

James Warr, YJ Service Manager Flintshire YJS

By email: James.warr@flintshire.gov.uk

25 May 2023

Dear James

I am writing to say thank you for organising and hosting my colleague Darren and I on 25 April. As Chair of the YJ Board I want to spend more time with youth justice services, and this was my first opportunity to visit a service in Wales.

I was very grateful for the detailed service information you provided and for the open discussion you facilitated with your Chief Exec and Chief Officer for education and youth. We covered a lot of ground but I left with the clear impression that yours is a service that is not content to stand still and just be good. You want to be an exceptional service and I admire you for that. In the discussion it was clear that you have the full backing of your Chief Executive and Senior leadership within the local authority and it was really encouraging you also have the support of the political leaders in the Council with the leads for the vital portfolio areas of children and education.

It was clear that you understand the cohort of children you work with and you're proactive in conducting self-assessments and capturing user experience to identify how to continuously improve your service delivery.

All of these are the foundations you need in place to help you achieve your ambition of being exceptional and delivering the best service, and outcomes, you can for children.

The highlight of the day for me was the opportunity to meet one of your service users and his dad. He had obviously come a long way in his journey and with the continued support of your team I am sure he faces a positive future. He and his dad clearly appreciated everything you and your team have done for him and I wanted to extend my thanks for the work you do too.

Thank you again for letting us interrupt your busy working day. I hope to see you again in the future.

Yours sincerely



Keith Fraser
YJB Chair
Youth Justice Board for England and Wales
E: Keith.Fraser@yjb.gov.uk

CC: Neal Cockerton (Chief Exec. Flintshire County Council) chief.executive@flintshire.gov.uk
Claire Homard (Chief Officer for education and youth) Claire.homard@flintshire.gov.uk