on to RESET.” Young person, interview

“They contacted me... Because of the way I am, especially when it comes to my mental health, I wouldn't normally reach out. But because someone reached out to me I was more open to accepting the help.” Young person, interview

Young people can also be referred to RESET through a community resolution route, by putting engagement with RESET as a condition on an out of court disposal. However, it was noted that uptake of RESET support through this route was low. One stakeholder highlighted that there are ongoing updates to systems and training in terms of community resolutions, with referral to RESET through this route to be made more well-promoted in future. Another stakeholder noted that in the future they would keep RESET in mind as a referral option for young people on community resolutions.

“But I need to be better at remembering those out of court disposals by RESET... Every time someone says RESET, I think, oh yeah, I need to remember that could be something. Our perspective around that is that informing decision makers. We can say to like obviously, you know, interviewing officers and that is that actually if they're suitable for community resolution, they meet XYZ, contact RESET as a potential.” Wider partner

3.3.2 In the community

Outside of the custody setting young people can be referred into RESET by probation or other community-based services (e.g. mental health/drugs and alcohol support services), or through self-referral. Community-based referrals can also include young people being referred to RESET by police/RESET staff approaching young people in the community who are identified as habitual knife carriers or perpetrators of serious violence (see section 3.13.6).

When RESET was first being implemented caseloads were lower, and as such, young people were more likely to be accepted into RESET from community-based referrals (e.g. from probation). However, one community-based partner noted that they are aware that young people in custody settings are the priority for RESET to engage with. Therefore, they now only refer young people who are most likely to engage and benefit from the services offered by RESET.

“But because there is no funding for us and it is for the [custody], I will only refer people to [RESET] that I know are really wanting to engage, will get out of it, will attend, won't mess [navigator] about because I don't want to lose the access to RESET.” Wider partner

Young people can also self-refer into RESET. Some young people directly self-refer into RESET after obtaining RESET's contact details in the community. However, the self-referral route was mostly utilised by young people self-re-referring into RESET, whereby the young person had previously been on the caseload of RESET, whether they had engaged with RESET or not. Young people self-re-referred back into RESET by directly getting in touch with their RESET navigator.

“I mean it's [self-referral] more a case of look, we're closing you now, whether they've engaged or not, we're closing you. However, if you get stuck, let me know and I'll see where I'm at, or see where the service is at. So, it's not a guaranteed promise, but I suppose in essence we're saying to people if things get that bad, let us know.” RESET team

One young person described how they had self-referred into RESET during a time of crisis and appreciated that there was a short waiting time between first making contact and receiving support.

“I was going downhill a little bit. My mum reached out and found a number, passed me on the number, and I gave them a call and it was [navigator]. And then it just sort of happened really quick to be honest which was really good. Because it was sort of like a crisis moment, like, OK, I need, I need some help now. I need some change.” Young person, interview

3.4 Approach to engaging young people in RESET in the custody setting

RESET navigators shared details about how they interact with young people in custody to encourage them to engage. RESET navigators noted that as part of their role they do not aim to talk about the allegation of the crime that has brought a young person into custody and instead follow the young person's lead about what they want to speak about initially.

"We don't talk about the crime or the allegation they're in there for, but it's the only thing on their mind. So, we've got one sort of commissioner saying do not talk about the crime it'll interfere with investigations and the police side of things. And then we've got a person in front of us and that's all that's on their mind. So often I find myself just listening... It is difficult where we are definitely tasked to do one thing, but what we've actually got in front of us is a very different thing." RESET team

RESET navigators see it as critical to quickly work to build trust with the young person in custody, with this seen as crucial to successful engagement, and encouraging them to accept the offer of support in the community. Initial engagements in custody with young people are often kept short due to a number of different factors, for example, in custody there are a number of different (often time sensitive) priorities for different staff in terms of engaging with the young person, some young people may struggle to engage with navigators for a more prolonged period, and navigators may have a number of other commitments outside of the custody setting.

"It's building that trust as well in custody. Remember, we've only got that short window... You haven't really got time in custody to be there doing hour long assessments. I rarely go over 15 to 20 minutes."
RESET team

Using humour as part of their initial engagement with young people in custody was seen by RESET navigators as one way to help develop a more trusting and comfortable relationship. One young person also noted this, indicating that the use of humour helped to take away some of the negative feelings associated with being in the custody setting.

"I'd been like, crying for hours and hours and hours. The only thing I'd done for like the entire day was cry and sleep. And [navigator] had this just way of like, [navigator] had little bit of humour to it, that put you in a better mood." Young person, interview

RESET navigators saw it as important to differentiate themselves from other members of the custody team that the young person may engage with, to not overwhelm young people with being repeatedly asked about all of their needs. When navigators do inquire about a young person's needs in custody this is done in a non-judgemental manner utilising a strengths-based approach.

"...because we need to understand they have a lot of adults around that won't support them, even in the custody on the first go. Solicitor, the mental health staff, drug and alcohol team, and me, RESET, and then I don't want them to feel like another person is asking about their needs." RESET team

"When I ask the client about the needs, we always talk about the client's strengths. And I told the client, we always talk about, I'm not here to judge you. I don't know, it doesn't matter for me what is the offence, why you're here? I'm here to help you to make sure you never back to the custody. That's my aim, my goal, and then we talk about their goal." RESET team

One young person noted how they appreciated their navigator's approach in custody and felt that they were listened to and understood by the navigator. They also highlighted that this was quite different to how they found interacting with some of the other professionals in the custody setting.

"The other people I talked to [in custody]... they didn't really like, they didn't sound like, they didn't care what I'm saying, that they were just doing it for like their jobs, you know... they needed to hear what I said just to put it down on paper. But whenever I spoke to [navigator], you could tell [navigator]'s genuinely listening because [navigator] cares. Because [navigator] wanted to help. And whenever [navigator] was listening to you, you can tell, like [navigator]'s taking it in and [navigator]'s thinking of something that [navigator] can... How they can put you in like a better direction." Young person, interview

RESET navigators also clearly acknowledged that every young person in custody is different and that the approach by the navigators has to be tailored to each young person individually.

"It depends on the client. I need to see the client's needs, how he reacts, how he responds. If he needs more time, is he worried... Every assessment is different." RESET team

Feedback from young people indicated that approaching them in custody was important, with the 'reachable and teachable' moment encouraging young people to reflect on the position they were in and to take up the offer of support from RESET.

"They brought me into one of the little rooms to have a chat with them [RESET]. And they obviously just explained, I'm here if you need anything, any support, any help. We had a little conversation about how I got to where I was. And then [navigator] said, do you want me to take your phone number. We can meet up outside and we can talk about anything and see how we can get you on track. And at that time I just went, yeah, I have no idea what I'm doing. Help me please."
Young person, interview

"...obviously they [the police] were telling me I'm on my last warning and then I kind of just realised like this is not what, this is not the route I want to go down. I don't want to be in prison. I don't want to be getting arrested, I want to focus on my life." Young person, interview

Importantly, however, young people do not have to accept the offer of support at the point where they are offered it in custody. Young people are provided with RESET's contact details so that once they leave custody they can still readily access support should they decide that they want it. This was seen as being important as some young people may not be receptive to an offer of support in custody but may be willing to accept support when they come out of that setting.

"I will leave them [young people] my leaflet and a business card anyway. Just because sometimes in custody, you know, there's a lot going on in their mind. You know, rationality is a little bit not present, so I'll leave it so that once they've sort of settled down they still have that option." RESET team

The navigators being present in custody to identify young people who could benefit from support and engage with young people in the custody setting was seen as key to young people being receptive to the offer of support. Even where navigators were unsuccessful in recruiting a young person to RESET at the first attempt, engagement in the custody setting may prompt young people to be more receptive to the offer of support if they are ever in custody in future. One young person described how the first time they were in custody they had not wanted to accept the support from RESET. However, the next time they were in custody they were open to the offer of support and decided to engage with RESET.

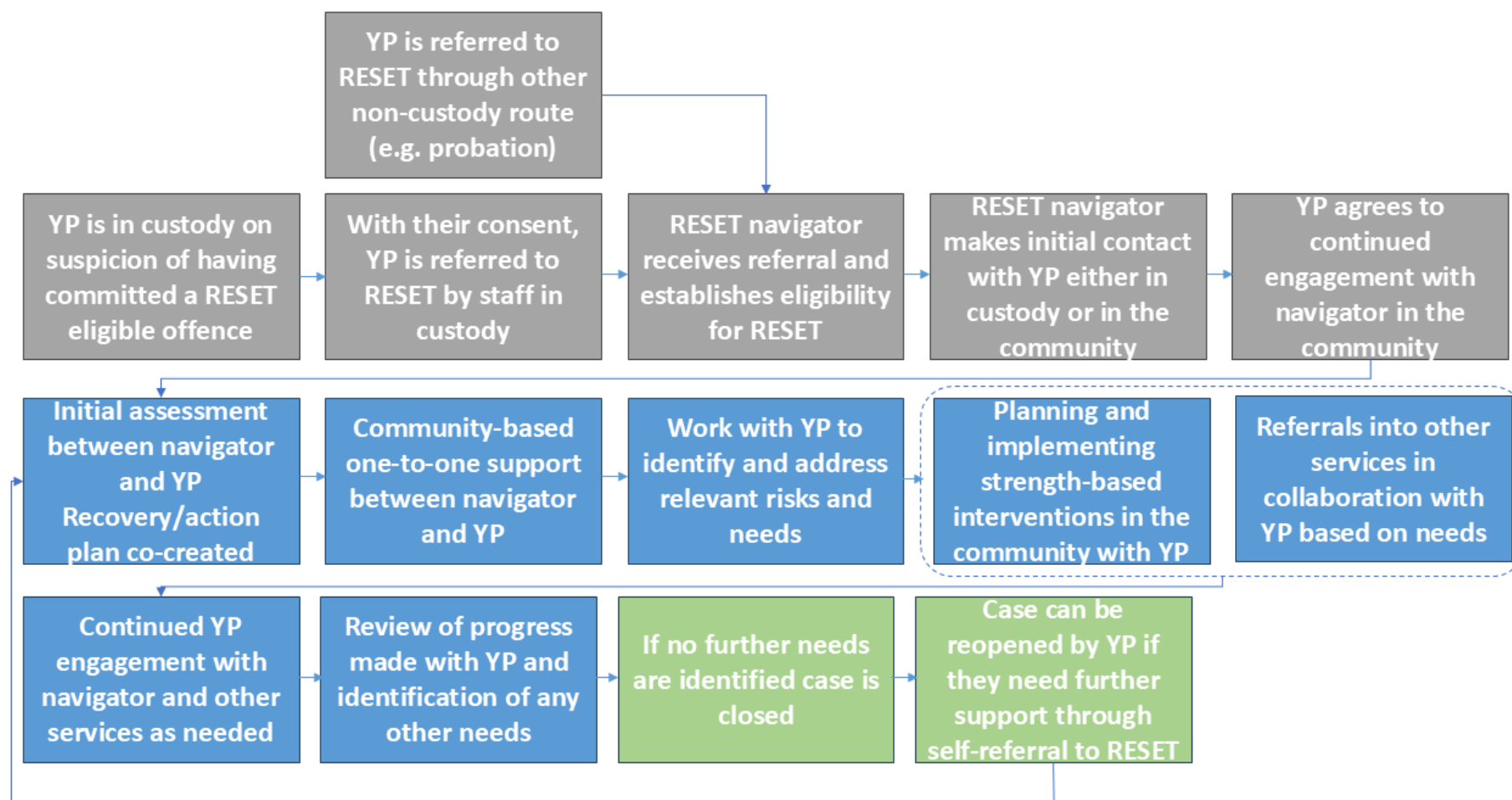
"It's essential for the job, and it's brilliant because obviously you make that first contact with people. You know, they've seen you, they know who you are, you've made that relationship and that facilitates them being, you know, comfortable meeting you in the community." RESET team

"...I first heard about RESET when I was arrested and was in custody... But the first time that I did get arrested I said no to it. I said no to getting any help. And then I got arrested again a couple weeks later and then I was like, yeah, ok, I'm going to get some help." Young person, interview

3.5 Activities with young people

Each young person's journey with the RESET programme is bespoke. The referral processes into RESET for a young person and their initial engagement with the navigator (grey boxes), ongoing community-based support that the programme offers (blue boxes), and case closure process (green boxes) are shown in Figure 3. Depending on a young person's eligibility for RESET, agreement to participate, levels of risks and needs, and their own desired outcomes of the programme, individuals will engage with the different stages presented in Figure 3 at different timepoints.

Figure 3: Journey of a young person through the RESET programme¹¹



¹¹ YP=Young person

One-to-one support was indicated as being the most utilised activity with young people engaged in RESET. This was seen as successful in getting young people to meet with their navigator in a relaxed, no-pressure environment, wherein the navigator can start to support the young person, identify their needs, and co-create an action plan moving forwards. The non-pressured nature of these sessions was seen as particularly useful for engaging young people who were initially reluctant to engage. The relaxed nature of environments that young people could meet with their navigator in was also appreciated by young people, who indicated that this helped them to feel more at ease and comfortable opening up.

"By far is the meeting for the coffee shop stuff. That is by far the top, most used, most accepted activity we do. So, I always sort of call it targeted one-to-one support session... It's about just meeting up, having a chat. I implement some worksheets around various needs and that as they get identified." RESET team

"We would have coffee, which made me feel like we were like friends, which was like... I know that sounds weird, but it was like being in a sort of like a homely sort of state or just sort of meeting up as friends. It kind of felt normal and like, not intrusive." Young person, interview

"...and then the other times we went to like, Rocket Ronnies so we could be like doing something like playing pool while we're speaking. And it makes this like, this conversation that could be quite daunting, it makes it a little bit easier to do." Young person, interview

Further, implementing one-to-one support sessions and other activities is not done as a blanket approach to all young people engaged in RESET. Instead, adaptability was seen as key, both in terms of the content of activities undertaken with the young person and their intensity of engagement. Young people also appreciated the flexibility offered in terms of support, highlighting that this helped them to work on the factors which were most important to them at the time of engagement.

"I've got a girl at the minute that we've done the coffee shop a few times and stuff like that. I noticed she was getting a little bit withdrawn with it all. So, I thought something's not quite right here. Anyway, she's into trainspotting. So, I've said to her, right next week we'll just go trainspotting. No support, no worksheets. So, I've just kind of cut the support straight off and we're just going over to doing a nice activity and hopefully she'll come back round, and we'll go from there." RESET team

"...even if we plan to do something and then that day I say, I'm so overwhelmed, I don't know what's going on. [navigator]'ll say, Ok, we're putting that to the side. That doesn't matter. We're going to sit and have a talk. We're just going to unpick everything. This doesn't need to be done right now." Young person, interview

The support and activities that young people engage in through RESET are always personalised and tailored to address the circumstances, needs, and wants of each individual young person. Navigators can support young people through their individual day-to-day commitments, for example, supporting a young person in court. Young people appreciated the person-centred nature of support and found it helpful that nothing was forced upon them, instead being empowered to exercise personal choice over their life decisions and engagement with RESET. One young person contrasted the level of choice they have in terms of their engagement with RESET to other services, suggesting how RESET is easier to

engage with and more helpful to them because with RESET they can exercise choice over what their support looks like. The support that RESET offers was described as being client-led by the RESET team.

"I think it's important to let the client lead what they want their support to look like. So, it's not so much that I'm adapting it as I'm letting them tell me what they want it to look like... I think client-led is the word for it." RESET team

"It [offers of support from the navigator] was always a yes or no, do or don't. I could either just take it, or if I say no today, but yes tomorrow then the offer still stands." Young person, interview

"...once you've been arrested, you've got to go like probation and stuff, which is obviously, that's forced upon you... It's not very helpful in a sense... if you've been given like rehabilitation days by a court order, you don't sort of get to choose what like, what you want to do for those rehabilitation days, so it's just like forced upon you, whatever they decide. And I don't feel like that really benefits anyone because obviously, people won't turn up if they don't want to do that..." Young person, interview

In the early stages of engagement between navigators and young people, understanding the needs of the young person is seen as a critical activity to inform a young person's journey through RESET, including goal setting. The Outcomes Star™ was highlighted as one useful tool that is used initially to help navigators understand a young person's needs.

"...usually they start [the Outcomes Star™] on the first or second meeting in the community because that is very important information for me during the hour, filling the Outcomes Star™... I get to know the client more and the client relays a lot of information about themselves." RESET team

As part of the one-to-one support sessions with young people, RESET navigators also implemented activities and worksheets targeted around addressing specific needs that young people have. This included needs such as young people making changes in their life, making better decisions, substance use, helping a young person to identify their own needs, addressing underlying anger issues, and helping young people with their emotional regulation.

"So, the targeted stuff I try to deliver, which I think helps with everything is I do a 'cycle of change' through all the different stages to make a change. I have the 'decisional hand' how to make a good decision. I've the 'tree of addiction', why we use drugs, the root causes of using drugs and substances. I've got 'buckets and needs' what we need to be fulfilled as a human being, that sort of stuff. 'Anger iceberg' that's popular, deal with that quite a lot." RESET team

The RESET team saw that young people were keen to engage with these types of targeted activities. Critically though it was stressed that implementing targeted activities does not replace the more humanistic-level interactions of trying to understand what is going on for the young person and noted that the right balance had to be struck, otherwise young people may lose interest in engaging.

"Yeah. And that's what sort of daily one-to-one [targeted activities] is like. Mixed in with a good old-fashioned bit of, all right, what's been happening, you know, humanistic stuff because I try not to make it all my agenda. Otherwise, you lose the people. You lose them, so it's just about trying to find that balance." RESET team

While addressing young people's needs through targeted interventions is seen as an important activity, community-based support also takes a strengths-based approach. The RESET navigator will aim to understand what young people want to do moving forwards, and what their goals and aspirations are, offering support wherever possible to the young person in realising and chasing their ambitions.

"...it was just talking and walking around my little village and stuff like that. Giving me pointers of careers I should be doing, pushing me to do the stuff that I want to do, like, finding out my interests and what my dreams are sort of thing."

Young person, interview

"I mean, it's definitely given me motivation and drive to, like [navigator] was really pushing me to try and follow my dream job... And [navigator] gave me the resources, [navigator] gave me links to people... [navigator] gave me links to like writing courses I could take... Like [navigator] was just fully supportive of my wild, stupid dreams. Which is nice."

Young person, interview

Case study 1 details the support received by one young person through their engagement with RESET, demonstrating some of the types of targeted interventions put in place for young people. For this young person targeted work was implemented around anger, recognising unmet needs, and how to make changes and good decisions. RESET support for this young person was also centred around their interests in sports, with trust building exercises conducted based on boxing activities.

Case study 1 – Southampton

1. History

The young person (YP) was arrested for being in **possession of a weapon** and a **violent offence**.

2. Initial engagement with RESET

The YP's first interaction with a RESET navigator was **in custody**. The RESET navigator completed a **very brief assessment** with the YP, due to the YP being released from custody quickly. The YP was unable to return to their home address due to the offence and **entered supported living** directly from custody.

Through the initial assessment the RESET navigator identified that the YP **enjoyed engaging in sports and boxing**. Upon the YP contacting the RESET navigator in the community, they decided that their **meetings would take place in a gym setting** which the YP was given access to by RESET.

3. Community-based RESET support

At the initial meeting in the community with the YP the Outcomes Star™ tool was utilised, helping to identify that the YP was struggling with their **anger, wellbeing, ability to change, and decision making**. The YP with their navigator engaged in **targeted work focusing on anger**, this helped them make the **shift from focusing on just the expression of anger, towards understanding the underlying processes** that go on within the YP before an outburst happens. The YP established that their **anger normally happens when their core values and beliefs are challenged**.

The RESET navigator and the YP conducted one-to-one boxing sessions which were useful as a **trust and relationship building** exercise. The YP and their navigator then completed targeted work focused on helping the YP to **recognise which of their needs were being met or going unmet**. The YP **gained a better understanding of themselves**, however, was **still unsure of how to change** moving forwards. The YP and their navigator used worksheets to **explore what is needed to make changes**. The YP discussed with their navigator about some simple and big changes which the YP could make, and the **impacts which these changes would have**.

The YP identified **needing support with ongoing work and childcare problems** they were experiencing. The YP again worked with their navigator, helping the YP to **identify what was needed to make good decisions**, which in turn helped them address their work and childcare issues. Throughout the time that the YP was engaged with RESET they were **extremely receptive to the support** on offer.

4. Outcomes

The YP has become **settled in their supported accommodation** and is **working towards independent living** as one of their goals. They are **settled in their on and off employment** and are **continuing to meet parental responsibilities**. The YP reported having the worksheets they completed with their navigator on the back of their bedroom door as a **daily reminder of the work they have done and progress they have made** before they leave the house.

The YP acknowledged the support of RESET as being crucial in **helping them to make changes in their life**. The YP stated that they **could see how much they had grown as a person** since engaging with RESET.

RESET navigators stressed the importance of the support offered to young people being trauma-informed. Navigators were aware of the sometimes intrusive nature of the programme for young people, and the need to consider young people's comfort in their environment, highlighting the importance of letting young people exercise choice over the environment which they engage in.

"Summer months are beautiful because you're talking park benches, rivers, stuff like that... And it's all very trauma-informed and very calming. And then people open up and relax a bit because what we have to remember is we're kind of tasked to delve into these people's lives. Does anyone ever think they don't want us in their life? Yeah, they might want help and support, but they don't want people like me asking them questions that could be quite personal and intimate to them." RESET team

"It's always about checking with them, should we sit there? Is that ok or should we go to the back there? It's a bit quieter, things like that. Yeah, that is just checking in with people because it's their environment, not mine." RESET team

While referrals into other services (e.g. mental health or substance use services) are a key activity of RESET, it was noted that young people are not always willing to accept these referrals. Navigators indicated that onward referrals are almost always done (with some exceptions e.g. free gym) with the young person self-referring to a service. Self-referral by the young person was seen as critical to getting their buy-in to engage with other services. The navigator's role was seen as helping the young person understand the value of engaging with another service, and to assist them with the process.

"For me, referring into another service is one thing, but this cohort, they're not that interested in that. It's very difficult to get them to agree to a referral. And to send a referral, even though they sign a consent and permission... you still need more buy in than that, don't you? So, I really try and advocate for people doing self-referrals." RESET team

Importantly, RESET navigators saw their role as not just to get the young person referred into an additional service, but to support them in their engagement with that service in a person-centred manner, helping to alleviate any difficulties the young person may face in engagement (see Case study 2, Appendix A3). Young people appreciated this element of support, indicating that having the navigator go with them to appointments with services, especially first appointments, reduced their levels of anxiety and helped them to engage.

"...you've got to get the buy in. Otherwise, you're just another person sending them to someone else. Yes, I want to send you to someone else, but I'll come with you, you know, and I'll talk about your fears and your anxieties that get you there, what's holding you back." RESET team

"...when it comes to meeting new people like that gives me anxiety, so I won't do it. So [navigator] knows if I've got to do something, as long as you take me at least once or twice, I'm fine. But I have to be taken at least once or twice with someone." Young person, interview

Another key activity of RESET is to get young people engaged in some form of community-based activity. The value of this activity was particularly highlighted by a community-based partner who noted that young people engaged in their service would usually not engage in any kind of community-based activities or meet with positive peers.

"Then there is obviously the community aspect. A lot of these lads do not get involved in the local community, they don't have positive friends. So, [navigator] puts them into football and things like that where they can access some of that stuff. And I think obviously sports and exercise is really good for a lot of the lads." Wider partner

Case study 3 describes one young person's engagement with RESET, illustrating some of the types of wraparound support received by young people engaging with RESET. For this young person they received one-to-one emotional and crisis support where required, and support that was client-led with goals created centring around their wants and needs, including support to engage with an external drug and alcohol support service.

Case study 3 – Portsmouth

1. History

The young person (YP) was arrested for a **violent offence**.

2. Initial engagement with RESET

The YP's first interaction with a RESET navigator was **in custody**. The YP was **initially upset, fearing that they would lose their job, and their ability to pay bills, and would become homeless**.

During their assessment with the navigator, the YP identified their **struggles with their emotions**. The YP had a **sense of helplessness and anger, and felt misunderstood and rejected by those around them**. The YP expressed **feelings of loneliness and suicidal ideation**. Throughout the assessment the YP received emotional support and indicated that they **felt listened to**. As a result the YP's **emotions stabilised**. The YP agreed to continuing support in the community.

3. Community-based RESET support

At the initial meeting in the community, the YP indicated that the **most important thing for them was being able to work**. Within this initial meeting the navigator supported the YP to **develop a CV, visit an employment agency, and to apply for universal credit**.

While engaging with RESET the YP **at short-notice became homeless**. The YP was **comprehensively supported by their navigator to cope** with such a difficult situation.

The YP and their RESET navigator **co-created a goal map**, which aimed to build on areas of strength and address weaknesses that the YP had identified through utilising the Outcomes Star™.

The navigator implemented targeted support sessions with the YP and supported them to **develop a step-by-step plan to achieving their goals**. This included **improving their qualifications**. Barriers to the YP achieving their goals were also discussed, including their **drug and alcohol use**. The YP indicated that these were a problem for them and that **this sometimes led to them becoming aggressive**. The YP asked for support with drugs and alcohol, and with the help of their navigator was **referred to a drug and alcohol support service**.

The YP indicated that they had **anxieties about attending appointments** with different services, as such their navigator **accompanied the YP to meetings with services until they felt confident** to attend these meetings on their own.

4. Outcomes

The YP **found a job and accommodation** within two weeks of working with RESET. The YP is now **far more aware of available support services** in the community and **how to access these without fear of judgement**. Through engagement with RESET the YP developed **belief in their own abilities**.

Despite the YP ending their RESET journey early, they were appreciative of the support offered and **wanted to continue their own development journey**.

3.6 Caseload and case closure

The holding time for young people on the RESET caseload without engaging was initially a month, but due to high caseload numbers this was dropped to two weeks (see section 3.7). However, this two-week holding time was not implemented as a blanket procedure across all young people. Young people who do not engage with RESET can be kept open for longer time periods if needed (e.g. if perceived that the young person could engage if continued efforts are made).

“So, I got a referral for one guy I went to meet him, and he didn't turn up for his meeting. And his father actually answered the phone, and he had just gone into rehab treatment. So, I spoke to his father and said, well, look, I'll keep him open. Let me know when he comes out of treatment. If he still wants support, then we're going. So, he stayed open for maybe 5-6 weeks... He'd gone into treatment, and he still had his place.” RESET team

Typically, young people will engage with the programme for up to six months dependent on the young person's level of needs. However, stakeholders again emphasised the importance of exercising flexibility in the time that young people are engaged for. When it comes towards the point of case closure young people can be kept on for longer if necessary to address any additional needs that they may have.

“We've only got up to sort of six months, again I wouldn't be rigid with that. If anyone can give me a perfectly good case as to why we should keep someone longer, I'll happily listen to that.”

RESET team

“...what [navigator] said is yeah we've met our time frame, but [navigator] doesn't think [navigator]'s met our goals personally to be able to move on. Because I still struggle with little things like budgeting and like things that normal adults would be able to function with, I still struggle with.” Young person, interview

At the point of case closure, young people are routinely reminded of where to access post-closure support be that from re-engaging with RESET if needed or elsewhere. Young people indicated that knowing RESET support was always accessible to them should they need it gave them a sense of ease.

“One of the closing statements I always say to people if I get the opportunity is, well look you know where to go if things change. I've shown you where to go. I've shown you where the help is.”

RESET team

“[navigator]'s like left open [the support], which I find very helpful and all. I haven't reached out yet, but sort of knowing that they said that makes me feel better if that makes sense. So, I probably won't [reach out]. But it's nice that [navigator] like has left that open and that there's still help there.” Young person, interview

However, some young people indicated that they would have liked longer sessions or longer-term support from RESET before having their case closed. Alternatively, a post-closure check-in with their navigator was noted as being potentially beneficial by one young person. One young person also indicated that they were not aware that should they need RESET support post-closure they could contact them directly to self-refer back in.

“...like a lot of other services, it feels like it's more of a short-term investment than a long-term thing. Because like I spoke to [navigator] for two or three months and [navigator] feels like [navigator]'s done all they can for me. And I'm like that's fair, but I don't know, maybe some something like a check-up or something after a couple of months...” Young person, interview

3.7 Implementation and fidelity

RESET aimed to have three full-time posts in Southampton, Portsmouth, and Basingstoke custody suites, and a 0.5 full-time equivalent post for the Isle of Wight (due to lower numbers of arrests of young people in the region). However, due to staff leaving posts early, RESET has been understaffed for prolonged periods throughout programme delivery, most notably in Basingstoke, where there was no navigator in place from December 2023 up until July 2024, due largely to police vetting procedures (see section 3.11). After July 2024 staffing issues had been resolved with RESET being fully staffed. While understaffing did not necessarily have impacts on the numbers of referrals coming in for young people, it did have impacts on service delivery, particularly in terms of having a navigator consistently present in Basingstoke custody suite, and the length of engagement with young people in community settings. However, these impacts were mitigated by the hard work of the navigators to meet the extra demands.

“I would say it [understaffing] hasn't impacted the numbers coming in the front door in terms of referrals... I think where it would have impacted is how much time is available to work with those individuals in the community. So, it never impacted really the front end in terms of us not being able to make those initial contacts. What did happen is a certain amount of online working meetings... I mean, let's say for instance, when we had Basingstoke, because this is quite a recent issue. So, [navigator], in the Isle of Wight, in terms of the referrals that come in, [navigator] would assess, manage, make the first contacts online, have phone contact, and then if through that assessment it emerged that that person needed help in the community, then they would be allocated to existing team members... So, yeah, we managed, but it did impact in terms of face-to-face support.” RESET team

“...because I've got more clients on my case load now, it's like, I'm most often in the community with them. And then I've got the referral, that is like a little bit difficult now because I can't see the client in the custody as often as before because I'm already working with the clients.” RESET team

Additionally, one navigator post has been made into a dual navigator/team leader role. While the team leader role was seen as essential to put in place for RESET, this may potentially create difficulties in terms of the navigator's overall workload. However, it was viewed that in future, if funding allowed, it should be made a priority to separate this into two posts.

As a result of RESET being a new service in custody suites across Hampshire and Isle of Wight, and while supported by the VRU and wider partners to get referrals started (see section 3.10), it took time to get referrals coming in to the RESET team, with the move to a universal referral form important in supporting more routine completion of referrals to RESET.

“Well, it went live, didn't it, in June 2023. But there was a lot around getting established, getting referrals going... So RESET wasn't really a thing back then. So, in my mind, it's only really been properly functional since October, although the official start date was in June.” RESET team

Initially it was intended that the maximum caseload for each navigator would be 20 young people at a time (10 for the 0.5 FTE Isle of Wight post). However, this has not necessarily been the case, with members of the RESET team exercising flexibility in this depending on the level of needs of the young people on navigators' caseloads, and the intensity of their engagement with RESET.

“When we wrote the contracts, we said 20 per navigator basically. So, the capacity would mean 70 for the service. But that could be less. If you've got 10 chaotic individuals, it might be not 20, it might be 10, so it really depends.” RESET team

At some timepoints the RESET team have been at capacity in terms of their caseloads, meeting service capacity at 70 young people even while being understaffed. Therefore, RESET have had to implement measures to ensure that young people were engaging with RESET as soon as possible. This involved reducing times that young people were left open without engagement. When RESET initially commenced, young people were routinely held on their caseload for a month after referral or agreeing to engage in the community. However, after increases in caseloads this time was considered too long to be implemented routinely, as too many young people were held on the RESET caseload without engaging, so the routine holding time for young people to engage in RESET was reduced to two weeks. When caseloads were at capacity, a waiting list procedure was also implemented, whereby young people would be prioritised according to their levels of needs. As such, this meant that young people with more complex needs were being engaged with sooner.

“...what we were trying to do in the beginning when the service started is that when somebody would disengage, we would leave them open for about a month. Just recently we've been over capacity at about 75, on 2.5 FTE, not 3.5. So, what we've done is that I spoke to [navigator] to say, let's close that gap down to two weeks. Because if they're not engaging, they can't impact the people that are trying to engage from custody.” RESET team

“So, we would triage people. So, let's say, for example, that you've got a young offending female, then she might move up on the priority list. If you've got a young female who's pregnant, then she would also move up. Do you know what I mean? So you would look at the complexities of that person, whether that is mental health, or whatever, it would depend... We had prioritised triage and that initial one-to-one to then make a decision on, you know, how long that person had to wait, but this didn't happen for very long.” RESET team

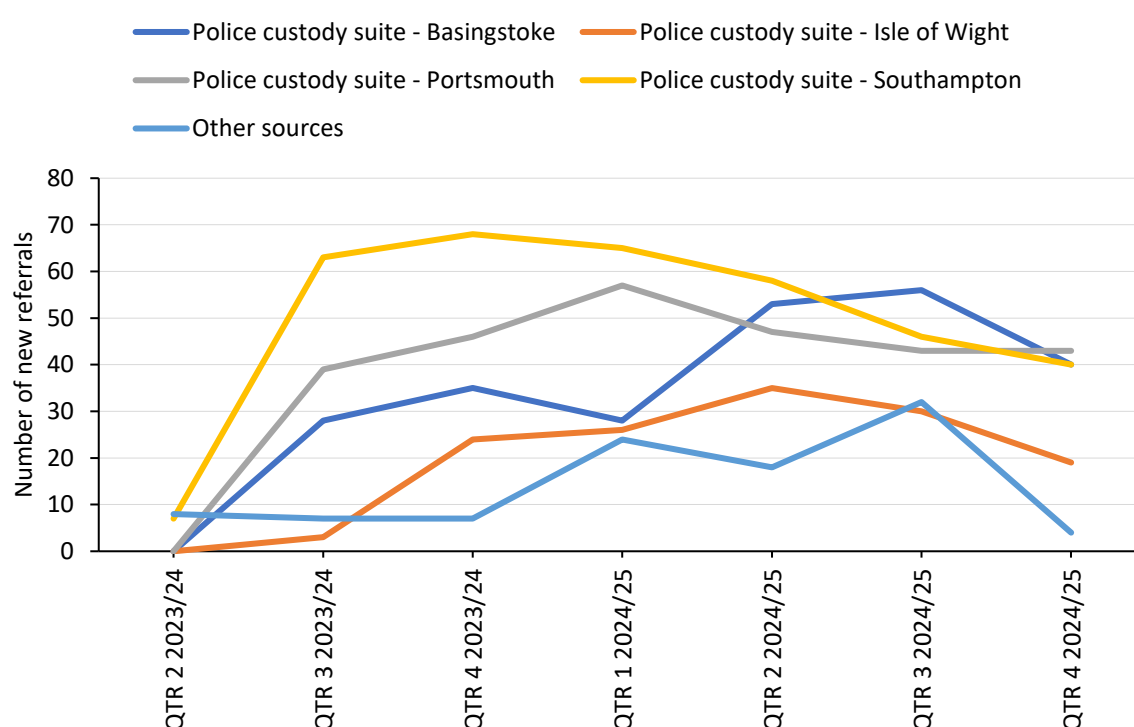
3.8 Dose and reach

3.8.1 Referrals

Overall, from June 2023 to the start of April 2025, there were 1,307 new referrals across 1,117 unique individuals to the RESET team.¹² Overall, the majority (84.1%; n=1099) of all new referrals were identified as being eligible¹³ for RESET support, and of these seven in ten (69.3%; n=761) new referrals were accepted.

Just over three in ten (31.6%; n=347) of all eligible new referrals came from Southampton custody suite, a quarter (25.0%; n=275) were from Portsmouth, and two in ten (21.8%; n=240) were from Basingstoke, while just over one in ten (12.5%; n=137) were from Isle of Wight. Less than one in ten (9.1%; n=100) of eligible new referrals were from other sources.¹⁴ Figure 4 shows the number of eligible new referrals made into RESET by different sources across the different year quarters.

Figure 4: Number of eligible new referrals by source, by quarter¹⁵



Of eligible new referrals, there were different rates of acceptance of young people into RESET depending on the source of the referral, with referrals from other sources having the highest rate of acceptance (97.0%; n=96), followed by referrals from Isle of Wight custody suite (88.3%; n=121),

¹² Numbers of referrals and numbers of individuals referred to RESET differ as several individuals were referred to RESET on more than one occasion.

¹³ Referrals were classed as eligible if the research team could not identify a factor in the dataset that would make the referral ineligible (i.e. being outside of the age criteria, not being within the Hampshire area, or committing offences that would make them ineligible).

¹⁴ Including: Community mental health services, community substance misuse services, Local authority (including the police, probation, and other), self-referrals, and other unspecified sources.

¹⁵ The first quarter of RESET implementation was four months in length, the rest of the quarters were three months in length: Q2 2023/24: 01/06/2023 to 30/09/2023; Q3 2023/24: 01/10/2023 to 31/12/2023; Q4 2023/24: 01/01/2024 to 31/03/2024; Q1 2024/25: 01/04/2024 to 30/06/2024; Q2 2024/25: 01/07/2024 to 30/09/2024; Q3 2024/25: 01/10/2024 to 31/12/2024; Q4 2024/25: 01/01/2025 to 31/03/2025.

Basingstoke custody suite (72.1%; n=173), Portsmouth custody suite (65.1%; n=179), and Southampton custody suite (55.3%; n=192).

Overall, just over three in ten (30.5%; n=335) eligible new referrals had their first point of interaction in the custody setting and 19.8% (n=218) had their first location of interaction in the community. Just under half (49.6%; n=546) of eligible new referrals either did not have a recorded first location of interaction or this was recorded as 'other' (n=7). This was usually the case because the navigator and the young person had not yet met. There were different percentages of eligible new referrals who were seen in the custody setting by custody site. In Southampton over four in ten (47.6%; n=165) eligible new referrals were seen in the custody setting, 30.5% (n=84) in Portsmouth, 24.2% (n=58) in Basingstoke, and 16.8% (n=23) in the Isle of Wight.

Overall, just over a quarter 26.5% (n=281) of eligible new referrals had a positive intervention/support in the custody setting, while 73.5% (n=779) of eligible new referrals did not have an intervention in custody. For 3.5% (n=39) of eligible new referrals the data was missing.

3.8.2 Acceptance into RESET and re-referrals

Notably, individuals could be referred into RESET on more than one occasion. There were 12 individuals (1.1%) who had been referred to RESET on four separate occasions, 23 individuals (2.1%) referred on three separate occasions, and 107 (9.6%) individuals who had been referred to RESET on two occasions. Overall, over half (56.0%; n=625) of individuals were accepted into RESET at their initial referral. Of the 492 individuals who were declined at their initial referral, 28 (5.7%) were accepted at a subsequent referral point. Overall, over half (58.5%; n=653) of young people were accepted into RESET.

Of young people who were declined at their initial referral (n=492), 490 (99.6%) had a noted reason for being declined. Of those with a noted reason for being declined at their initial referral, over four in ten declines were for excluded offences (44.3%; n=217), over two in ten (22.7%; n=111) were declined because the young person refused the support service, over one in ten (12.9%; n=63) had no local connection, 5.5% (n=27) were because the young person did not attend an interview/assessment, with a similar proportion (5.3%; n=26) whereby the young person was uncontactable, and just under one in ten (9.4%; n=46) declines at the initial referral point were for other reasons.¹⁶

3.8.3 Individual-level demographics of those referred to and accepted into RESET

Most young people referred to and accepted into RESET were male (referred, 75.8% / accepted, 70.9%), aged 20-25 years (referred, 71.8% / accepted, 73.2%), and from a White ethnic background (referred, 85.9% / accepted, 83.7%) (Table 1).

- In bivariate analyses, a significantly higher proportion of females (70.3%; n=189) were accepted into RESET, compared to males (54.6%; n=461; p<0.001).

¹⁶ Including reasons such as the young person being ineligible due to their age, having no needs identified, requiring an interpreter which was not available, or the young person being too aggressive.

Table 1: Demographics of individuals referred to and accepted into RESET

Sociodemographics	Referred % (n)	Accepted % (n)
Gender		
Male	75.8 (844)	70.9 (461)
Female	24.2 (269)	29.1 (189)
Age (years)		
14-17	1.3 (15)	0.0 (0)
18-19	24.2 (270)	25.6 (167)
20-25	71.8 (802)	73.2 (478)
26+	2.7 (30)	1.2 (8)
Ethnicity		
Any White background	85.9 (918)	83.7 (375)
Any other non-White ethnic background	14.1 (151)	16.3 (73)

3.8.4 Reason for referral

Young people could be referred to RESET for several different alleged crimes. Overall, 61.3% (n=674) of all eligible new referrals were for alleged crimes relating to any kind of violence,¹⁷ 26.5% (n=291) were non-violence related referrals,¹⁸ and 12.2% (n=134) were classified as other or unknown.¹⁹ Additionally, 2.4% (n=25) of eligible new referrals were identified as relating to an individual who is classified as a prolific offender (n=10 individuals). Overall, 68.3% (n=631) of young people referred to RESET had a referral related to violence, 31.7% (n=293) had only referrals related to non-violence.²⁰

Table 2 shows the different alleged crime types of all eligible new referrals to RESET, referrals accepted into RESET, and referrals which have had neutral or positive engagement with RESET (see section 3.8.5). Just under half (48.9%) of all eligible new referrals to RESET had any physical violence²¹ as part of the alleged crime type, while over half of accepted referrals (57.2%) and referrals with neutral or positive engagement with RESET (56.7%), involved physical violence as part of the alleged crime type.

- In bivariate analyses, a significantly higher proportion of eligible new referrals related to violence were accepted into RESET (78.2%; n=526) compared to referrals that were not related to violence (47.1%; n=137; p<0.001).

¹⁷ Including any referrals relating to assaults or affray, ABH or GBH (excluding without intent), stalking or harassment related referrals, use of threatening/abusive/insulting words, sending communications conveying indecent/offensive messaging, threats or threats to kill, controlling/coercive behaviours, domestic abuse, false imprisonment, witness intimidation, and eligible instances of sexual violence and causing assault/ill treatment/neglect/abandonment of a child/vulnerable person.

¹⁸ Including any referrals relating to any thefts, burglaries, or robberies (non-aggravated), public order offences, drugs, driving crimes, criminal damage, breach of conditions of an order not relating to violence, and any other offences where violence is not indicated.

¹⁹ This includes referrals whereby violence may or may not be a factor including referrals for aggravated robbery or vehicle taking, incidents involving weapons where violence isn't stated, GBH without intent, and encouraging/assisting the suicide of another.

²⁰ 193 young people were excluded from this analysis as they either did not have any alleged crime type noted, the crime type was for an offence that would have made them ineligible for RESET, or because they were classified as 'other' whereby the alleged crime type may or may not have included violence.

²¹ Including any eligible referrals relating to assaults or affray, ABH or GBH (excluding without intent), intentional strangulation, using violence to secure entry to premises, threats with weapons, and any other referrals indicating physical violence.

Table 2: Alleged crime types of all eligible new referrals to RESET, referrals accepted into RESET, and referrals which have had neutral or positive engagement with RESET

Alleged crime types	Eligible new referrals to RESET % (n)	Accepted into RESET % (n)	Had neutral or positive engagement with RESET % (n)
Any physical violence	48.9 (537)	57.2 (435)	56.7 (140)
Common assault	25.8 (284)	30.4 (231)	32.4 (80)
ABH or GBH	25.6 (281)	29.7 (226)	28.7 (71)
Intentional strangulation	4.6 (51)	5.1 (39)	4.9 (12)
Domestic violence (includes coercive & controlling behaviours)	4.0 (44)	4.5 (34)	4.5 (11)
Stalking and harassment	9.6 (106)	9.5 (72)	10.9 (27)
Threats ²²	12.1 (133)	13.1 (100)	15.8 (39)
Other types of violence ²³	2.3 (25)	2.9 (22)	2.8 (7)
Possession of an offensive weapon ²⁴	10.2 (112)	11.4 (87)	13.0 (32)
Criminal damage	19.5 (214)	21.8 (166)	24.3 (60)
Theft/burglary/robbery offences	14.2 (156)	12.7 (97)	9.3 (23)
Driving offences	8.1 (89)	5.4 (41)	5.3 (13)
Drugs offences	13.4 (147)	15.9 (121)	10.5 (26)
Other crimes ²⁵	6.5 (71)	5.3 (40)	3.6 (9)

3.8.5 Level of engagement with RESET

Of the young people accepted into RESET at their initial referral (n=625), 569 (91.0%) had a noted start and end date whereby they had completed their engagement with this initial referral. Of these, over six in ten young people (61.3%; n=349) were engaged with RESET for less than a month, a quarter (26.0%; n=148) engaged for 1-2 months, 7.9% (n=45) engaged for 2-3 months, and 4.7% (n=27) engaged for 4+ months.

Of the young people accepted into RESET at their initial referral (n=625), 570 (91.2%) had a noted move on, whereby this referral would become closed. Of these, just under two thirds (64.9%; n=370) were unplanned case closures,²⁶ just under two in ten (19.1%; n=50) were neutral case closures,²⁷ and over one in ten (12.8%; n=73) were planned case closures.²⁸ Of case closures which were classified as either

²² Includes threats to kill, using threatening/abusive/insulting words/behaviour, threats with weapons, sending communications of an indecent or offensive nature, and blackmail.

²³ Includes any RESET-eligible type of violence that does not fit into other categories.

²⁴ Includes any offences where a weapon is mentioned, including habitual knife carrier referrals, and any offences that are categorised as aggravated robbery or vehicle taking.

²⁵ Includes offences such as: assisting an offender, fraud, offences where the individual has breached the conditions of an order, public order offences including being drunk and disorderly, and trespass.

²⁶ Whereby the young person has had poor engagement with RESET.

²⁷ Whereby the young person received support from RESET but did not see RESET through to a point of completion.

²⁸ Whereby the young person has seen RESET through to a point of completion.

neutral or unplanned, six in ten (60.6%; n=302) had the reason listed as being unable to contact the young person, just under a quarter (23.3%; n=116) were for non-engagement, one in ten (10.6%; n=53) were because the young person refused support, and 5.4% (n=27) were for other reasons.²⁹ Overall, of young people who were accepted into RESET, over a third (37.7%; n=226) had a positive or neutral case closure, while 62.3% (n=373) had only unplanned case closures.

- In bivariate analyses, there were no significant differences in the proportions of individuals who had a neutral or planned case closure at their initial referral, by gender, age, ethnicity, or whether the referral was related to violence or not.
- Different sources of initial referrals had different proportions of young people who had a neutral or planned case closure at their initial referral (Other sources, 46.7%, n=28; Isle of Wight custody, 45.6%, n=41; Southampton custody, 36.9%, n=55; Basingstoke custody, 34.6%, n=46; Portsmouth custody, 21.7%, n=30; p<0.001).

One stakeholder noted how engagement was higher amongst young people who were escalating in terms of their offending behaviours, rather than those who were more prolific offenders. However, this was also seen as potentially important from a preventative point of view, preventing initial or lower-level offenders from escalating further and going on to commit more regular or serious offences.

“Actually, it's the people who are escalating, in terms of second, maybe third time of offending that are taking up the programme and actually following through with the programme in terms of engagement. The people that are, you know, are prolific, top serious violence perpetrators are not the people that are taking this up. And I think part of that is that they're certainly the young people, a lot of them are already well ensconced in partnerships and have already got quite a lot of that additional support in place.” Wider partner

“...from that preventative measure to try and capture people before that behaviour escalates is absolutely what needs to be done. But I don't know what the initial objectives of the project was. I know obviously that our PCC is very keen on those top perpetrators being engaged with them, being involved in things. But actually, RESET as we've found as we've gone along, actually hasn't addressed that.” Wider partner

3.8.6 Identified needs and risks

The majority (94.2%; n=615) of young people who were accepted into RESET had data on individual types of needs (identified through the work undertaken with their navigator). Of these young people, the majority (82.8%; n=541) had offending or at risk of offending noted as a need. Further:

- 46.4% (n=303) had needs relating to mental health conditions.
- 24.8% (n=162) had needs relating to drug misuse and 17.3% (n=113) alcohol misuse.
- 12.9% (n=84) had generic/complex needs.
- 10.7% (n=70) had young person at risk noted as a need.
- 10.4% (n=68) had needs relating to domestic abuse perpetration.³⁰
- 8.6% (n=56) had needs relating to being at risk of self-harm and/or suicide.
- 8.6% (n=56) were single, homeless, with support needs or were identified as sleeping rough.³¹

²⁹ Including the young person being taken into custody, RESET being unable to provide support or support being needed outside of the service scope, client is staying with friends and family, unacceptable risk or unacceptable behaviour, support no longer being needed, onward referral to another service, and other.

³⁰ Combined 'domestic abuse perpetration' and 'domestic abuse both'.

³¹ Combined 'single, homeless, with support needs' and 'rough sleeper'.

- 7.4% (n=48) had needs relating to physical, sensory, or learning disabilities.³²
- 4.3% (n=28) had needs relating to domestic abuse victimisation.³³
- 3.2% (n=21) had other needs.³⁴

Of the 653 young people accepted into RESET, 523 (80.1%) were assigned a risk level (low, medium, high).³⁵ Of these young people, just under a quarter (22.2%; n=116) were categorised as low risk, 47.0% (n=246) medium risk, and 30.8% (n=161) were categorised as high risk.

Data on types of risks (identified through the work undertaken with their navigator) was available for the majority (79.9; n=522) of young people accepted into RESET. Of these young people, the most common risk identified (53.4%; n=349) was aggression/aggressive behaviour. Other risks included:

- 47.0% (n=307) lone working with the young person.
- 40.3% (n=263) mental health conditions and needs for the young person.
- 34.8% (n=227) offending behaviours.
- 31.2% (n=204) violence/use of weapons.
- 30.2% (n=197) substance/alcohol misuse.
- 25.0% (n=163) self-harm and 17.9% (n=117) suicide.
- 18.4% (n=120) risks of harm to others/other risks to others by the young person.
- 16.4% (n=107) the young person's mental health needs posing a risk to others.
- 12.4% (n=81) damage to property by the young person.
- 11.5% (n=75) domestic abuse.
- Proportions of young people were identified as having other types of risks (<10% for each risk).³⁶

Case studies 4 & 5 (Appendix A4) describe the engagement of two young people with RESET and demonstrate some of the types of needs that young people engaging with RESET have. For the young person in Case study 4 these needs led to increased risks stemming from their aggression, which were preventing them from moving forwards in their life. For the young person in Case study 5 (Appendix A4) their needs were not adequately being met by community services, which was seen as increasing their risks of reoffending.

³² Combined 'physical or sensory disability' and 'learning disabilities'.

³³ Combined 'person at risk of domestic abuse', 'domestic abuse survivor', and 'domestic abuse both'.

³⁴ Included being a young person leaving care, pregnancy, being a teen parent, being a migrant, and having a need listed as older person with dementia/mental health problems.

³⁵ As young people could be assigned different levels of risks throughout their RESET journey or at different referral points, the data here relates to the highest level of risk that a young person was assigned.

³⁶ Risks of harm to the young person themselves, other anti-social behaviours, homelessness, risks of harm from others to the young person, literacy/numeracy needs, physical abuse, coercion/exploitation, self-neglect, psychological abuse, physical health, pregnancy, child abuse, gambling, eating disorders, sexual abuse, sexual offences, discriminatory abuse, risks of absconding/going missing, and neglect and acts of omission.

Case study 4 – Portsmouth

1. History

The young person (YP) was arrested for a **violent offence**.

2. Initial engagement with RESET

The YP's first interaction with a RESET navigator was **in custody**. The YP was **initially reluctant to talk** due to being upset at finding themselves in custody.

During their assessment with the RESET navigator the YP was identified as being **depressed and experiencing self-neglect**. Together the YP and their navigator identified the **catalysts for the deterioration of the YP's mental and physical health**. During this time, the YP was experiencing **severe pain, decreased mobility, and hopelessness, and was self-medicating by smoking cannabis**. The YP was aware upon their release from custody they would be **homeless due to relationship breakdown, contributing to suicidal thoughts**.

In custody the YP saw themselves from a new perspective and recognised that they **wanted to change their life**, so agreed to continuing support from RESET.

3. Community-based RESET support

At their initial meeting in the community the YP indicated to their navigator that they **felt they were left with nothing**. The YP had **no accommodation, no clothes and no belongings**. Temporary accommodation was provided to the YP in a hotel.

An Outcomes Star™ assessment was conducted with the YP to identify the areas which required more attention. The YP identified that **building close relationships with loved ones was a concern**. The YP disclosed that **growing up with both parents using drugs and alcohol resulted in unaddressed childhood trauma**, which was stopping them from moving forwards in their life. The navigator began implementing targeted work with the YP on areas such as **self-care and living skills**, and the YP's **physical health**.

The YP was experiencing **poor physical and mental health**, with the pain they were experiencing contributing to **suicidal thoughts**. Their mobility difficulties were **removing self-confidence, isolating the YP from their friends and family**. The YP identified that their experiences of poor health were **making them angry, resulting in them exhibiting increased aggression**. Through the work implemented between the YP and their RESET navigator, the YP worked hard to **develop anger management and emotion regulation strategies**. The RESET navigator also helped the YP apply for the **necessary benefits so that they could focus on their recovery**.

4. Outcomes

The YP booked an appointment with their doctor to **discuss and help with their pain management**. The YP **discontinued their use of cannabis**. The YP **moved back in with their family** and felt supported by them, **strengthening their relationships**. The YP was able to start leaving the house again and **engaging in their hobbies**.

Overall, the YP expressed that they **regained the will to live**, recognising that the changes they have made have **improved their quality of life**. The YP now has a **better understanding of the need to communicate and work with medical professionals** to achieve their goal of being pain free.

3.8.7 Support and activities

Of the 653 young people accepted into RESET, 598 (91.6%) were assigned a level of support based on their needs. Of these, 15.9% (n=95) had low-level support, over half (52.3%; n=313) had medium-level support, a quarter (25.6%; n=153) had high-level support, and 6.2% (n=37) had support classified as intensive.³⁷

Of young people accepted into RESET, 638 (97.7%) had data on actions taken with this young person recorded by the RESET team. Across these young people there were 3,784 individual actions recorded. Additionally, of the 653 young people accepted into RESET, 622 (95.3%) had data on actions specifically related to a young person's goals. For these young people, there were 5,375 actions related to goals recorded across 952 unique individual goals.³⁸

Of young people accepted into RESET, 416 individuals (63.7%) had data on whether an action was recorded as casework or an external referral. Overall, there were 2,255 actions recorded as casework, and 58 actions recorded as external referrals. Of the 416 individuals where this data was available, 43 individuals (10.3%) had at least one action that was recorded as an external referral.

³⁷ As young people could be assigned different levels of support throughout their RESET journey, the data here relates to the highest level of support that a young person was assigned.

³⁸ At this stage it was not feasible to examine a total number of actions undertaken, as there may be some actions that are recorded under 'actions linked to goals', but not under 'all actions'.

3.9 Outcomes and impacts

3.9.1 Practical/material resources

One key outcome for young people engaged in RESET is the removal of material barriers (e.g. lack of ID, lack of bank account, lack of accommodation) which may restrict young people from engaging in more positive activities (e.g. employment, education and training, community-based activities). The presence of these material barriers was perceived as one key risk factor for young people's offending, with the removal of such barriers having the potential to reduce risks of reoffending. One young person specified that it was not just that their navigator was helping with material and practical resources for them, but that they were teaching the young person to be able to do these things for themselves. Another young person specified how their navigator helping them to secure accommodation led to them having increased feelings of safety.

"There's the individual parts in that, a lot of them then gain a phone, you know, the materialistic stuff and ID. So, [navigator] goes and sets up a bank account with them. So those things are, in my view a lot of reasons why people offend they... They don't have ID, so they can't get a bank account, but they can't get a job because they've not got a bank account. And so, I think that [navigator] is automatically then taking out some of that difficulty." Wider partner

"...[navigator] is teaching me. And I'm really learning, I pick up new things every time I am with them." Young person, interview

"[navigator]'s helping me get my ID because I didn't know how to do it. [navigator] helped me apply for PIP. [navigator] makes sure I pay my bills. [navigator] just is like trying to make sure that I get everything that I am entitled to." Young person, interview

"More just helping me to be more, sort of I guess grounded. Having a place to stay and just being able to sort of have that security of mind and just being, feeling safe, I guess. That was really helpful." Young person, interview

3.9.2 Physical, mental, and social health and wellbeing

Stakeholders reported that the programme also had successes in addressing specific types of needs for young people, including factors such as self-confidence, socioemotional health and wellbeing, alcohol and substance use, and developing healthy relationships. Young people indicated that the programme had changed their outlook on life, giving them positive goals to look forward to, helping to show them a pathway forward, empowering them to choose to make more positive decisions for themselves, and giving them emotional regulation and communication skills.

"I find it's [RESET] helped a lot with my temper. Especially that, because I've always struggled to manage it, let alone walk away from an argument. Now I just don't really bother." Young person, interview

"Stopped the stupid decisions I've made and stopped with the addictions such as alcohol and weed." Young person, qualitative survey

"[Looking forward in future to] getting off drugs, having a home, being in a healthy relationship, getting my son back, rebuilding family relationships." Young person, exit survey

"It [RESET] has probably helped me more with my like communication. So, like telling people I'm having a bad day, telling people that it's because of my depression or just to do with me just feeling really angry and upset." Young person, interview

"I feel a lot happier since I've seen [navigator], and I've kept to what they said and what we agreed. So, I'm a lot happier than I was before I met them." Young person, interview

"[navigator]'s given me strategies and also I can think back to the work that we've done together and trying to use that out in public when I'm having a bad day." Young person, interview

"Just having that someone to talk to, because I have no one to talk to in my life... So, I mean just having that person that I can just talk to about stuff is helpful. It's what I've basically wanted my entire life. Having someone that I can talk to and not be judged or shouted at or screamed at or whatever. Just to talk to someone about it." Young person, interview

"[navigator] was there a lot of the time for moral support as well, getting me out of the house... Because I do suffer with depression and anxiety so being out and about with someone like that was quite beneficial." Young person, interview

"The RESET navigator has made a massive difference in my life and stuck by me. Helped sort out the things I was avoiding giving me amazing advice and helping me see life in a different way. I couldn't thank them any more." Young person, exit survey

"If it wasn't for [navigator], I would probably still be going off the rails at the minute. But I'm a lot happier and I'm a lot calmer and I managed to get out and do things like they said." Young person, interview

"The programme has helped me into trusting people more and to open up about my problems instead of bottling it all up. I feel the programme has made me a better person, which my family has noticed, and are glad I'm making the right decisions over bad decisions I used to make." Young person, qualitative survey

"[navigator]'s helped me with work, dealing with people at work, and dealing with people at home and stuff like that. Not taking everything they say immediately to my head and stuff like that, just ignore it if it's mean or whatever. Yeah, [navigator]'s definitely helped with some personal relationships." Young person, interview

"A lot of the things [navigator] did with me, I'm now able to do, bit by bit, better on my own instead of palming everything off and going, no, not doing that. It's overwhelming me. I can now put into a plan what I need to do." Young person, interview

"[navigator] also helped me change my perspective, which I think is a really big part of life, you know like just having a different perspective and a more positive outlook. So, I think [navigator] has given me things that have changed me for the better, things that no one else can take from me." Young person, interview

"I'm a lot more independent in getting things done... So, I can now get on with doing more for myself, so if I need to go to an appointment, I know that I can do it because [navigator] helped me set up a plan on how I can go about it." Young person, interview

"...at the time I was pretty much taking on like a parent role to my own dad. And then in the end [navigator] actually kind of helped me realise that I don't need to be doing that... If he doesn't want to do it, he doesn't want help, that's not my problem... I'm not his parent. And that's what [navigator]'s kind of helped me figure out, I need to be the one to work on me, and I need to be my priority." Young person, interview

However, one young person also noted that while the support offered by RESET was important to make them want to change, young people themselves also had to want to make the changes.

"I think change all depends on the person in question and not the support. I think the support given is enough to make someone want to change but it's up to them." Young person, exit survey

3.9.3 Wider family and social circumstances

Addressing some of the wider circumstances in the young person's life that are negatively impacting upon their health, wellbeing, and offending behaviours was seen as another vital impact of the programme. This included impacts such as reducing the effects of harmful family circumstances (e.g. substance and alcohol use) and reducing experiences of victimisation.

"One person I had was having problems and didn't realise that she could get support for her alcoholic father. You know, so alcohol was never her problem, but her fathers was hers." RESET team

"[Without RESET] I probably would of still been in the same place with the same abusive partner." Young person, exit survey

"...he [young person] had no social skills at all, would get excluded, was getting bullied... And then I thought, what's going to make him included? What's going to give him a bit of confidence? And I just blurted out and said to him, ahh look when I get all that, that's why I'm glad I go boxing. And he went, do you know what? I'd love to be able to box, but I couldn't do that. So, I said, yeah, no, we can... So, I got him up, I've been paying for him to go to an amateur boxing club... and he's one that said to me, [navigator] going this boxing has changed my life forever. He said, I can just see what a path you've set me on. He said, I'd never have thought it but until you come along and kind of said, why can't you box? I'll get you boxing... But he's now confident, more able, not getting bullied, free from fear." RESET team

3.9.4 Engagement with and trust in wider services and community-based activities

Young people described how RESET helped them to engage with different community-based support services and activities, suggesting how if not for engaging with RESET they wouldn't have accessed these services themselves.

"To be honest, [without RESET] I probably wouldn't have even given it [engaging with services] a second thought." Young person, interview

"[Without RESET] I would have been homeless, I would not of known what services to approach and gain support." Young person, exit survey

Members of the RESET team noted how the worksheets they implement with young people can be used by the young person to help them when they engage with other services. This helps the young person by detailing important factors about them and their story, so that they may not have to go through re-telling professionals potentially sensitive details numerous times.

"A lot of these people will express, you know, I've had to repeat my story so many times and that's really hard for me. And it makes me not want to engage with professionals. So then if you've given them that [worksheet] as a sort of, this is me, they can take that to other professionals and not have to repeat themselves and their stories." RESET team

Young people detailed how engaging with community-based services and activities that they were referred into by RESET had helped them to develop more positive peer networks and make lifestyle changes, which were important to improving their health and wellbeing, and strengthening the sources of support which they could draw upon.

"[I'm] less anxious and more like social in a way, as obviously I've been going to like these football sessions and stuff like that which have been helpful like social and stuff like that. It's like I'm more... socially active." Young person, interview

"I consumed big amounts of alcohol per day. Along with [my] RESET navigator, I began attending Inclusion meetings. Even when I made mistakes during this process, the RESET navigator encouraged me to keep going. I don't drink any alcohol today." Young person, exit survey

"I've not had friends for a long time. I've got really bad trust issues... But now I've met good people doing the right things and wanting the same outcomes as me. So, it's a bit like I've found people now through this that I can relate to, that if I feel like I'm struggling in the middle of the night, then I've got numbers that I can call... I've got a big variety of support now." Young person, interview

Some young people indicated that RESET had positive impacts in helping them to develop more trust in services. One young person particularly noted how prior to engaging with RESET they wouldn't have engaged with services as they didn't perceive that they could actually be helpful. However, their experiences of positive engagement with services through RESET helped to develop an understanding of how services could support them. One young person noted that while they still don't have complete trust in services, they now feel they may be able to develop a trusting relationship with some of the individuals working within services.

"Obviously, I didn't think before I ended up... If like a service came along or anything, or if I called anyone that they would be able to help at all. But now I've had like two different people over the phone and in person... and they've actually genuinely helped. Even if they, they haven't like, done anything for me, it's just the way they spoke to you or, just put things in perspective, it has helped a lot." Young person, interview

"I mean I'm always going to be sceptical and paranoid about people and their intentions, especially when it comes to government services... But I believe in the people that work for them. Not generally the organisation as a whole if that makes sense." Young person, interview

3.9.5 Sustainability of impacts for young people

Some young people described how they thought the positive impacts they were experiencing because of engaging with RESET would last over the longer-term, due to RESET equipping them with key strategies and skills to take forward, changes in perspectives, and having access to other support in the community through services or positive peer groups. Young people also indicated that keeping the worksheets or goal setting sheets they were given through their work with RESET, has been helpful for them to refer to and reflect upon.

"[navigator] has given me good advice and worksheets, that I still use everyday to help with my anger management and making the right decisions throughout my day-to-day life."

Young person, qualitative survey

"We've already got something long-term set up other than [navigator]. So that if need be, that [navigator] does need to close the case... then I still have support..."

Young person, interview

"I think it [the impacts] would last lifelong, to be honest. I mean the people [navigator]'s got me in with. And even on the recovery side of things, it's a daily thing. It's a daily thing and I understand that that's where I need to stay every single day."

Young person, interview

Case studies 6 and 7 describe the engagement of two young people with RESET and highlight some key outcomes of RESET support for these young people. For the young person in Case study 6 they had greater emotional control, confidence, and problem-solving skills, and felt there were improvements across several risk factors that were causing them difficulties. For the young person in Case study 7 they developed self-confidence, had a changed perspective on life, and had restored trust in their family relationships and reconnected with their faith.

Case study 6 – Basingstoke

1. History

The young person (YP) was arrested for **violent offences**.

2. Young person's background

The YP was having difficulties with their **alcohol consumption, often leading to verbal and physical altercations**. The YP had a **difficult time controlling their anger** exacerbated by their **poor mental and physical health, difficulties with sleep, and stress about finances**. The YP had experienced **difficulties in their family during their childhood** which **strained their current familial relationships**. The YP had **difficulties with budgeting** and had **very little routine or sense of purpose**.

3. Community-based RESET support

At the initial meeting in the community between the YP and their navigator the Outcomes Star™ tool was utilised, helping to **identify areas of their life which they were struggling with**. The RESET navigator and the YP discussed these in detail and set **SMART goals to start to facilitate elements of change**. The YP's **alcohol consumption and anger** were identified as **areas which needed simultaneous work** as they were negatively impacting on each other. The YP **agreed to be referred to a drug and alcohol service** and started working with their navigator on **targeted interventions around anger management**. During this work the YP **established some strategies which they could apply during and after an argument** which would help to **safely displace their anger**.

Following this the YP started to work with their navigator on **targeted interventions around finances and budgeting**, to help **address their impulsive spending**. This work helped the YP to **identify areas where they could save money**. The YP with their RESET navigator then went to **set up a savings account** and went through the process of **applying for PIP**.

The YP and their navigator then looked at addressing the YP's **difficulties with their sleep schedule**. The YP highlighted that they **drink their last coffee at around 7pm most nights** and **experienced racing thoughts through the nighttime**. The YP discussed with their navigator how best to stop this and **find ways to wind down and relax before bed**.

4. Outcomes

The YP has reported feeling **more in control of their emotions**, and although they **still have arguments these are never violent** and they are **capable of walking away** from them. The YP has **reduced their alcohol intake** and is able to remain aware and safe when they do drink. The YP has also managed to **greatly improve their sleep schedule**.

The YP now has a dog which has given them a **sense of responsibility, provided them with a routine, has helped them get out of the house and exercising more**, which has ultimately **improved their mental health**. The YP has also met a new partner and is **in a healthy and happy relationship**.

The YP has changed the dosages of their medication and feels this has **been beneficial for their mental health and their needs relating to neurodivergence**. They are **waiting to hear back from adult services** after being discharged from CAHMS.

Through their engagement with RESET the YP has **gained confidence** and **developed their skills in rational thinking and problem solving**. The YP remains **interested in continuing their self-development**.

Case study 7 – Basingstoke

1. History

The young person (YP) was arrested for **drugs related offences** and indicated that they felt drugs had taken over their life.

2. Young person's background

The YP was having difficulties with their **drug use** and was **taking drugs on most days** often while alone. The YP had an **unstable relationship with family members** and felt **guilt and shame** about this. They expressed how their **religion had previously been of great importance** to them but had recently **lost touch with this**. The YP was **unemployed** and had **little routine, motivation, or sense of purpose**.

3. Community-based RESET support

At the initial meeting in the community between the YP and their navigator the Outcomes Star™ tool was utilised, helping to identify areas of their life in which they needed support. The RESET navigator and the YP **set SMART goals to start to facilitate elements of change**. The YP's **drug use, unemployment, relationships with family, and religion** were identified as key areas for change.

Through discussions with their navigator the YP realised that **previously their religion had provided them strength** across multiple areas of their life. The YP therefore decided this would be a good place to start. The navigator helped the YP to recognise where they had started to lose touch with their religion, helping the YP to develop a pathway forwards. The YP indicated that **expectations and pressures placed on them** by others made them **feel like a failure and instilled a fear of judgement** in them, making them **afraid to attend their place of worship**. To address this the YP engaged in targeted work with their navigator on **confidence building and identified a person in their life who was safe** for them and had the same beliefs. This person **started accompanying the YP to their place of worship** on a weekly basis and the YP started **reconnecting with their religion**. The **impacts of this helped to address other aspects of life that the YP was struggling with**, including their **drug use and family relationships**. The YP also worked on **improving their budgeting skills which increased their motivation to take new steps within employment**.

4. Outcomes

The YP has **secured full-time employment** in a managerial position and **feels passionate** about their new job. The YP expressed that they feel they are now **living up to their own expectations** of what they want for themselves. The YP **does not use drugs anymore** and is **in touch with a drug and alcohol support service** to ensure that they maintain this long-term. Although they have used drugs in social situations on a couple of occasions this has **invoked self-reflection** for the YP, which is a new behaviour for them.

The YP has **restored a lot of the trust that had been lost in their family relationships** and has a close relationship with a family member who goes with them to their place of worship each week. The YP **has a sense of purpose and has regained faith in their religion again** with this now **having a place in their day-to-day life**.

The YP has **developed self-confidence** and has a **changed perspective** on life. The YP has **consciously began making good decisions** for themselves.

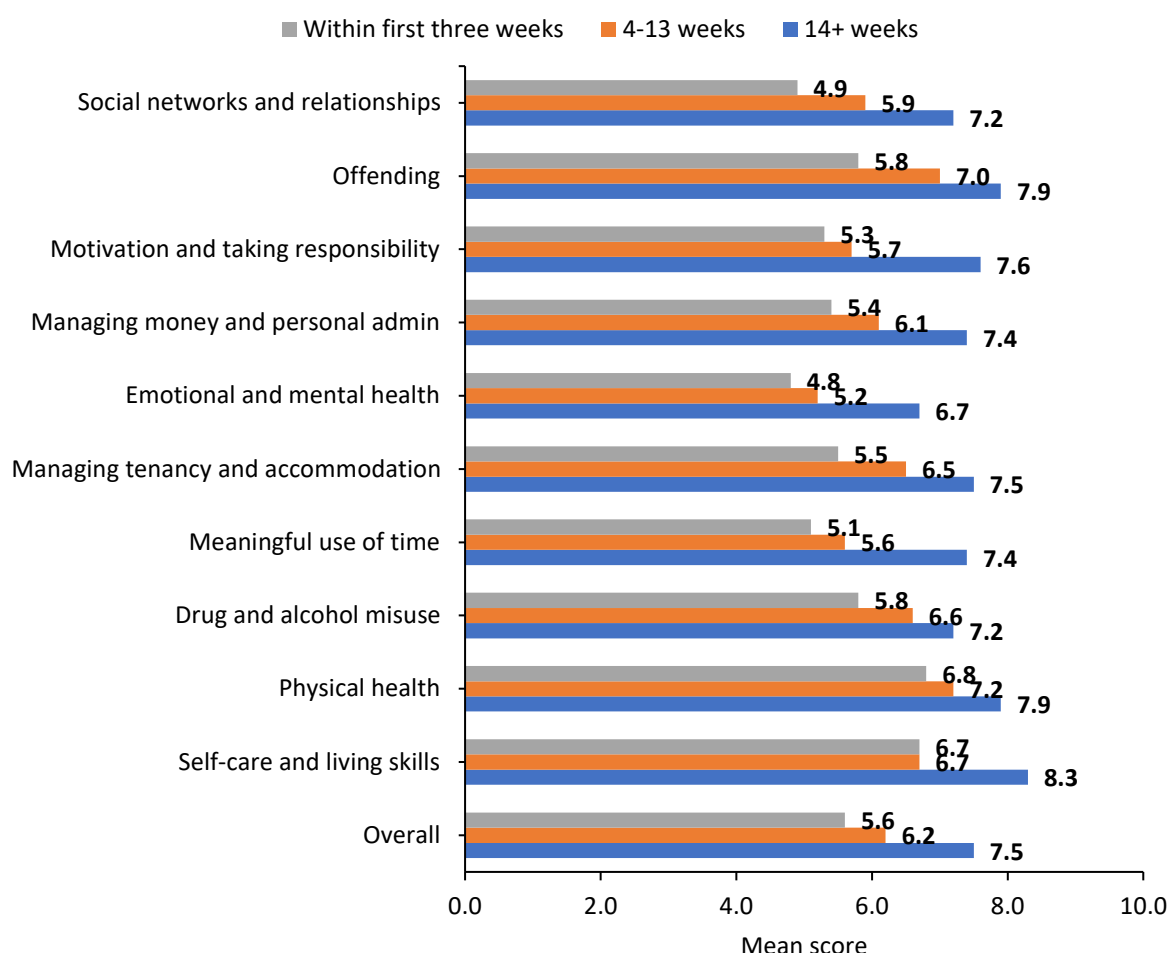
3.9.6 Outcomes Star™ data

At different timepoints throughout their RESET journey young people can complete the original Homelessness Star (MacKeith et al., 2006) version of the Outcomes Star™ assessment with their navigator to help identify areas for support. The Outcomes Star™ asks young people to rate where they are at across 10 different components from 1 to 10, whereby 1 indicates high levels of needs and 10 indicates low levels of needs. Overall, 125 individuals completed at least one Outcomes Star™ assessment. Most of these young people (n=89) completed their first Outcomes Star™ within the first three weeks of having started RESET. Due to inconsistencies in the timepoints that Outcomes Star™ assessments were completed (see section 3.12) three distinct timepoints were chosen as points of comparison for the unmatched analyses of Outcomes Star™ data. The timepoints chosen were within three weeks of engaging with RESET (n=95), at 4-13 weeks of engaging with RESET (n=58), and at 14+ weeks of engaging with RESET (n=39).

Compared to Outcomes Star™ completions within the first three weeks of engaging with RESET, Outcomes Star™ completions at 4-13 weeks of engaging with RESET had higher mean scores (indicating lower levels of needs) on each component of the Outcomes Star™ (except for 'self-care and living skills'), and the overall Outcomes Star™ score³⁹ (Figure 5). Outcomes Star™ completions at 14+ weeks of engaging with RESET had higher mean scores on each component and the overall Outcomes Star™ score, compared to Outcomes Star™ completions at both other timepoints (Figure 5).

³⁹ Analyses here is performed using unmatched data, as such this does not show differences in Outcomes Star™ scores for individuals over their time engaged with RESET. Young people who completed the Outcomes Star™ more than once will appear in the data multiple times. As such findings here should be interpreted cautiously.

Figure 5: Mean scores across different components of the Outcomes Star™ completed within three weeks, at 4-13 weeks, and at 14+ weeks of starting RESET, unmatched analyses



Higher Outcomes Star™ scores mean lower levels of needs

To be included in the following matched analyses⁴⁰ Outcomes Star™ completions had to meet the following criteria: the initial Outcomes Star™ completion for the individual had to be within the first three weeks of starting RESET; the subsequent Outcomes Star™ completion had to take place at least 4 weeks after the initial Outcomes Star™ completion; additionally it could not be recorded that either Outcomes Star™ was completed by a ‘staff member alone’. The matched analyses of Outcomes Star™ data only includes small numbers of young people and as such should be interpreted cautiously and only considered as emerging evidence of impact.

In matched analyses, for Outcomes Star™ completions at 4-13 weeks (mean 8.4) after the initial Outcomes Star™ (n=11), there were significant positive changes in mean scores in ‘emotional and mental health’ ($p<0.01$), ‘social networks and relationships’ ($p<0.05$), ‘managing tenancy and accommodation’ ($p<0.05$), ‘offending’ ($p<0.05$), and the overall Outcomes Star™ score ($p<0.05$; Appendix Table A1).

In matched analyses, for Outcomes Star™ completions at 14-28 weeks (mean 19.2) after the initial Outcomes Star™ (n=10), there were significant positive changes in mean scores in ‘motivation and taking responsibility’ ($p<0.01$), ‘emotional and mental health’ ($p<0.05$), ‘managing money and personal admin’ ($p<0.01$), ‘meaningful use of time’ ($p<0.01$), ‘social networks and relationships’ ($p<0.01$), ‘drug

⁴⁰ Matched analyses is more robust than unmatched and can show changes over time at an individual level.

and alcohol misuse' ($p<0.05$), 'offending' ($p<0.01$), and the overall Outcomes Star™ score ($p<0.001$; Appendix Table A2).

3.9.7 Police offending data

Police offending data for the young people referred to RESET was collated by VRU staff and provided to the evaluation team. Data covered the period from seven months before a quarter to seven months after a quarter in which an individual was referred to/engaged with RESET (except for the quarters Q3 2024/25 (five months after) and Q4 2024/25 (three months after) due to insufficient time having passed between these quarters and the point of data collation).⁴¹ For example, for individuals referred to RESET in Q2 2024/25 (start of July 2024 to end of September 2024) the monitoring period would cover from the start of December 2023 (seven months before the quarter) to the end of April 2025 (seven months after the quarter). Due to data limitations findings should be interpreted cautiously (see section 3.12).

After removal of duplicate rows ($n=1,128$) there were 8,369 rows of police data on individuals referred to RESET. Overall, there were 2,691 rows of data related to arrests, 1,158 charges, and 334 related to community resolutions. The remaining rows of data were listed as subject ($n=1,293$), suspect ($n=2,219$), or other ($n=1,294$). Only rows of data relating to outcomes (i.e. arrests, charges, community resolutions) were included in the analyses. Further, only data which related to an individual's most recent engagement with RESET was included in the analyses. Data was available for 831 individuals who had at least one recorded offence with an outcome, of these 811 had at least one offence prior to their RESET referral date and were included in individual-level analyses. Due to data limitations some individuals in the RESET monitoring data could not be matched to the police offending data (see section 3.12).

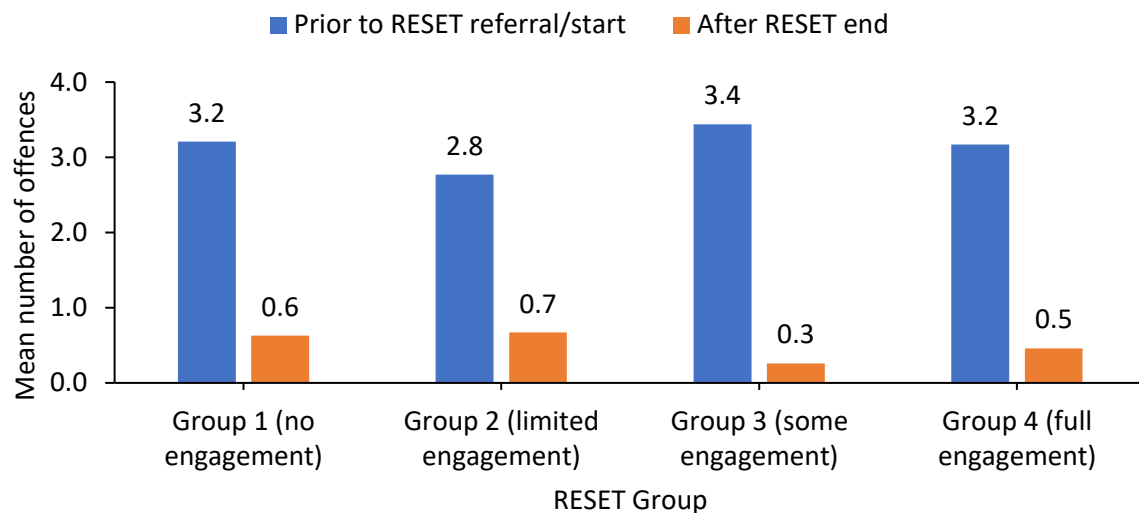
Individuals were assigned into four groups to indicate their level of engagement with RESET: Group 1 (42.6%; $n=321$) – either declined RESET or were on the RESET case load for up to 3 days; Group 2 (38.5%; $n=290$) – up to one month of engagement with RESET; Group 3 (6.6%; $n=50$) – more than a month of engagement with RESET with an unplanned closure; Group 4 (12.2%; $n=92$) – more than a month of engagement with RESET with a planned or neutral closure. There were 58 individuals with no end date (4 due to missing data, 54 were receiving ongoing support), as such they could not be assigned to a RESET group.

Overall, during the period they were being supported by RESET there were 30 offences committed by individuals in Group 2 (limited engagement), 22 by individuals in Group 3 (some engagement), and 40 by individuals in Group 4 (full engagement). Offences committed by individuals during the period that they were engaged with RESET were excluded from following analyses. This is because individuals had not yet received the full support that they may have required from RESET. However, offences that were committed by individuals engaging with RESET that were a week before their RESET end date were included as being after their engagement with RESET. This is because it was seen as being close enough to their end date that individuals have received all the support from RESET that they would have.

⁴¹ Data monitoring periods were applied to a quarter that an individual was referred to/engaged with RESET in rather than the individuals' referral/start date. This was done by the VRU staff collating the data as initially offending data was being examined by the VRU on a quarterly basis. Further, police data had to be linked manually, and due to resourcing it was not possible to apply monitoring periods to each individual using their referral/start date.

Figure 6 shows the mean number of offences individuals committed prior to their RESET referral/start date and following their RESET end date.⁴² The largest mean number of offences prior to RESET was amongst individuals in RESET Group 3 (some engagement; 3.4) and the lowest was in Group 2 (limited engagement; 2.8). The largest mean number of offences after RESET was amongst individuals in RESET Group 2 (limited engagement; 0.7), and the lowest was in Group 3 (some engagement; 0.3).

Figure 6: Individuals' mean number of offences prior to their RESET referral/start date and after their RESET end date, by RESET group



Overall, the mean total CCHI scores prior to individuals' RESET referral/start date was highest amongst individuals in Group 1 (no engagement; n=320; 367.5), followed by Group 2 (limited engagement; n=288; 289.3), Group 3 (some engagement; n=49; 489.0), and was lowest in Group 4 (full engagement; n=92; 239.5). Figure 7 shows the mean total CCHI score for individuals who had offences both before their RESET referral/start date and after their RESET end date. The largest reduction in mean total CCHI score between before and after RESET was amongst Group 3 (some engagement; n=4; -460.7) followed by Group 4 (full engagement; n=20; -66.7), and Group 1 (no engagement; n=79; -49.9), while individuals in Group 2 (limited engagement) had higher CCHI scores after RESET than before (n=76; 9.5).

⁴² For individuals with no engagement with RESET (i.e. no end date) their end date was the same as their referral date.

Figure 7: Mean total CCHI score of individuals who had reoffended, prior to their RESET referral/start date and after their RESET end date, by RESET group

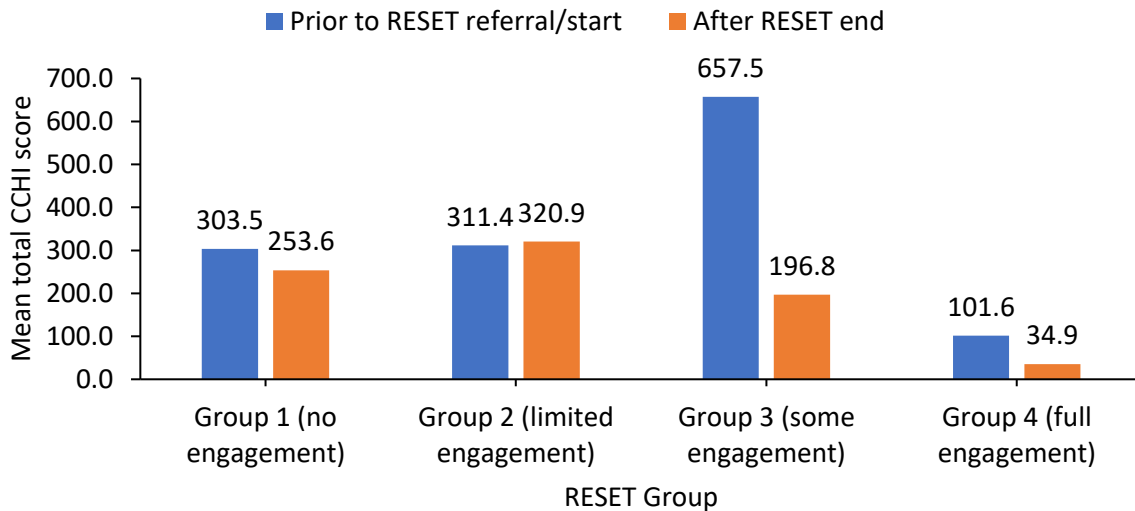
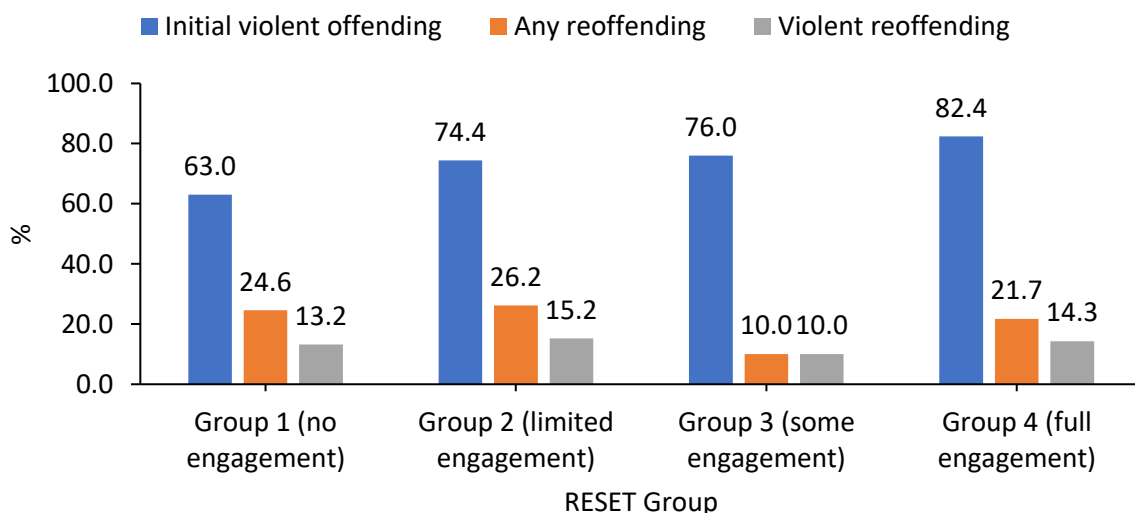


Figure 8 shows the proportion of individuals in each RESET group with violent offences⁴³ prior to their RESET referral/start date, offending after their RESET end date for any offence type, and violent offending after their RESET end date. Overall, the RESET group with the highest proportion of individuals with prior violent offences was Group 4 (full engagement; 82.4%) and the lowest was in Group 1 (no engagement; 63.0%). There was a lower proportion of individuals reoffending for any offence type in RESET Group 3 (some engagement; 10.0%) and slightly lower for individuals in Group 4 (full engagement; 21.7%), compared to individuals in Group 1 (no engagement; 24.6%), however, not for individuals in Group 2 (limited engagement; 26.2%). The proportion of individuals who committed a violent offence after their RESET referral/start date was similar across the RESET groups but was highest in Group 2 (limited engagement; 15.2%) and lowest in Group 3 (some engagement; 10.0%).

Figure 8: Proportion of individuals with initial violent offending, any reoffending, and violent reoffending, by RESET group



⁴³ Includes any offences that were coded as violence with injury or violence without injury.

3.10 Facilitators of implementation

3.10.1 Relationships between RESET navigators and custody staff and wider partners in custody

The relationships developed between RESET navigators, custody staff, and wider partners were described as positive even while there were different pressures and priorities amongst different professionals. These positive relationships were a key facilitator allowing young people to be referred into and engaged in RESET.

“...the whole custody relationship is critical because when, like I say, when we're not there, we need to be remembered to get them referrals, don't we? We need custody.” RESET team

Stakeholders described elements of multi-agency working between custody-based professionals and RESET. When all staff were available within custody, positive relationships facilitated integrated working, including information sharing, collaborative decision making about the best services to offer support, and where appropriate, joint assessments for young people. The benefits of this for the young person were noted as reducing the risk of them being overwhelmed or withdrawing due to being approached by too many services or having to go over the same things numerous times. Stakeholders suggested that this may also have promoted young peoples' acceptance of and continued engagement with RESET. Outside of the custody setting RESET can also contribute to multi-agency support put in place for young people (see Case study 8, Appendix A5).

“Like sometimes you and HLDS might have assessed the same person, and that can be really useful when formulating a plan that's best for that individual... it can be just really good for getting advice and it also helps you to learn about things that you might not have known about before.” RESET team

“...that's the benefit, isn't it, of being kind of embedded in custody. And that's something, you know, joint assessments, if it works out as well, you know we can say, well, actually let's go together, and this is RESET, they can explain exactly what they're doing, to you themselves. And you've got a face and a name and it does improve that ongoing engagement.” Wider partner

3.10.2 Relationships between the RESET team and wider leadership and steering group stakeholders

Supportive relationships between the RESET team and wider leadership and steering group stakeholders (e.g. custody leadership, VRU stakeholders etc.) were seen to make shared decision making easier, helping to develop effective solutions to problems. These supportive relationships and particularly having leadership buy-in, were viewed as facilitators in terms of the initial set up and implementation of RESET and supported development and implementation of the referral processes.

“I can't thank them [the VRU] enough... they had [staff member] as the commissioning manager at the time and he really assisted us... he really worked in partnership with us. He brought all the partners together and we had a good steering group that we set up monthly. We established a referral pathway of the criteria. And he, because of his position, he could influence all of the... police custody teams to ensure that everybody was on board... So, you know, those referrals could start, you know, being generated. Even though we didn't have a presence in custody all the time, we set it up so that we could start taking referrals pretty quickly.” RESET team

3.10.3 Non-judgemental, trusting and flexible relationship between navigators and young people

The relatability, non-judgemental approach, and passion of the RESET navigators to help young people to identify and meet their needs was a major facilitator to the development of positive, trusting relationships between navigators and young people, enabling the achievement of more positive outcomes. For example, the trusting relationship developed between one young person and their navigator enabled the young person to discuss their experiences of grief for the first time (see Case study 9, Appendix A6).

"It's just nice to know that OK, if we've had similar experiences I feel more open about it because [navigator]'s sort of been there, done that... it's been like, ok, I feel more comfortable that you can understand where I come from, whereas there's a lot of other professionals who look down on me for certain things." Young person, interview

"I enjoyed the programme as being with [navigator] felt like a safe space to talk about anything and not be judged and with any issues I've had [navigator]'s always helped with an outcome for it." Young person, qualitative survey

"Felt nothing but respect and listened to." Young person, exit survey

The flexibility of navigators to meet and support young people where and when they feel comfortable was seen as key to sustaining young people's engagement with RESET. Young people highlighted this as one of the most positive aspects of the support from RESET. The ability to meet with the navigators in-person was also seen as helpful, supporting more open interactions, and fostering motivation to make positive changes. However, even when navigators could not meet with a young person face-to-face, support could still be implemented positively (see Case study 10, Appendix A7).

"They would pick me up when I was coming home from work. [navigator] was quite like easy to meet up with. And that helped that [navigator] was flexible." Young person, interview

"...it's not the same, if you're doing it over the phone and stuff. It's not the same... In person you can tell how serious it is. In person you can tell how [navigator] really wants to help you get your life back on track, and then that's like a good motivator. Because if [navigator] wants you to get your own life on track, shouldn't I?" Young person, interview

Young people indicated that the navigators utilised approaches to meet specific needs (e.g. mental health needs, sensory needs, etc.) which they had, and that this was crucial in enabling them to engage fully with the support which RESET offered. One member of the RESET team echoed this indicating that when working with neurodivergent young people they will make time for breaks during conversations, give young people more time to digest information, and where possible incorporate activities (especially those related to young people's interests) into the support.

"...[navigator] comes to mine every week, so I didn't go out... Yeah, because I've got anxiety and I struggle to go out places... So yeah, it helped me a lot with them coming here." Young person, interview

"Just very subtle things like sitting next to or opposite rather than like, you know, sort of at an angle... just little things like that that sort of read that someone is doing what's best for you. And I think they found it easier to talk to me if I had something else to look at, because if [navigator] was next to me I don't make a lot of eye contact and so like I was less overwhelmed. So yeah, they took that into account." Young person, interview

Young people also stressed the importance of the consistency of the support they received from their navigator, and being able to contact their navigator whenever they needed support or if they were experiencing a crisis point, indicating that this helped put them at ease when they were facing difficulties and keep themselves safe.

"I think that's one of the good things about [navigator] and what [navigator] does... [navigator]'s always consistent. [navigator]'s always there. You know you can rely on [navigator] and talk to [navigator]." Young person, interview

"Like if I'm stuck or if I have any doubt, I'll drop [navigator] a message and they will always help me. I never have to suffer because I always have help." Young person, interview

"...if I feel like I'm having a breakdown at 03:00 in the morning and I need to write to someone, [navigator] always says to message it to them, and they'll go through it and it's fine. Then we'll work it out the next day. So it's every angle, it's more of a... something to lean on to think, ok, I have got support there." Young person, interview

3.10.4 Resources available to help young people to engage with RESET

Young people described how the resources which are available to RESET (e.g. money to buy young people a meal) not only had tangible benefits for them (e.g. having a meal without having to worry about financial problems) but also helped them to engage fully with RESET.

"Because some of us don't get to eat all the time, and some of us like, well, especially when I was living on my own... We obviously, they, they buy you a meal every time you go out with them." Young person, interview

"...Normally I think a lot of people who need this service are probably having a lot of financial problems. And I think, you know, I did at that time, and it was nice to be able to forget about that for a minute..." Young person, interview

3.10.5 Team-working

The RESET team highlighted that team-working between the navigators was key to supporting young people, with flexibility a major facilitating factor to positive team-working. One young person also noted that they appreciated the benefits of this team-working approach, highlighting that if their navigator isn't available, they have the contact details of another navigator to support them.

"...[young person] wants me to support her with a doctor's appointment because the doctor will be filling the PIP form for her. We start the process of the PIP. I support her with this and suddenly I was off... And I asked [navigator], because it's important, can you make sure you can support her? How do your days look like? And [navigator] says, ok, fine. I can move my appointments. I can support her." RESET team

"...if [navigator] is on holiday, I have another number, another worker, just in case I need to speak to someone." Young person, interview

The RESET team described how a supportive team culture allows team members to discuss and share ideas openly and highlight cases where their support has led to positive outcomes for young people. One team member highlighted how this supportive environment is important for growth and development of their practice.

“So, we have a team meeting on a Wednesday every other week and within that, you know, we won’t talk about clients super specifically, but we might share a situation that’s happened for support/advice from the team. And that’s even lovely just to sort of get things off your chest that you might need to, or seek advice and just sort of ask, what would you have done in this situation? It’s honestly great for growth and it’s great for advice.” RESET team

3.10.6 Ability of partners to identify young people who will benefit from and engage with RESET

Custody- and community-based stakeholders described some of the factors related to young people which made them particularly suitable for RESET. RESET were perceived as having promise when working with young people who were more difficult to engage with, young people in custody for the first time, and those attending on a repeat basis. Perceiving a young person as willing to engage with RESET was a key criterion for partners referring into RESET. As such there may be some subjective referral criteria that are utilised by wider stakeholders when referring young people into RESET.

“I think it's just people that perhaps need that kind of a bit more of that social, like the difficult, you know, people that are difficult to engage, probably need that more proactive... we'll go meet in the community. We'll pick you up. We'll take you there and we'll keep you on for a little bit longer. And perhaps, some of those individuals like, again, if it's kind of their first contact, I think it's quite a good thing to kind of say, well, actually, let's get you going straight away. And also some of the people, perhaps we see on a repeat basis I think well actually what we're trying so far isn't working... There might be a case of actually a different organisation, different service, give them a try.” Wider partner

“So, it's a balance because I know [navigator] is amazing at engaging with people that are difficult to engage with, but also [navigator] is incredibly busy with lots of new referrals coming in. I'd have to focus that time to the ones that are going to engage. And so, it does mean you have to cherry pick a little bit.” Wider partner

3.11 Barriers to implementation

3.11.1 Difficulties embedding a new service

One barrier identified in the earlier stages of delivery related to being a new service working in custody. Wider partners indicated that if a service is not embedded in the custody setting, with a consistent physical presence, that sometimes they can get forgotten about. Another partner indicated that some members of custody staff initially did not have a good understanding of the role of RESET. One member of the RESET team highlighted that it takes time to embed into custody and build positive relationships with other custody-based stakeholders and get young people in custody referred into RESET.

“I think if they're [RESET] embedded a bit more... It's one of those things, out of sight, out of mind. You know, we've noticed that as well. You know, if we're not there embedded, we kind of get forgotten about a little bit sometimes because we're not there. So, I think you know, when someone's embedded, it's a familiar face...” Wider partner

“It's so difficult for a new service, isn't it, to get people to... I mean, we're dependent on custody referrals heavily just to get the message out. It takes time to embed and for all your best efforts, it is time that it takes to get people to know who you are, what you're about, and sort of be in people's thoughts when they're in that moment of supporting people, whether it be custody, probation, to think of [navigator] at RESET, yeah I'll send them to them.” RESET team

The busy nature of the custody environment was acknowledged as sometimes being a barrier to RESET being able to engage with young people in this setting, with limited time and lots of different professionals (but with some potential areas of overlap) who need to engage with the young person.

Further, sometimes custody staff may not know who is best to refer young people to, particularly as some custody staff are in custody settings on a rotational basis.

"I think people get missed because there's so much else going on. I mean, even my role... I think it's difficult because the officers here have a very clear focus on what they're meant to be doing. This is in addition. And therefore, it kind of takes a bit of a back seat." Wider partner

"I think sometimes custody are like, kind of all class us as one and don't know who to refer to. Something like, who are you doing? What are you doing? Are you all doing the same thing, are you not?" Wider partner

One partner indicated that they do not always receive feedback from RESET on whether a young person's referral had been accepted or not, suggesting that it would be beneficial if initial feedback on young people's acceptance into RESET was more routine. Partners also noted that receiving a session on what RESET offer to young people, and some of the impacts of their work, may increase partners' understanding and buy-in.

"...Because I'm thinking about this lady that I referred in and actually come to think of it I don't know if actually the referral was accepted or... But I think that could perhaps be a bit of improvement, like a confirmation that a referral has been accepted or not. That'd be quite helpful." Wider partner

"Possibly getting someone in [from RESET] on a training day just to have a, even if it's 10 minutes, just explaining what their role is and what they can do." Wider partner

3.11.2 Police vetting and recruitment

Long police vetting times were noted as a particular barrier to recruiting staff to deliver RESET.

"Vetting has definitely, definitely impacted us...We've only just got a full team for the first time... So, police vetting is out of my control. It is out of the police's control... However, at the same time, there was this rush, rush, rush, we want this in place right now. So those two things don't marry up and it's totally out of our control in terms of the vetting." RESET team

3.11.3 Barriers accessing wider support services

Barriers accessing other services was seen as a challenge, particularly around housing and mental health. Long waiting lists and difficulties with getting information from other services limit the extent to which RESET can help young people to engage with services. This also may force young people to live in conditions (e.g. homelessness) which act as a risk factor to the young person experiencing poor outcomes, including reoffending.

"Some people are already involved in services anyway. I mean, a lot of people already come in with the drug services on board, already referred for housing, already referred to mental health and they're just generally stuck on waiting lists or stuck in a process... But a lot of people, especially housing, will come and go from RESET and no one will say RESET has helped me with my housing. And I would say, yes, I didn't. What could I do? You were in the process. There's nothing more that you can do when you're on waiting list like that you know, same with mental health, it can be long, difficult waiting lists." RESET team

"I think the counselling [wait times] is not ideal but that doesn't affect their [young people's] growth with us as a service so much. Housing that's massive really. That's, you know, that's going to impact someone's wellbeing more than what you as a worker can control." RESET team

3.12 Data quality and evidencing of programme impacts

Overall, the monitoring data collected by the RESET team is of high quality in terms of accuracy and completeness. However, there were a small number of minor inconsistencies across different variables within the first four quarters' datasets. This was seen as being largely due to two reasons: having different staff completing data entry who may interpret factors within the dataset differently; and variables within the data and coding practices changing throughout the delivery of RESET as required by different stakeholders. Equally, changes in data collection processes across programme delivery could be seen as positive, demonstrating the service's flexibility to adapt as needed as the programme progressed. Notably, in the later datasets (Q2 2024 to Q4 2024) there were fewer inconsistencies in the data. RESET have worked to improve how data is recorded, adding new data fields where appropriate, including an 'external referral' measure so it is now possible to determine if individuals are referred to an external support service during engagement with RESET. However, further improvements could be made, for example, the data which recorded 'all actions' taken by RESET with young people included only some but not all of the data recorded within 'actions linked to goals', meaning that it was not possible to examine the total number of actions undertaken by RESET with young people. Additionally, it was not feasible to examine the data on actions taken with young people to understand the types of activities undertaken due to a lack of categorisation of actions.

The police offending data matched to individuals referred to RESET had limitations in terms of data completeness, for example, of the 1,117 individuals referred to RESET 811 (72.6%) could be matched to offending data, with at least one offence (arrest, charge, or community resolution) prior to their RESET referral. Some individuals in the police offending data only had offences after their RESET referral date, and some individuals were potentially missing offences that would have been expected to be included in the data per the RESET monitoring data. Notably, RESET providing custody numbers in the monitoring data has been useful when matching of offending data is undertaken. RESET groupings were decided on in conjunction with the VRU and were applied by the evaluation team using time engaged with RESET and case closure types from the RESET monitoring data, as such this may not be a perfect measure of individuals' level of engagement with RESET. Further, individuals who were still engaged with RESET at the point of data collation do not have a RESET end date and could not be categorised into a RESET group. Furthermore, there may exist underlying differences between individuals who accept and do not accept RESET support, which may impact on their offending. Such differences could not be controlled for in analyses, limiting the extent to which RESET Group 1 (no engagement) can be a useful comparison group to the other groups who engaged with RESET.

For most quarters, the offending data covered the period from seven months before a quarter to seven months after a quarter in which an individual was referred to/engaged with RESET. For example, for individuals referred to RESET in Q2 2024/25 (start of July 2024 to end of September 2024) the monitoring period would cover from the start of December 2023 (seven months before the quarter) to the end of April 2025 (seven months after the quarter). However, two of the quarters had shorter monitoring periods (Q3 2024/25 – five months; Q4 2024/25 –three months) due to insufficient time having passed between these quarters and the point of data collation).⁴⁴ Therefore, levels of reoffending for individuals during these quarters will likely be an underestimate. Additionally, even for two individuals within the same quarter there may be inconsistent lengths of time before and after

⁴⁴ Data monitoring periods were applied to a quarter that an individual was referred to/engaged with RESET in rather than the individuals' referral/start date. This was done by the VRU staff collating the data as initially offending data was being examined by the VRU on a quarterly basis. Further, police data had to be linked manually, and due to resourcing it was not possible to apply monitoring periods to each individual using their referral/start date.

their RESET referral for which offending data is available, depending on when they were referred to RESET. For example, in Q2 2024/25 one individual may be referred to RESET at the start of July and one at the end of September, however, the monitoring period would be start of December 2023 to the end of April 2025 for both, meaning that one individual would have a longer time period before their RESET referral in which offending data would be captured. Due to the above limitations analyses of police offending data in this report should be interpreted cautiously (see section 3.9.7).

Other stakeholders noted that there can be challenges in terms of evidencing some of the impacts of the work of the RESET programme. Use of different data systems and data analysts having limited access to police data were noted as particular challenges related to data sharing between Society of St James, the police, and the VRU, which is done to try and examine the impacts of RESET on offending outcomes.

“...there have been challenges with the data and with trying to collate the data because obviously Society of St James work on a different system to us. At the same time obviously we're using a VRU analyst who hasn't necessarily got the same access to police data because it's our data. So I think that data sharing is always a challenge, isn't it.” Wider partner

However, one stakeholder mentioned how examining offending data was just one way of showing the impacts of RESET support for young people. The data that Society of St James collect from young people as part of their journey through RESET, particularly to generate case studies, was also considered a critical part of evidencing impact, which may need further development and promotion.

“...the only data we can say is, well, this person was arrested four times. They then engaged with RESET and they haven't been arrested since, and that's the only thing we can do. But actually, to be able to back that up or complement that with something from RESET, to say, actually now we've got this person. Yeah, they did engage with alcohol services, and we gave them the financial advisor, or whatever it was that actually then they have that as a result of this work. That's why they haven't been arrested since.” Wider partner

RESET team members were also keen to make improvements to what data they are collecting, and how this data is best used to evidence the impacts of RESET. Notably, such improvements are already being made, particularly around utilisation of the Outcomes Star™ and the development of case studies.

“We've decided to come up with some graphs and everything yesterday, and our IT person has already made progress with that, so that we can better show what has actually happened to those individuals that have gone through the service. Because that's really how we're going to evidence or how even the VRU are going to evidence to the Home Office that this service works and for funding because that's what we need.” RESET team

In relation to the Outcomes Star™ data, the numbers of young people who completed the Outcomes Star™ at different periods varied across time (i.e. one Outcomes Star™ assessment (n=69), two assessments (n=48), and three or more assessments (n=8)). Furthermore, the time point at which these Outcomes Star™ assessments were completed varied across young people, for example while the majority of young people (n=89) completed their first Outcomes Star™ within the first three weeks of having started RESET, a proportion (n=36) completed their first Outcomes Star™ anywhere from within four weeks to 29 weeks after having started with RESET. The second Outcomes Star™ was completed by 56 individuals anywhere from within one week to 38 weeks after having started RESET.

The purpose of utilising the Outcomes Star™ with young people engaged in RESET is generally to identify their needs and highlight areas of progress, rather than to collect data to evidence the impacts of RESET, which should be acknowledged. However, due to the nature of Outcomes Star™ data collection not being implemented at routine intervals and having sometimes been completed by the young person and their navigator together, or either individual alone, this limits the extent to which this data can be used to evaluate the programme's impacts. As such, unmatched analyses of this data was conducted at three separate time points (within three weeks of engaging with RESET (n=95); at 4-13 weeks of engaging with RESET (n=58); and at 14+ weeks of engaging with RESET (n=39)). The decision of time points was made by the evaluation team to approximately indicate engagement at the beginning, mid-point, and end of RESET support. Unmatched analyses included all of the Outcomes Star™ completions. Matched analyses of the Outcomes Star™ data only utilised a small number of young people with both baseline and subsequent Outcomes Star™ completions. Therefore, the findings from both unmatched and matched analyses should be interpreted cautiously (see section 3.9.6).

3.13 Sustainability and areas for programme development

3.13.1 Longer-term funding of RESET

One notable consideration for the longer-term sustainability of RESET is how RESET will be funded in future, with stakeholders indicating that without funding the service would not be able to be delivered.

“One of them is obviously funding... It worries me that the funding may not continue... I'm really passionate and supportive of this programme. It's an amazing programme that the funding being withdrawn I think would just be disastrous for these kids because they don't have anything else.”

Wider partner

However, it was noted by one wider partner that potential alternate avenues of funding may exist if services can see the value of the work RESET do with young people. This may support RESET delivery and development in the future.

“I would like us as a service to put in funding. So, I think for more funding to be available for the RESET to continue from different agencies because actually Catch 22 who work with the drug side of things, they may have kids that they would want to refer into it. So other options for other agencies to refer in, in terms of funding. So that [RESET] could have a bit of a bigger team.” Wider partner

Funding may also need to be considered in terms of the resilience of RESET to internal or external circumstances (e.g. staff sickness). Such factors may act as threats to the successful delivery of RESET, with the way that RESET is currently funded not allowing for extra staffing that would help to safeguard against this. Even when staff take annual leave for example, other staff members must help manage the extra workload to ensure that this does not impact on young people's engagement with RESET.

3.13.2 Expansion of the RESET team

Increasing the size of the RESET team was noted as one key area for development. This in turn may act as a facilitator to other areas of development (e.g. having a greater presence in custody), allowing RESET to support a greater number of young people. One stakeholder echoed this, noting that they would like RESET to be able to consider a wider cohort of young people engaged with their service.

“My personal view and my experience of RESET would be to have double the team. So, you had one person who was in custody 9 'til 5 so you're missing nobody, and then one in the community. But also work as a pair in that area...And then obviously, because we know the numbers of people coming through custody, you could widen the cohort a bit...” RESET team

“I just wish more MAPPA were accepted. Just because a lot of them, it's harder for those guys to reintegrate back into the community, which I think is a really big part of a lot of what [navigator] is doing is that community aspect.” Wider partner

3.13.3 Increased engagement with partner services

RESET having a designated contact point for some other services that young people are engaged with, particularly housing, was viewed as something that could help the RESET team when supporting young people to engage with these services. This may help RESET to better support young people while they are on waiting lists for other services (e.g. housing, mental health support) and reduce their levels of risk in this period. One solution to housing problems which young people engaged with RESET face which was very much viewed as a longer-term project, would be to source dedicated short-term crisis accommodation that is open to young people engaged in RESET, or medium- to longer-term accommodation alongside structured support and interventions that are offered by RESET.

3.13.4 RESET navigators having access to IT systems in custody

One member of the RESET team described how it would be beneficial if they could have access to more information on young people in the custody setting. This was seen as potentially helping to save the RESET team time and to ease burdens on custody staff in terms of identifying young people that RESET can speak to. Although this is something that other custody-based partners have access to, it was noted that this would require further vetting procedures being undertaken.

3.13.5 Increasing young people's awareness of RESET support offer

Young people highlighted that before engaging with RESET they did not know that this kind of support existed, and that it would be beneficial if they were aware of and able to access RESET support sooner.

"I think maybe if there was a way that more people could find out about it [RESET] sooner. I think if there was more of an advertisement on it... I mean if more people can see that there is help. Because there's a lot of people out there that's really, really struggling and they don't even know this exists." Young person, interview

3.13.6 RESET navigators supporting community routes into RESET alongside police

One area for development identified by the RESET team and wider stakeholders was to trial sending a RESET navigator with police when trying to engage young people identified as 'habitual knife carriers' in the community. As part of Operation Sceptre, a national initiative aiming to tackle knife crime, RESET navigators worked with the police to identify and approach young people in the community that were previously known to RESET and who the police were managing as a 'habitual knife carrier'. Figure 9 describes a case study of the work RESET undertook as part of Operation Sceptre.

Figure 9: RESET Operation Sceptre Habitual Knife Carrier work

WHAT WAS THE PURPOSE

Operation Sceptre is a national initiative whereby police forces, across a week of intensified action, implement a range of strategies aiming to tackle knife crime.

In Hampshire, young people (YP) who were being managed by the police as a Habitual Knife Carrier (HKC) could already be referred to RESET.

However, referrals through this route were low and not actively pursued. While YP referred to RESET as HKCs were not in the reachable/teachable moment, it was acknowledged that RESET, coming from a non-police background, could help the police in their work to try and engage these YP.

"...in terms of the habitual knife carriers, that's an option that all of my team are aware of, but we're not, we don't proactively go and knock on doors."
Wider partner

"Being non-police and coming with the experience we come with as navigators. They might just take that [offer of RESET]." RESET team

WHAT WAS DONE

As part of Op Sceptre, RESET staff worked with the police to create a list of YP who were already known to RESET and were on a police HKC list. YP who were identified were approached via a home visit. If YP had previously engaged with RESET, then two RESET navigators would undertake the home visit. If YP had not previously engaged with RESET, the navigators would undertake the home visit alongside the police. YP would be offered support through engagement/re-engagement with RESET.

PRIOR ENGAGEMENT WITH RESET

Across Basingstoke, Isle of Wight, Portsmouth, and Southampton 12 YP were identified and targeted for engagement/re-engagement with RESET.

Of these 12 YP, six had previously been referred to RESET on one occasion, and six were referred on two occasions. Nine of the YP did not previously engage with RESET, this was mostly due to RESET being unable to contact them, or they declined the support. Three of the YP initially were accepted into RESET, however, were closed mostly due to non-engagement.

UPTAKE OF RESET SUPPORT

Of the 12 YP, RESET were able to contact six (50.0%) of them. Four of these agreed to continued engagement with RESET, one refused the offer of support, and one was unsure about the offer of support but was provided with RESET's contact details. Overall, four (33.3%) of the 12 YP agreed to have continued engagement with RESET.

APPROACH & INTERVENTIONS

RESET were transparent with the YP that the reason they were engaged with them was because of their knife carrying. RESET went on to discuss with YP about the reasons they were carrying a knife. YP were generally open to this, identifying what was causing them to carry a knife including: experiences of fear and paranoia, mental health difficulties, and drug use. However, RESET saw it as critical to address the underlying causes of YP's knife carrying, rather than only working on aspects directly related to the knife carrying itself.

"...it's the same work as what we're doing anyway, isn't it? The knife doesn't become the thing anymore. It's like the drugs. You don't work with the drugs; you work with the stuff that caused you to use the drugs." RESET team

RESET worked with YP to help them identify areas of unmet needs, set goals with YP, put in targeted interventions (on factors such as grief, decision making, anger management/emotional regulation, and communication), gave YP coping strategies and skills, and made referrals into other services where appropriate.

YOUNG PEOPLE'S NEEDS

YP discussed with their navigator about a number of different support needs which they had, including: financial difficulties, living in insecure accommodation, mental health needs, emotion regulation difficulties, risks to safety for themselves and others in times of crises, relationship difficulties with family and friends, bereavement, communication difficulties, drug and alcohol use, a lack of longer-term support and a lack of trust in services, and having a lack of things to do.

OUTCOMES AND IMPACTS

Overall, four YP had positive and sustained engagement with RESET after being approached by navigators as part of Op Sceptre work. A member of the RESET team noted how these YP would have otherwise been unlikely to engage with support.

Impacts for YP included reducing/stopping drug use, having long-term positive engagement with services, developing healthy relationships, and YP working towards their goals by engaging in constructive activities and building life skills. One young person described to their navigator how using the coping strategies they had developed allowed them to steer themselves away from being in crisis. Critically, YP reported to their navigators that through working with RESET, they are no longer carrying a knife.

CONCLUSION

The HKC work undertaken by RESET successfully engaged a number of YP who would otherwise have been unlikely to engage with support. RESET worked with YP to identify and address the underlying issues that were causing them to carry a knife. RESET supported these YP holistically and implemented targeted interventions. There were positive impacts for the YP who engaged with RESET as part of the HKC work, critically this included YP reporting to their navigator that they had stopped carrying a knife. Future work of this kind by RESET should take forwards key learning from this cohort, with the current approach enabling positive levels of engagement and impacts for YP.

4. Summary and recommendations

4.1 Implementation and delivery

In 2023, Society of St James were commissioned by Hampshire and Isle of Wight Violence Reduction Unit to deliver a navigator (RESET) programme to young people aged 18-25 years in custody suite settings. The programme aims to reduce risks of reoffending behaviours for young people and address their needs holistically to reduce risks over the longer-term. While primarily targeted at young people in the custody suite setting with robust referral processes, there are other community-based referral routes into RESET which have been utilised successfully, particularly when referral levels from custody were lower. However, engaging young people in custody was seen as important for the development of trust between the young person and their navigator, and reaching young people in a 'reachable and teachable' moment was important for encouraging the initial uptake of support and continued engagement. Young people engaged in the RESET programme are offered person-centred one-to-one and targeted support, for a period of up to around six months, depending on the young person's needs. As part of a strengths-based approach, considering young people's goals and aspirations was critical to shaping their engagement with RESET. Young people can also be referred into other services through RESET as relevant to address specific types of needs.

Between June 2023 and April 2025, there were 1,307 new referrals across 1,117 unique individuals to the RESET team. Overall, the majority (84.1%; n=1,099) of all new referrals were identified as being eligible for RESET support, and of these 69.3% (n=761) were accepted. Just over three in ten (31.6%) of all eligible new referrals came from Southampton custody suite, 25.0% were from Portsmouth, 21.8% from Basingstoke, and 12.5% were from Isle of Wight (9.1% of referrals were from other sources). Overall, just over three in ten (30.5%) eligible new referrals had their first point of interaction in the custody setting, and just over a quarter (26.5%) of eligible new referrals had a positive intervention/support in custody. At the initial point of referral, referrals were not accepted for reasons including excluded offences (44.3%), the young person refusing the support service (22.7%), the young person had no local connections (12.9%), the young person did not attend an interview/assessment (5.5%), the young person was uncontactable (5.3%), and other reasons (9.4%).

Overall, 61.3% of all eligible new referrals were for alleged crimes relating to any kind of violence. Of young people who were accepted into RESET, 37.7% had a planned or neutral case closure (indicating positive engagement with RESET), and 62.3% had only unplanned case closures (indicating poor engagement with RESET after acceptance).

4.2 Outcomes and impacts

Several positive outcomes and impacts were identified for young people who engaged with RESET:

- Material barriers (e.g. lack of ID/bank account/phone etc.) that may impede a young person's engagement with positive activities, or contribute to increased risks of offending, were addressed.
- Young people highlighted some of the successes of RESET in addressing physical, mental, and social health and wellbeing needs which they faced including difficulties with self-confidence, socioemotional health and wellbeing, alcohol and substance use, and development of healthy relationships. In particular, young people indicated that RESET had changed their outlook on life, giving them positive goals to look forward to, empowering them to choose to make more positive decisions for themselves, and gave them emotional regulation and communication skills.
- Stakeholders highlighted areas whereby RESET had helped young people to address some of the wider circumstances in their lives that were contributing to increased risks to their wellbeing and

offending behaviours. This included reducing the impacts on young people from harmful family environments and reducing experiences of victimisation.

- There was evidence that young people were engaging well with services and other community-based activities following their engagement with RESET, giving them a wider network of support that they otherwise would not have engaged with.
- Young people highlighted how they thought the positive impacts from engaging with RESET would last over the longer-term, due to RESET equipping them with key strategies and skills to take forwards, changes in their perspectives, and having access to support in the community through engagement with services and positive peer groups. Further, young people noted how looking back on some of the worksheets implemented during their support helped them reflect on their goals and the progress that they have made.
- There was emerging evidence from Outcomes Star™ data of some significant positive changes for young people from baseline to subsequent timepoints of data collection. However, data limitations at this point mean that findings should be interpreted with caution.
- There was emerging evidence from police offending data that there may be lower levels of reoffending amongst individuals in RESET Group 3 (some engagement; 10.0% reoffended) and slightly lower levels of reoffending amongst individuals in Group 4 (full engagement; 21.7% reoffended), compared to individuals in Group 1 (no engagement; 24.6% reoffended), however, not among individuals in Group 2 (limited engagement; 26.2% reoffended). For individuals who did reoffend there were large reductions in mean total CCHI scores amongst individuals in Group 3 (some engagement; -460.7), and slightly larger reductions in CCHI scores for individuals in Group 4 (full engagement; -66.7) than in Group 1 (no engagement; -49.9). There were no reductions in mean total CCHI scores for individuals in Group 2 (limited engagement; 9.5) who reoffended. Overall, the lowest CCHI scores for individuals who reoffended was in Group 4 (full engagement; 34.9), followed by Group 3 (some engagement; 196.8), Group 1 (no engagement; 253.6) and Group 2 (limited engagement; 320.9). There were comparable levels of violent reoffending between the RESET groups (Group 2 limited engagement, 15.2%; Group 4 full engagement, 14.3%; Group 1 no engagement, 13.2%; Group 3 some engagement, 10.0%). However, individuals in RESET Group 4 (full engagement; 82.4%) and Group 3 (some engagement; 76.0%) had a higher proportion of individuals who had a violent offence prior to engagement with RESET, compared to Group 1 (no engagement; 63.0%). Data limitations mean however that these findings should be interpreted cautiously.

4.3 RESET strengths, weaknesses, opportunities, and threats

To inform programme implementation and sustainability for the future, a SWOT (strengths, weaknesses, opportunities, threats) analysis was performed based on the evaluation findings.

Strengths

- RESET navigators' approach with young people is a clear area of programme success. Working with young people through approaches that can be considered person-centred, trauma-informed, non-judgemental, and strengths-based were critical to the noted outcomes and impacts achieved by young people engaged with RESET. The flexibility, adaptability, and consistency of navigators when working with young people is vital to keeping young people engaged. Further, the flexibility of navigators was key in terms of accepting young people into RESET and not closing off RESET support to young people too early.
- The presence of the navigators in the custody setting was important in getting young people to take up the offer of support in the 'reachable and teachable' moment, with young people appreciating the approach by the navigators in this setting. Additionally, the presence of navigators

in custody was crucial for the development of positive working relationships in this setting, which promoted referrals of young people to RESET and facilitated positive multiagency working.

- Supportive relationships between the RESET team and wider leadership and steering group stakeholders were key to making positive shared decisions about RESET delivery and to problem solving. These positive relationships were a particularly important facilitator when RESET was initially being set up and implemented.
- Having robust referral pathways, particularly in custody, were central in ensuring that young people are not missed from being referred to the RESET team, even when navigators are not present in the custody setting.
- The relatively high levels of uptake and engagement with RESET by young people should be seen as positive. Notably, the high level of acceptance of RESET support by those on referrals relating to violence is positive.
- That young people have qualitatively described experiencing a range of beneficial impacts due to their engagement with RESET is positive, especially given that they viewed these impacts as having the potential to last over the longer-term.
- RESET's work as part of Operation Sceptre had successes in engaging and supporting young people identified by the police as 'habitual knife carriers', who otherwise would have been unlikely to engage with support.

Weaknesses

- Throughout delivery, RESET has not been fully staffed, stretching the workload of the RESET team, reducing their capacity to be consistently present in the custody setting, and limiting the length of time which they can engage with young people in the community.
- There are a proportion of young people who initially accept RESET support, however, they either become uncontactable or do not engage with RESET. There are also some young people who are declined for RESET support because RESET are not provided with their contact details.
- Evidencing the impacts of RESET on offending behaviours has posed challenges, particularly in terms of data sharing between the delivery partner, the police, and the VRU.

Opportunities

- Expansion of the RESET team is one area which would allow for RESET to work with a greater number of young people and to implement other areas for development. This may, for example, allow for a greater physical presence of RESET in custody.
- That the monitoring data collected by RESET is of good quality, and that improvements have been made as RESET has progressed (e.g. by adding in further variables to the data) is positive. However, some elements of data collection by RESET could be adapted to help to better evidence programme impacts. This may include aspects such as changing coding practices, exploring alternative ways of collecting data (e.g. through including a midpoint Outcomes Star™ completion), and showcasing and analysing data. Notably, RESET are continuing to work on making improvements to data collection and analyses to better evidence the impacts of their work.
- Young people are reminded at the point of closure that they can always contact their navigator if they start to feel they require support. However, implementing routine check ins with young people after closure by RESET was indicated by young people as something they would find helpful. This may provide opportunities to provide further support if necessary, and potentially to collect further data from young people which could help to evidence longer-term impacts of RESET.
- Examining whether all relevant stakeholders are involved with RESET, may also prove beneficial in ensuring that RESET can easily liaise with different services that a young person may engage with.
- Exploring whether improvements can be made to the RESET team's access to IT systems in custody may make RESET's time spent in custody more efficient/effective.

- Improving young people's awareness of and access to RESET in the community may be beneficial to young people, potentially enabling them to access support before offences are committed.

Threats

- The delivery of RESET relies on external funding. If funding were not to be continued longer-term it would need to be explored whether alternative sources of funding could support RESET delivery.
- Were any RESET staff to leave or have long-term sickness, intensive police vetting procedures, while necessary, would prevent the timely recruitment of other staff to deliver RESET. Expansion of the RESET team would help to safeguard against this, however, would require further funding.

4.4 Considerations for future programme implementation and sustainability

- Consider looking to source alternate funding streams, which could help to ensure the service will continue being delivered and facilitate areas for development such as expanding the team. This in turn would help to implement other areas for development, allowing RESET to have increased engagement with young people.
- Monitor the extent to which increased promotion of the community resolution route into RESET and custody staff training improves the number of young people referred through this route. If successful, consider ensuring a consistent approach to training and promotion relating to the community resolution route into RESET across all custody sites, and if relevant also sharing this with other wider partners who refer into RESET.
- Explore whether it would be helpful to stakeholders to implement an awareness raising session to enhance their understanding of the role of RESET, and its impacts with young people.
- Consider ensuring that feedback on referral acceptance is routinely given to partners referring a young person in to RESET.
- Explore the feasibility and potential benefits of upgrading RESET's access to IT systems in the custody setting to be in line with that of other custody-based partners.
- Explore whether other relevant agencies (e.g. housing) could be involved in RESET, even if this is just having a designated contact within different agencies for RESET to liaise with.
- Consider the feasibility of implementing a routine system of post-closure check-ins for young people who have been closed by RESET, either via messaging or other communication methods.
- Ensure that any learning from the positive initial work undertaken by RESET as part of Operation Sceptre is carried forwards for utilisation in future work of this kind.
- Consider exploring the feasibility and potential benefits of increasing young people's awareness of and access to RESET in the community.

4.5 Considerations for future monitoring and evaluation

- Consider making changes to data collection in the RESET monitoring data which may make analyses more robust. Some examples of areas where changes could be made include:
 - Making those who are declined RESET due to being ineligible for RESET support distinguishable from those who are declined for other reasons in one variable/column in the monitoring data (e.g. ineligible due to age; ineligible due to location; ineligible due to offence; eligible for RESET).
 - Ensuring actions related to goals and all other actions are fully and accurately recorded, including no duplication of recording, and potentially categorising actions which may better show the types of work that is being undertaken by RESET with young people.
 - Using categories for offence types, which may make analyses of young people's engagement with RESET by their type of alleged offence more easily accessible.
 - Using categories of RESET groups in the monitoring data to denote individuals' level of engagement with RESET may be beneficial for future analysis both of monitoring

data, and police offending data, making impacts easier to distinguish across individuals' level of engagement with RESET.

- Assess the extent to which it is possible and appropriate to implement Outcomes Star™ data collection with young people at an extra midpoint in their RESET journey. Further, consider whether there are other ways that end-point Outcomes Star™ data could be collected with young people (e.g. electronic self-completion of the Outcomes Star™) and whether there are any other data that could be collected through other means (e.g. exit surveys etc.) that would be useful for better evidencing the impacts of RESET (e.g. either through quantitative analyses or case studies).
- Work with any relevant custody-based and external stakeholders (e.g. VRU) to explore whether data (e.g. custody-level data; offending data) can be shared that would allow for the impacts of RESET to be more well evidenced.
- If feasible, future analyses of offending data may be best conducted at an individual level, annually rather than on a quarterly basis, and with offending monitoring periods that are applied consistently across all individuals in the monitoring data using their referral date and end date as timepoints to apply monitoring periods to (e.g. 1 year before and after RESET). Having a broader control group of individuals not engaged in/offered RESET support may also help to evidence the impacts of RESET on reoffending.

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6. Appendices

Appendix Table A1: Mean Outcomes Star™ scores from baseline to 4-13 weeks of young people engaged with RESET, matched analyses

Outcomes Star™ element	n	4-13 weeks after baseline		p
		Baseline mean (SD)	4-10 week mean (SD)	
Motivation and taking responsibility	11	6.36 (1.69)	7.18 (2.89)	0.292
Physical health	11	8.27 (1.85)	8.27 (1.90)	1.000
Self-care and living skills	11	8.55 (1.81)	8.18 (2.32)	0.397
Emotional and mental health	11	5.73 (1.85)	7.36 (2.20)	0.009
Managing money and personal admin	11	6.91 (2.12)	7.82 (2.44)	0.096
Meaningful use of time	11	7.36 (2.62)	7.36 (3.11)	1.000
Social networks and relationships	11	5.73 (1.74)	7.45 (2.46)	0.047
Managing tenancy and accommodation	11	6.82 (2.79)	7.91 (2.26)	0.019
Drug and alcohol misuse	11	7.36 (2.69)	7.45 (2.77)	0.858
Offending	11	7.27 (2.01)	8.82 (1.94)	0.015
Overall Outcomes Star™ score	11	7.04 (1.36)	7.78 (1.99)	0.047

Appendix Table A2: Mean Outcomes Star™ scores from baseline to 14-28 weeks of young people engaged with RESET, matched analyses

Outcomes Star™ element	n	14-28 weeks after baseline		p
		Baseline mean (SD)	4-10 week mean (SD)	
Motivation and taking responsibility	10	5.10 (1.66)	7.90 (2.03)	0.002
Physical health	10	7.60 (2.46)	7.10 (1.79)	0.322
Self-care and living skills	10	6.30 (3.47)	8.40 (1.27)	0.106
Emotional and mental health	10	4.60 (2.72)	6.50 (2.55)	0.038
Managing money and personal admin	10	5.40 (2.63)	8.40 (2.27)	0.004
Meaningful use of time	10	4.40 (2.22)	7.80 (1.40)	0.004
Social networks and relationships	10	4.80 (2.39)	7.00 (2.45)	0.006
Managing tenancy and accommodation	10	6.70 (2.50)	7.80 (1.81)	0.120
Drug and alcohol misuse	10	5.90 (3.35)	8.20 (2.57)	0.028
Offending	10	5.60 (2.41)	8.50 (1.65)	0.004
Overall Outcomes Star™ score	10	5.64 (1.51)	7.76 (1.31)	<0.001

Appendix A3: Young person's Case study 2

Case study 2 – Portsmouth

1. History

The young person (YP) was arrested for **driving offences**.

2. Initial engagement with RESET

The YP had **initially declined** the offer of support from RESET, however, after a few weeks **reached out to RESET themselves for support**. The YP's first interaction with a RESET navigator was **in the community**. The YP was **stressed and terrified** of the situation they were in.

3. Community-based RESET support

While engaging with their RESET navigator the YP disclosed experiencing a **number of childhood traumas**, suffering from **physical and verbal abuse, bullying, and bereavement**. These experiences caused the YP to have **difficulties with their mental health**, including **anxiety, depression, and suicidal thoughts**.

The YP in collaboration with their RESET navigator **developed a goal map** to identify the YP's strengths and areas where they needed support. The main area that the YP wanted support with was **addressing their alcohol consumption**, as they felt **alcohol was taking control of their life**. During the YP's engagement with RESET targeted interventions were implemented to help the YP understand what led them to start experiencing harmful levels of alcohol consumption. The YP **agreed to be referred to a drug and alcohol support service**, however, was anxious around going to new places. Their navigator therefore **supported the YP to attend** the drug and alcohol support service in-person. However, **engagement with the service broke down** as the YP **often felt too unwell** to attend meetings.

Over time the YP was **supported by RESET to stop their alcohol consumption**. Due to this progress the YP **was now able to join group sessions at the drug and alcohol support service**, something which the YP was previously not open to doing. The YP was also supported by their navigator to **start attending sports groups** and has **regular appointments with a mental health professional**.

4. Outcomes

The YP **continues to regularly engage with their group sessions** at the drug and alcohol support service and has continued to **not consume alcohol**. The YP has started to **become closer and develop their relationships** with family members and their partner. The YP indicated that their **improved communication skills** developed through RESET support have helped facilitate this. The YP has continued to leave the house despite their anxiety, **attending sports groups, volunteering in a charity shop, and returning to engaging in their hobbies**.

In future the YP would like to **move into their own accommodation, build a lasting relationship** based on the values important to them, and **return to work**.

When completing a final Outcomes Star™ assessment with their RESET navigator the YP indicated that **they could not believe how much they had changed** and how much their **quality of life had improved**.

Appendix A4: Young person's Case study 5

Case study 5 – Isle of Wight

1. History

The young person (YP) was arrested for a **violent offence**.

2. Initial engagement with RESET

The YP's first interaction with a RESET navigator was **in custody**. The YP was initially **not willing to engage** with RESET and **became aggravated**. However, after some explaining the YP settled and **completed an assessment** with the RESET navigator. During this assessment, the YP indicated that they were **struggling with their mental health** and disclosed that they have **additional needs relating to their neurodivergence**. The YP **agreed to continuing support in the community**. While the YP was initially **reluctant to engage** with support, the RESET navigator made **continued attempts to engage with the YP** which were successful.

3. Community-based RESET support

After working with the YP their navigator identified **several areas of unmet needs**. The YP was **struggling to cope with their current life circumstances**. They had **lost their job due to alcohol and drug use** and were **binge drinking on most days**. The YP **required intensive support** from RESET and **engaged for a longer time period** than usual.

The YP was spending time with **peers who were a negative influence** on their life, causing them to be **further arrested for serious offences**. This caused them to **lose their accommodation**. The YP worked hard with RESET to **find accommodation**. The YP continued to **struggle with their mental health** resulting in them **requiring continued care in hospital** as the **support needed was not available in the community**.

Following this RESET funded a place at a local gym for the YP to **socialise and use their time meaningfully** while looking for work. The YP was **supported to claim universal credit**. Throughout this time the YP expressed that they **found it beneficial to have support from RESET to share their worries** and **bring them some clarification** over what was going on.

As time progressed the YP's **offending behaviours began to decrease**. However, they were **concerned that they would be taken back into custody** due to an **outstanding investigation**. This was **preventing them from moving forwards**. By communicating with the police, the RESET navigator found out that the **investigation had been closed**, which the navigator informed the YP of.

The YP **moved into accommodation with a family member** and managed to **secure full-time employment**. This meant that the YP could **get some routine and meaning back into their life**. However, **mental health and alcohol use remained factors** that the YP was struggling with. The RESET navigator encouraged and enabled the YP to **engage with group support sessions at a drug and alcohol support service** and **referred the YP to mental health services**, however, services did not feel the YP met their criteria.

4. Outcomes

The YP is now in **full-time employment** and is hoping to **undertake additional training**. The YP continues to **live with a family member** and **hopes to eventually find their own accommodation**.

The YP **continues to engage with the drug and alcohol service** and is **making progress on their alcohol use**. The YP is on a **long-term waiting list for mental health support**.

The YP has **not been arrested for 3-months at the point of case-closure** from RESET. However, due to their **ongoing mental health difficulties and lack of support services** their navigator feels **they may see them in custody again**.

Appendix A5: Young person's Case study 8

Case study 8 – Southampton

1. History

The young person (YP) was **arrested on multiple occasions** for a number of **violent offences** and **criminal damage**.

The YP was already known to **homelessness services** and **engaged in drug use**.

2. Initial engagement with RESET

The YP's first interaction with a RESET navigator was **in custody**, where a **joint assessment** was undertaken with the YP by RESET and Hampshire Liaison and Diversion Services (HLDS).

During their assessment the YP indicated that they thought they needed sectioning. HLDS and RESET together explained to the YP why this was not being considered. The YP stated that they **would work with the RESET navigator in the community**.

3. Community-based RESET support

The YP was **evicted from the hostel they were living in** due to the alleged offences. At the **new hostel** the YP was placed in their **behaviours were reported as verbally and physically aggressive** towards other residents and staff. **RESET would often be called and would take the YP away** from this environment. RESET supported the YP to **attend appointments** and **implemented one-to-one targeted interventions**. However, the YP **did not change their behaviours at the hostel and was evicted**. RESET continued to communicate with and support the YP while **new accommodation was being sought**.

At this point **multi-agency support was put in place** for the YP with all **involved agencies having specific duties** allocated to them. **RESET at this point took more of a back seat** as the YP was **not engaging consistently** with RESET.

The YP **committed further offences** during the time they were supported by RESET and was **re-arrested**. However, at this time the YP was **unwilling to address their drug use** which was one root cause of their problems.

RESET support helped the YP to **secure accommodation**. RESET had to implement a **no lone-working policy with this YP to ensure staff safety**. Unfortunately, **by this point the YP's engagement with RESET had stopped**. However, **RESET did continue to support the YP by contributing towards multi-agency support meetings**.

4. Outcomes

The YP **continued to live at the intensive support accommodation** which RESET support helped them to secure. However, the YP unfortunately had **very little change in their lifestyle and behaviours**, with staff and other residents at the accommodation still experiencing problems with this. The YP remains **engaged with the services which can provide them with the most appropriate support**.

Appendix A6: Young person's Case study 9

Case study 9 – Basingstoke

1. History

The young person (YP) was arrested for a **violent offence**.

2. Young person's background

The YP disclosed to staff in custody that they were experiencing **mental health issues and were engaging in self-harm**, with this beginning a few years ago, but starting again more recently. Whilst the YP generally presented well it was clear that they needed extra support.

3. Community-based RESET support

At the initial meeting in the community between the RESET navigator and the YP the Outcomes Star™ tool was utilised, helping to identify that the YP **required support with their emotional and mental health**. The YP disclosed that they had **recent family bereavements** which had created **strains on the relationship between the YP and their family members**.

The YP and their RESET navigator implemented targeted worksheets on how the YP can **recognise and meet their own needs**. This work helped the YP to recognise that they **have a number of personal strengths**, and that making progress on some areas of their life could result in more positive outcomes.

The YP was **referred to a mental health support service** by their RESET navigator, which acted as a security blanket which the YP could utilise in times of crisis. **Grief was identified as a major factor** in the mental health of the YP, which they were open to discussing with their navigator. The YP and their navigator engaged in targeted work around grief, which helped the YP to **better understand their experiences of grief**. The YP had previously engaged in counselling but identified that they **hadn't really been able to open up about their feelings before working with their RESET navigator**. The YP benefited from engaging with RESET in a less formal setting, allowing **grief to be explored in a non-intrusive and considerate way**.

4. Outcomes

The YP has started to **recognise that they can open up and talk about their experiences of grief**.

The YP reported having a **better relationship with their family members** and wishes to continue to build upon this. The YP has also **started a new relationship** and is enjoying the **connection and the supportive nature** of this new relationship.

Appendix A7: Young person's Case study 10

Case study 10 – Isle of Wight

1. History

The young person (YP) was arrested for **serious violent offences**. The YP had also become **homeless** and had **lost their job**.

2. Initial engagement with RESET

The YP was **initially contacted** by RESET **via a telephone call**. During this call it was identified that the **YP would be particularly high risk**, and it would **not be appropriate for RESET to work one-to-one** with this YP in the community. However, it was decided that **RESET would continue to support the YP virtually and over the phone**.

3. Community-based RESET support

RESET began by **contacting the local council** to **discuss the YP's housing issues**. While the **council were trying their best to accommodate** the high risk YP, this had **not been communicated to the YP** themselves. **RESET informed the YP** of what was happening, and that they would be **provided with emergency accommodation**. The YP was in the accommodation that same evening, while a longer-term solution was sought.

RESET continued to support the YP by **helping them to claim the benefits** that they were entitled to and **ensured that the YP had access to a working phone**. This **allowed the YP to be able to contact and access the support services** that they needed. The YP was also **given gym access** so that they could start boxing classes, and **RESET paid for the YP to engage in an online course**, increasing their skills and employability. RESET **continuously gave the YP emotional support** throughout their engagement with RESET.

4. Outcomes

The YP has **moved into more secure supported accommodation** where they can **stay long-term**. The YP is taking some time out while they are waiting to attend court, giving them an opportunity to **focus on their emotional and physical wellbeing, establish a routine, and build a more positive social circle**.

While the YP's future depends on the outcomes of their court case, in future the YP **would like to gain full-time employment, get support for their mental health, and stay away from crime**.

Initially, **RESET staff found it difficult to support the YP from a distance**, however, realised that the **support could still be beneficial even if not working with the YP face-to-face**.

