

Youth Justice Agency Findings from the 2014 Stakeholder Survey

Summary

This report presents the findings of the 2014 stakeholder survey carried out on behalf of the Youth Justice Agency by NISRA. The aim of the survey is to establish the views and experiences of key partners and local stakeholders in relation to the impact and effectiveness of the Youth Justice Agency.

In 2014 the number of survey questions was reduced in response to feedback from the previous survey. However, core questions were retained to allow comparisons from one year to the next.

In previous years stakeholders were contacted via email to participate in the survey with the survey being live for four weeks. In 2014 a different approach was adopted with the survey staying open for a period of three months. Over this time staff were encouraged to ask stakeholders to complete the survey as and when they had contact with the Agency. For this reason it is difficult to ascertain exactly how many stakeholders were asked to participate in the survey however responses were received from 73 individuals. This compares to 67 in 2013 and 108 in 2012.

Whilst the number of responses is slightly higher than those received in 2013, 73 is still a relatively small sample size. In fact, considered in isolation, none of the 2014 results differed statistically from those obtained in 2013 beyond the levels normally attributable to chance fluctuation.

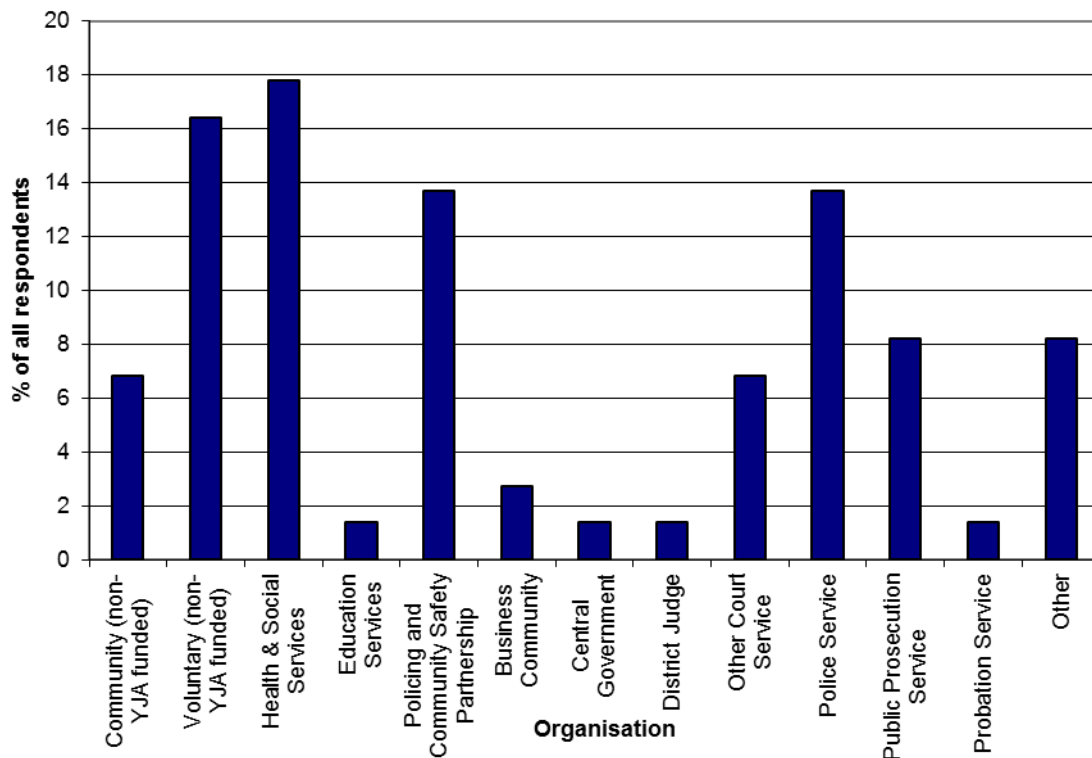
Key findings

- ◆ 70% of stakeholders surveyed are in regular contact with the Youth Justice Agency (at least monthly).
- ◆ 84% of stakeholders feel their organisation is sufficiently informed of services delivered by the Youth Justice Agency.
- ◆ 82% of stakeholders agree that the Youth Justice Agency contributes towards making communities safer.
- ◆ 89% of stakeholders feel the services delivered by the YJA are delivered in a professional manner.
- ◆ 73% of stakeholders are very or fairly confident the Youth Justice Agency is effective at reducing reoffending by young people aged 17 and under.

Respondents

Figure 1 shows the proportion of returns by type of organisation. The largest proportion of responses came from people working in Health and Social Services (18%), Voluntary (non-YJA funded) organisations (16%), Policing and Community Safety Partnership groups (14%) and the Police Service (14%). There were no returns from faith organisations, Local Government, Lay Magistrates, Prison Service or legal representatives.

Figure 1: Number of respondents by type of organisation they represent (percentage)



Over two-thirds (70%) of these respondents said they were in regular contact with the Agency i.e. at least monthly.

Engagement with Stakeholders

In 2014, 84% of stakeholders were satisfied that their organisation was informed of services delivered by YJA. The corresponding figures were 82% in 2013 and 70% in 2012. While similar to the finding in 2013, the 2014 level of engagement maintains a statistically significant improvement over the level in 2012.

E-mail continues to be the preferred means of receiving information updates with 98% of respondents requesting this type of update. This was followed by seminars/workshops (56%) and community meetings (47%).

Services

Responses show that 82% of stakeholders feel the work of the Agency contributes to making communities safer with a further 12% saying they didn't know if this was the case. The equivalent satisfaction rate in both 2012 and 2013 was 93%. Compared with 2013, with its smaller sample size, the 2014 result is on the margins of being a statistically significant decrease. However compared with the 2012 sample, where the sample was larger, the 2014 result represents a statistically reliable decrease in the percentage saying that the Agency contributes to making communities safer.

In 2014, 89% of stakeholders felt the YJA delivered services in a professional manner. A further 10% of stakeholders responded that they didn't know if services were delivered in a professional manner. In 2013, 93% of stakeholders were satisfied with the manner in which services were delivered with an additional 7% stating they didn't know if this was the case.

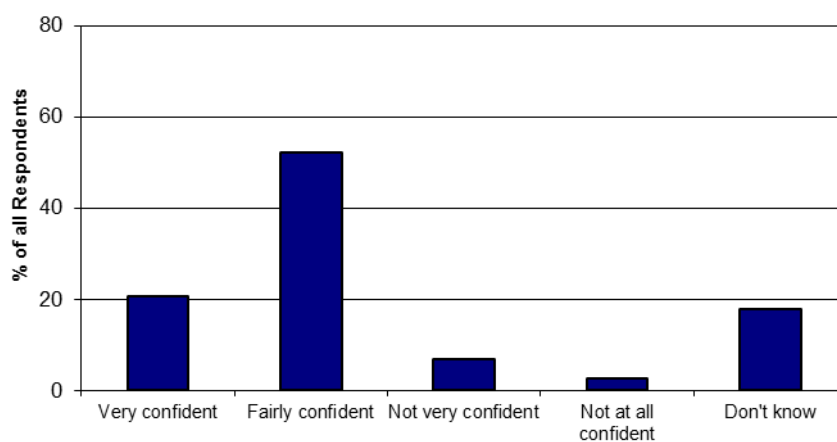
Twenty five respondents supplied feedback in relation to how the YJA could improve their service. The majority of responses could be categorised into the following areas:

- ◆ better interaction with the community,
- ◆ better linkage with educational organisations,
- ◆ more victim feedback, and
- ◆ more collaborative working with partnership organisations.

Overall Confidence in Reducing Reoffending

Figure 2 shows that 73% of stakeholders are very confident or fairly confident that the Youth Justice Agency is effective at reducing reoffending by young people aged 10 to 17 and a further 18% of stakeholders didn't know if the Agency was effective at reducing reoffending. The remaining 10% were not very confident or not at all confident. This included representatives from the business community, Health and Social Services and voluntary (non-YJA funded) organisations. The comparable figures were 72% in 2013 and 79% in 2012, neither of which differs statistically from the 2014 finding.

Figure 2: Stakeholder confidence in YJA effectiveness at reducing reoffending (percentage)



Background Notes

Results from previous stakeholder surveys are available from the Youth Justice Agency website: www.youthjusticeagencyni.gov.uk. The latest version of the stakeholder's e-bulletin is also available from the website.

Further information on the statistics provided in this publication can be obtained from the Youth Justice Agency Statistics and Research Branch at:

Telephone: 028 9031 6444
E-mail: info@yjani.gov.uk