

YJA STATISTICAL BULLETIN 2/2016

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Youth Justice Agency Findings from the 2015 Stakeholder Survey

Summary

This report presents the findings of the 2015 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.

This survey was conducted using an online survey package and was 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 152 individuals which compares to 73 in 2014 and 67 in 2013. Whilst the number of responses has greatly increased, 152 is still a relatively small sample size when analysing this data.

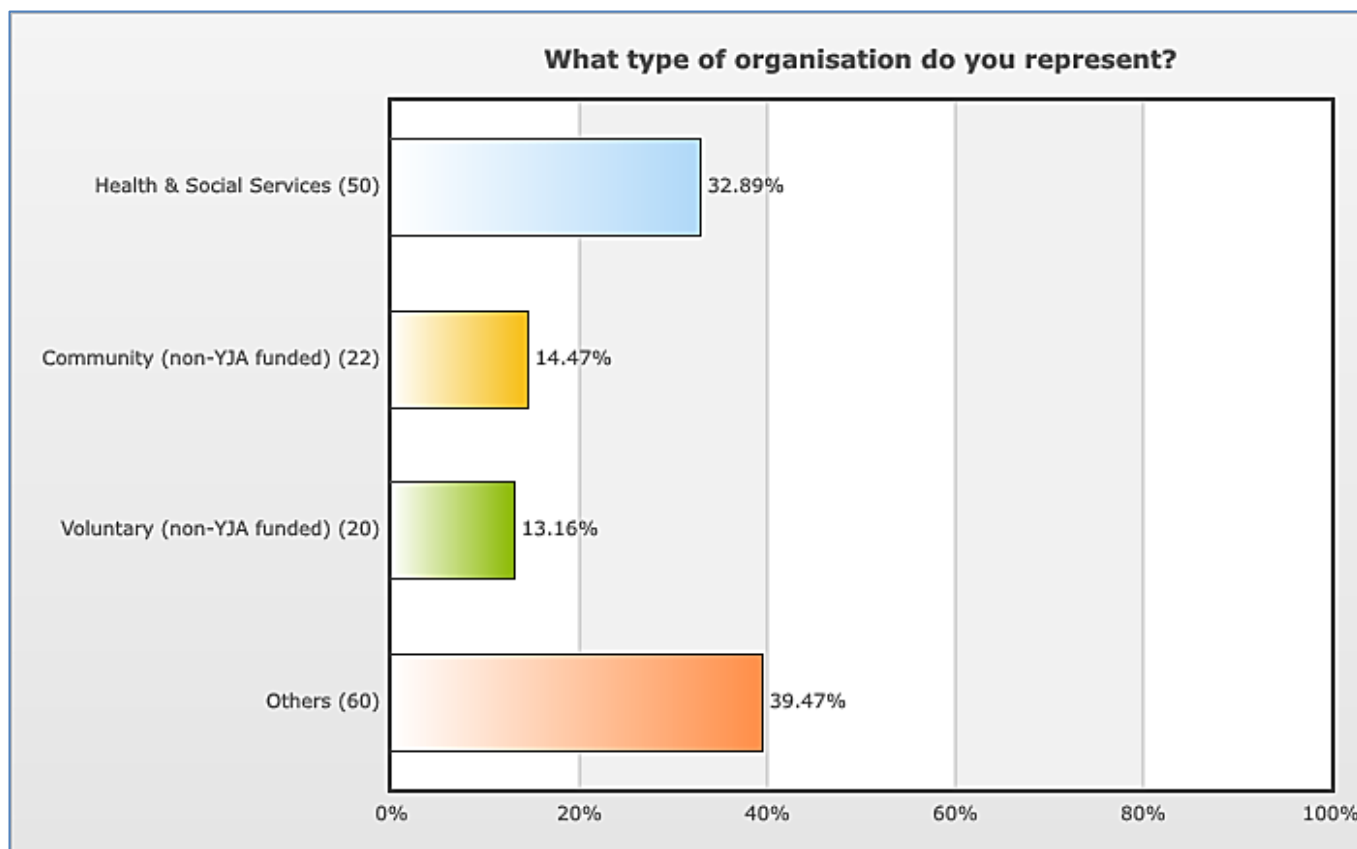
In fact, considered in isolation, none of the 2015 results differed statistically from those obtained in 2014 beyond the levels normally attributable to chance fluctuation.

Key findings

- ◆ Over half of the stakeholders surveyed, 55%, reported they were in regular contact with the Youth Justice Agency (at least monthly).
- ◆ A high number of the stakeholders surveyed felt their organisation was sufficiently informed of services delivered by the Youth Justice Agency (84%).
- ◆ Almost nine tenths of stakeholders surveyed agreed that the Youth Justice Agency contributed towards making communities safer (89%).
- ◆ The same proportion of stakeholders felt that the services delivered by the YJA were delivered in a professional manner (89%).
- ◆ Three quarters (75%) of stakeholders were very or fairly confident the Youth Justice Agency was effective at reducing offending 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 (33%), Community (non-YJA funded) organisations (15%), Voluntary (non-YJA funded) organisations (13%) and Policing and Community Safety Partnership (6%). There were no returns from Lay Magistrates, Prison Service, businesses or legal representatives.



Engagement with Stakeholders

In 2015, 84% of stakeholders were satisfied that their organisation was informed of services delivered by YJA. This figure showed no change on previous years at 84% in 2014 and 82% in 2013.

Over half (55%) of these respondents said they were in regular contact with the Agency i.e. at least monthly.

E-mail continues to be the overall preferred means of receiving information updates with 50% of respondents requesting this type of update. This was followed by seminars/workshops (41%) and community meetings (28%).

Services

Responses show that 89% of stakeholders feel the work of the Agency contributes to making communities safer with a further 11% saying they disagreed or didn't know if this was the case. The equivalent satisfaction rate in 2014 was 82% and in 2013 was 93%. Compared with 2014, the 2015 response does not result in a statistically significant increase.

In 2015, 89% of stakeholders felt the YJA delivered services in a professional manner. A further 11% of stakeholders responded that they disagreed with or didn't know if services were delivered in a professional manner. These results were unchanged from those in 2014 when 89% of stakeholders felt the YJA delivered services in a professional manner.

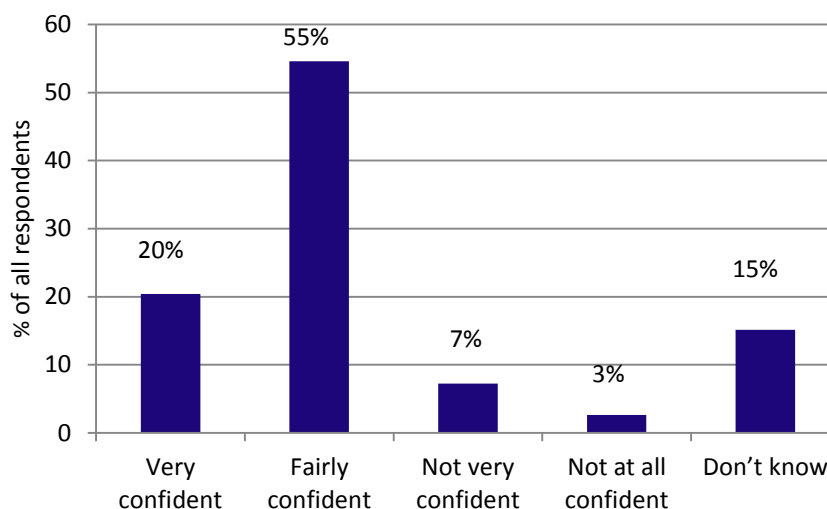
Sixty two respondents supplied feedback in relation to how the YJA could improve their service. The majority of responses could be categorised into the following areas:

- Better interaction with the community,
- More collaborative working with partnership organisations,
- Better outlining of available services,
- More tailored work with young people,
- Better linkage with educational organisations.

Overall Confidence in Reducing Reoffending

Figure 2 shows that 75% 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 15% 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. The comparable figures were 73% in 2014 and 72% in 2013, neither of which differs statistically from the 2015 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: The latest version of the stakeholder's e-bulletin is also available from the website: [Department of Justice Publications](#)

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