



[www.mkscb.org](http://www.mkscb.org)  
email: [mkscb@milton-keynes.gov.uk](mailto:mkscb@milton-keynes.gov.uk)  
tel: 01908 254373

## MILTON KEYNES SAFEGUARDING CHILDREN BOARD ANNUAL REVIEW OF THE USE OF RESTRAINT IN OAKHILL SECURE TRAINING CENTRE 2013 - 2014

### CONTEXT

In December 2008 the Government published the Independent Review of Restraint, exploring the use of restraint on children and young people in custody. The report made wide-ranging recommendations regarding the use of restraint in the young person's secure estate. One of the recommendations arising from this report was that:

*“LSCBs with a secure unit(s) in its area should report on its use of restraint annually to the YJB or more frequently if they have concerns. They should also report to HMIP and Ofsted as appropriate to inform inspections.”*

This recommendation was fully accepted by the Government and was subsequently included within the revised ‘Working Together to Safeguard Children’ statutory guidance published in March 2010. Working Together states at section 3.31 that:

*“LSCBs should ensure appropriate links with any secure setting in its area and be able to scrutinise restraint techniques, the policies and protocols which surround the use of restraint, and incidences and injuries. LSCBs with a secure establishment(s) in its area should report annually to the YJB on how effectively the establishment(s) is managing use of restraint. LSCBs should report more frequently if there are concerns on the use of restraint.”*

This MKSCB report will be submitted to the Youth Justice Board as requested, to inform their work with and help in the process of continually improving the safety of young people in custody in secure training centres.

The MKSCB review meeting for the period 2013 - 14 was held at Oakhill Secure Training Centre on 27 June 2014, and was attended by the following people:

Elaine Coleridge Smith	MKSCB Independent Chair
Suzette Allcorn	Acting Detective Chief Inspector, CID, Thames Valley Police
Bill Cook	Milton Keynes Local Authority Designated Officer (LADO)
James Lynch	Senior Probation Officer, HMP Woodhill
Sal Thirlway	Assistant Director, Milton Keynes Children's Services
Lesley Mellor	MKSCB Business Administrator (notes)

The review involved the following:

- Focus group meeting with five young people currently in Oakhill STC
- Monthly analysis of incident management, including restraint
- Examination of relevant internal policies and procedures which included Physical Intervention Policy (S12)
- Review of three separate Incident Report Forms, one from each of the months of April, May and June 2014 and randomly selected by the panel.
- Review of a randomised piece of CCTV footage of a restraint incident that took place on 26 April 2014
- Consideration of weekly safeguarding meeting minutes
- Consideration of monthly Minimising and Managing Physical Restraint (MMPR) strategic monitoring meetings
- Focus group meeting with four members of Oakhill STC staff

Claire Swain, Quality Assurance Information Officer at Oakhill STC attended the review meeting to present statistical data and analysis of restraint at Oakhill, explain the internal processes for reviewing the data and analysis and take questions from the panel.

Nadia Syed, Director Oakhill STC, was available during the review to respond to any questions from the Panel arising during the Panel Review.

As part of the preparation for the review of restraint Panel members had considered the latest Ofsted inspection report on Oakhill STC; Ofsted inspected Oakhill between 4 and 14 February 2014.

The MKSCB Independent Chair visited Oakhill STC on four occasions during the period of this report.

As in previous years, the focus of the MKSCB review was on the direct experience of the young people and staff at Oakhill STC. The focus group meeting with young people at Oakhill was timed to limit the disruption to their education.

## OAKHILL SECURE TRAINING CENTRE

Oakhill is situated in Milton Keynes and is designed to accommodate up to 80 young males aged 12 to 17 years who meet the criteria for a custodial sentence or who are remanded to a secure setting or a court-ordered secure remand.

Oakhill Secure Training Centre (STC) is managed by Group 4 Securicor (G4S) group. Education is provided on site by G4S. Health services are also provided by G4S under a service level agreement with appropriate access to community based provision.

Advocacy services at Oakhill STC are provided for young people by Barnardos.

Ofsted carried out an inspection of Oakhill STC in February 2014 and the final Ofsted report rated the overall effectiveness of Oakhill as 'good'. The Ofsted report noted that 'there had been relatively low increases in reported restraint', and also noted that 'restraint is only used when it is the safest course of action for young people'.

At the time of the MKSCB review meeting the centre appeared to be calm and functioning well.

## OAKHILL SECURE TRAINING CENTRE RELATIONSHIP WITH MILTON KEYNES SAFEGUARDING CHILDREN BOARD

Oakhill STC has a good relationship with Milton Keynes Safeguarding Children Board (MKSCB).

Nadia Syed, Director, Oakhill STC, is a member of the MKSCB and either she and/or her deputy attend board meetings. A member of Oakhill staff contributes further to the work of the MKSCB by attending the MKSCB Safer Workforce and the MKSCB Serious Case Review sub-groups. The Oakhill Safeguarding Officer and the Local Authority Designated Officer co-deliver MKSCB 'Managing Allegations' inter-agency training.

Oakhill staff access Milton Keynes Safeguarding Children Board training as appropriate and relevant to their role. Oakhill STC extends an open invitation to MKSCB members to observe training events at Oakhill STC, specifically in respect of Minimising and Managing Physical Restraint.

Continued well-established links between Oakhill STC and the Local Authority Designated Officer provide external scrutiny following any complaints or allegations against staff made by young people or by someone advocating on their behalf. The LADO regularly meets with Oakhill staff to consider and discuss incidents including complaints or allegations regarding the use of restraint. The LADO, and a police colleague, have co-delivered bespoke training to Oakhill staff.

The MKSCB Chair visits the centre on a regular basis as does the Director of Children's Services. The most recent visit by the MKSCB Chair took place in April 2014.

## QUALITY ASSURANCE & EXTERNAL SCRUTINY

The safety of all young people continues to be a high priority at Oakhill. There is evidence of effective quality assurance arrangements in place and a broad suite of data is increasingly collated to inform and improve practice. Weekly safeguarding meetings, augmented by monthly safeguarding and effective practice meetings provide further internal oversight of practice, informed by data. Monthly senior management team meetings also consider performance, while security meetings provide an overview of security matters and restraint. External scrutiny is provided by the YJB Monitor, and a quarterly professionals' meeting including representatives from the police and children's social care.

All types of physical intervention (even minor 'moving someone on' by staff) are included in the performance data. Records are kept of all restraints and episodes when young people are held or stay in their rooms. Completed forms are generally good and transparent although the MKSCB Panel identified one minor improvement that could be made to the forms. Panel members suggested that all incident report paperwork should include a unique ID number.

All recorded incidents of the use of force or restraint are reviewed and signed off by the Duty Manager and the Director of Oakhill STC. All incidents of the use of restraint or the use of force are recorded on a database to enable Oakhill STC to identify and address any themes. Internal monitoring of incidents enables senior managers to address any issues raised eg provide additional training to staff, or gives managers the opportunity to feedback on the types of restraint techniques used in individual incidents. Monthly, anonymised, reports on the use of restraint or force are submitted to the Youth Justice Board.

Oakhill STC continues to actively include appropriate outside agencies such as Barnardos and representatives from the local children's services safeguarding team as part of their quality assurance system. This open approach to including partners in all aspects of work continues to demonstrate the importance Oakhill places on transparency.

During its review of its internal safeguarding policy Oakhill STC consulted with the MKSCB Policy & Procedures sub-group. Comments on the internal policy from the sub-group were relayed to Oakhill STC by the chair of the MKSCB Policy & Procedure sub-group, and have been fully incorporated as advised.

## THE USE OF RESTRAINT AT OAKHILL STC

Staff continue to demonstrate excellent appropriate relationships with young people. The young people involved in the focus group confirmed that staff treat them with respect and provide them with help and support. The young people were confident about the use of restraint at Oakhill, explaining they thought the use of restraint at Oakhill STC was 'fair'. The young people were aware of Barnardos and their advocacy

role at Oakhill. The young people were also confident that any complaint made about their treatment at Oakhill would be dealt with properly. The young people advised that any young person involved in an incident of restraint is checked by healthcare staff after the incident.

Staff who participated in the focus group described how the initial MMRP training they receive is an intensive seven-day course which focuses on de-escalation techniques. The intensive training is delivered by an external trainer. MMRP training reinforces that restraint should be used as a last resort. All staff at Oakhill have been trained on all restraint techniques available. Staff receive MMRP Refresher training every six months after the initial training. Refresher training is delivered by MMRP Co-ordinators. Staff taking part in the focus group suggested the method of rolling out the training at Oakhill had helped to reassure staff about the use of MMRP.

All staff referred positively to the 'MMRP Toolbox', and stated restraint was to be used as a final resort, and only when it is the safest course of action.

Staff taking part in the focus group appeared confident that all staff present at an incident were clear about who was taking the role of supervisor during the restraint.

The young people interviewed felt that staff use techniques well to address any negative behaviours, stating that staff try to calm things down, and use restraint only if that doesn't work. Young people reported that restraint at Oakhill happens 'not very often' and reported that staff try to break things up before it gets to that point.

When staff use de-escalation techniques, they record these in a de-escalation log enabling managers to monitor and develop effective practice.

The use of closed circuit television (CCTV) coverage across Oakhill provides further opportunities for internal scrutiny of de-escalation and restraint techniques. Oakhill senior management review the CCTV footage of every incident to ensure practice is appropriate and consistent with the written version of events. The Youth Justice Board Monitor/Assistant Monitor sees all written recordings of interventions and views footage of all incidents. Both staff and the young people described how debriefing sessions take place following an incident and how young people are offered access to the Barnardos advocacy service.

Staff spoke of the benefit of open forums for staff where they can ask questions and learn from each other's practice. Staff members felt well supported by training. Having MMRP Co-ordinators on site was also highlighted as a positive additional source of support for staff. Areas for development of staff practice are discussed with line managers.

Debrief meetings are held following each restraint incident and include the young person involved; young people are able to record their version of events. Young people described being seen by a healthcare professional 'pretty much straight away'

after an incident of restraint. The staff focus group members reported that healthcare professionals also make sure staff are okay following an incident. Any sanctions enforced following an incident are explained to the young person. Young people are offered help, for example workshops to help them try to manage their aggressive behaviour.

The MKSCB review included consideration of a piece of CCTV footage of a restraint incident that took place on 26 April 2014. The incident involved the removal of a young person from the scene of the incident. The incident also involved the use of a head-hold. The Director of Oakhill STC explained the use of head-holds, reassured panel members that every effort is made to de-escalate a situation before movement, and that when used, head-holds are removed at the earliest safest opportunity.

Information about the complaints process is prominently displayed and freely available to young people, and so are details about how to contact the advocacy service. The young people spoke about restraint being explained to them when they first arrive at Oakhill.

## CONCLUSION

Oakhill STC continues strive to provide a setting in which young people are valued and safeguarded.

Oakhill staff appears appropriately trained in de-escalation and restraint techniques and an environment of continuous learning for staff contributes to the effective safeguarding of young people at Oakhill STC.

Staff and young people appear to have a mutual respect for each other.

Expectations of high standards of behaviour at Oakhill STC are made clear to young people.

The staff group demonstrated an awareness of the value of good relationships with the young people. The young people reported feeling 'safe' at Oakhill.

In conclusion, the MKSCB Panel found that the use of physical restraint at Oakhill STC is appropriate. There are effective procedures and systems in place and all staff received appropriate MMRP training.

## MKSCB RECOMMENDATIONS

To further improve practice MKSCB would recommend that:

- All forms used for incident reporting should include a unique ID number

- All staff should be given the opportunity to review CCTV footage of restraint incidents involving them, to highlight learning opportunities
- MMR training/refresher training should be clear about how the restraint supervisor is identified during an incident
- As in the 2012 - 13 review, MKSCB remains of the opinion that consideration be given by Oakhill STC to installing CCTV in the classrooms, stairwells and time-out room.



Elaine Coleridge Smith  
Independent Chair MKSCB  
August 2014