



Partner Opinion Survey

Summary Report

May 2014

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Executive Summary

YAP Ireland carried out a Partner Opinion Survey as part of our Annual Report 2013 theme 'Partnership'. The survey was completed online by partners of YAP Ireland, primarily referrers to the YAP Ireland service, between January and February 2014. The survey was sent to a total of 312 partners (though it is possible that a number of those sent the survey are no longer at the email addresses used.) We had a response from 39 people which amounts to a participation rate of approximately 12.5%. The participants were mainly Social Workers however, it was not essential for participants to state their occupation.

The results of the first online partner survey carried out by YAP Ireland are very positive and we are very grateful to those who took the time to fill it in. We hope to build on this experience in the future and carry out regular surveys with referrers and other partners while increasing the response rate.

The survey consisted of 18 questions which were broken down into 3 key areas. The areas covered were:

- i. Knowledge of Service
- ii. Quality of Service
- iii. Evaluation of Service

In terms of 'Knowledge of Service', respondents on the whole largely agreed that YAP Ireland lives up to its mission and values. When asked to review the 'Quality of Service', 89.7% of respondents strongly agreed that the YAP model is an effective one. 79.5% of respondents (n=31) said that they agreed or strongly agreed with the statement that 'YAP Ireland believes that young people achieve life changing experiences and skills through their participation on the YAP Programme'.

The area of 'Evaluation of Service' was largely positive; with 35.9% stating that 'very satisfied' best described their level of satisfaction with the service, 51.3% were 'satisfied'. 48.7% of respondents (n=19) agreed that young people and families referred to YAP Ireland do achieve their goals most of the time, with the remaining 51.3% (n=20) agreeing they that achieve their goals some of the time.

On the subject of 'Monitoring and Feedback Service' however, a small percentage of respondents raised issues in relation to communication and reporting. YAP Ireland has a system in communicating with our referrers which we believe is effective. However given the feedback from respondents we believe we can certainly further enhance our communication and reporting with referrers.

One aspect of the responses to the survey that is very positive is that 69.2% of participants would rate YAP Ireland highly compared to other similar types of service providers that they currently refer to. 97.4% of respondents said that they would recommend YAP to a potential referrer and most respondents reported having a positive relationship with their YAP contact. Working in partnership with YAP Ireland was important for respondents as they felt it strengthened the support available for young people and families. Partners stated that as an intervention service, YAP was beneficial for young people, particularly for at risk or hard-to-reach young people. A summary of the results can be found overleaf.

Summary of Results

- **Mission Statement:** 82% of respondents (n=32) agreed with over half of them strongly agreeing (n=16) that YAP Ireland's Mission Statement was a true reflection of what YAP Ireland does.
- **YAP Ireland Values:** 94.9% of respondents (n=37) agreed that YAP Ireland does live up to its values of Empowerment, Equality and Respect, Non-judgemental, Evidence Based Practice, Honesty and Integrity.
- **YAP Model:** 89.7% of respondents strongly agreed (n= 35) that the YAP model is an effective one (YAP model of support - strengths based, community based advocates, needs led etc.).
- **Life Changing Experiences and Skills:** 79.5% of respondents (n=31) said that they agreed or strongly agreed that 'YAP Ireland believes that young people achieve life changing experiences and skills through their participation on the YAP Programme.'
- **Level of Satisfaction:** 35.9% said that 'very satisfied' best described their level of satisfaction, 51.3% are 'satisfied' with the YAP service.
- **Achievement of Goals:** 48.7% of respondents (n=19) agreed that young people referred to YAP Ireland do achieve their goals most of the time, with the remaining 51.3% (n=20) agreeing that they achieve their goals some of the time.
- **Rating of YAP in 3 Areas:** Participants were asked to rate YAP in the following areas: Child/Family-Centredness; Meeting Goals of the Young Person/Family; and Monitoring and Feedback Service. For Child/Family-Centredness, 79.5% of respondents (n=31) rated YAP as 'excellent' or 'nearly excellent'. 66.7% (n=26) rated YAP as 'excellent' or 'nearly excellent' for meeting the goals of the young person/family and for its Monitoring and Feedback Service, 61.5% of respondents (n=24) found YAP to be 'excellent' or 'nearly excellent'.
- **Rating of YAP Compared to Similar Service Providers:** When participants were asked to rate YAP Ireland compared with other similar types of service providers that they currently refer to, 69.2% (n=27) rated YAP Ireland as 'above average' with 23.1% (n=9) rating YAP as 'average'.
- **Relationship with YAP:** 87.2% (n=34) strongly agreed or agreed that they had a positive relationship with their own contact in YAP Ireland.
- **Meeting Goals:** 79.5% (n=31) of respondents felt that we nearly or always meet our goals regularly.
- **Evidence-Based Service:** 64.1% (n=25) of respondents agreed or strongly agreed that we are an evidence-based service.
- **Number of Referrals to YAP:** 56.4% (n=22) have referred to our service more than once but less than 5 times. 43.6% (n=17) of respondents have referred to YAP Ireland 10 or more times.
- **Recommend YAP to a Potential Referrer:** 97.4% said that they would recommend YAP to a potential referrer.

We would like to take this opportunity to thank all our respondents for their participation in this survey and for sharing their thoughts and views of our service. We look forward to continuing to work with our partners and to offer them a voice to our services so that together we can work on improving and continuing to maintain our high standards.

Methodology

The survey was completed online by partners of YAP Ireland, primarily referrers to the YAP service, between January and February 2014. We received a total of 39 responses which amounts to a participation rate of approximately 12.5%.

The survey consisted of 18 questions which were broken down into 3 key areas. The areas covered were:

- i. Knowledge of Service
- ii. Quality of Service
- iii. Evaluation of Service

The survey was a combination of multiple choice questions and open questions requiring feedback from the respondents. Feedback from the open questions can be found in the Appendices. All questions were compulsory bar the open questions and one requesting respondents to submit their name and contact details if they wished to do so.

The responses are analysed by each of the 3 areas which include a summary of findings and a breakdown of responses by each question in chart form.

This report also outlines some key recommendations to ensure that YAP Ireland uses this information effectively.

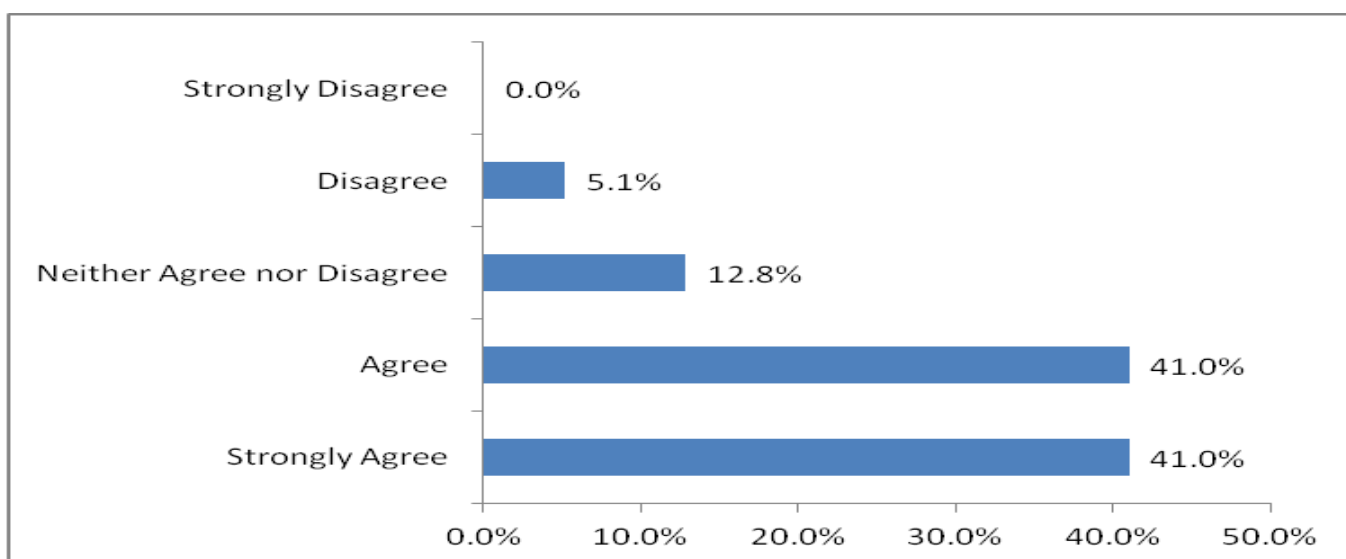
1. Knowledge of Service

1.1 Summary

YAP Ireland Mission Statement:

YAP Ireland's mission is to build partnerships between vulnerable young people, their families and communities to support their full potential through a community based, strengths focused, intensive support model which provides a more effective and economic alternative to society's reliance on the direct provision of state institutions and out-of-home care services.

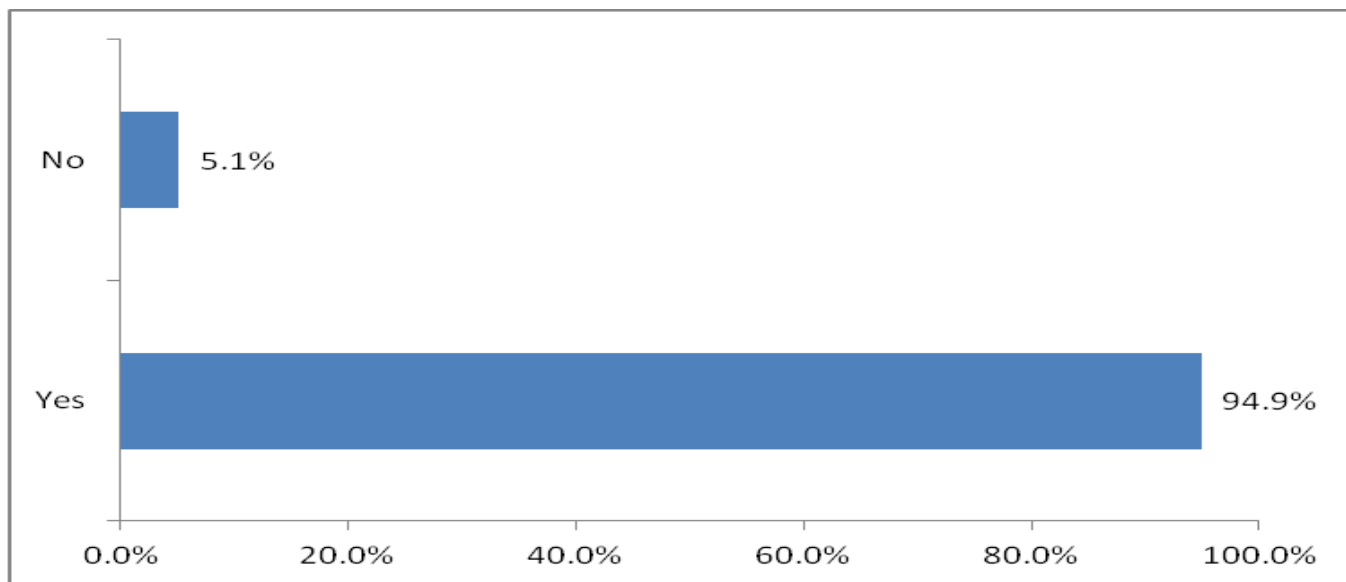
Participants were asked if they agreed that YAP Ireland's Mission Statement was a true reflection of what YAP Ireland does. 82% of respondents (n=32) agreed with over half of them strongly agreeing (n=16). 12.8% (n=5) neither agreed nor disagreed and 5.1% (n=2) disagreed that the mission statement was a true reflection of what YAP Ireland does.



1.2 Summary

YAP's values are Empowerment, Equality and Respect, Non-judgemental, Evidence Based Practice, Honesty and Integrity.

The survey asked if participants agreed that YAP lived up to these values. The results show that 94.9% of respondents (n=37) agreed that YAP Ireland does live up to its values while 5.1% did not agree (n=2).



1.3 Summary

We asked participants to comment on their answers to 1.2. (Full feedback available in Appendix 1)

Many of the comments reflected the values of YAP and its approach in working with young people and families in a non-judgemental way, using a never-give up attitude and empowering them to develop life skills that would remain after the programme had ended.

“The wraparound approach, YAP’s persistence in working with difficult clients, always focused on the client while not judging the behaviours that the client often displays.” (Partner response)

“Non judgemental towards family and young person. Empowering families and helping them develop skills to carry out tasks themselves e.g. supported a parent to work with a school so her child could return.” (Partner response)

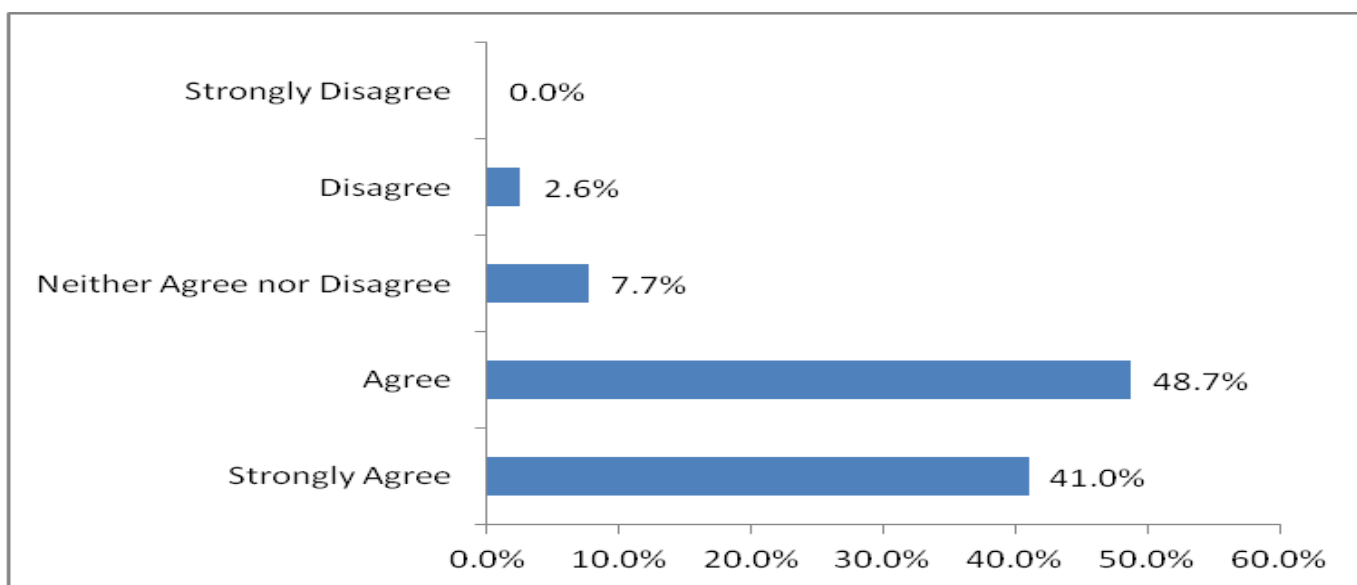
“Having referred young people to YAP and having worked with young people who were working with YAP I can state from my observation and feedback from young people and families that they meet all of the values outlined above.” (Partner response)

2. Quality of Service

2.1 Summary

YAP Ireland believes the YAP model of support - strengths based, community based advocates, needs led etc. is an effective model.

We asked participants if they agreed that the YAP model is an effective one. The survey shows that 89.7% of respondents strongly agreed (n= 35), 7.7% neither agreed nor disagreed (n=3) and 2.6% (1 person) did not agree.



2.2 Summary

We asked people to comment on their replies to 2.1. (Full feedback available in Appendix 2)

While most comments were positive in relation to YAP identifying areas of need and linking young people and families with their local community during their participation with the service, one person did ask the question of how is it possible for all services to monitor the effectiveness of the community and family after their involvement with the service has ended.

“Yes but I feel there is a need to capture or enhance the ability of the family/community to continue to support the young person in the long term, this is a difficulty faced by all services, not YAP alone. How do we monitor the effectiveness of the community and family after YAP has finished.” (Partner response)

“Great model - pertinent and positive”. (Partner response)

“Yes, the family can be involved in identifying areas of need and this can be more successful when the family are directly involved in the process. Identifying positives can be helpful for the family also.” (Partner response)

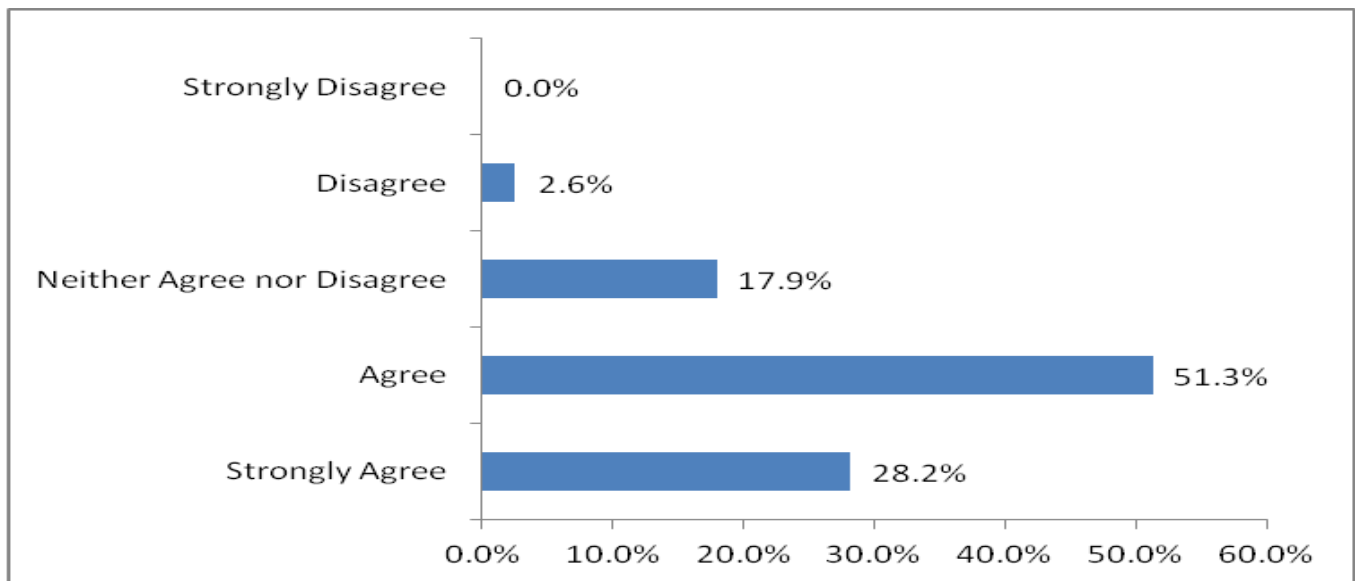
“By using the above model as described there appears to be long term benefits as the teenagers are better linked to their community resources when YAP is finished. Also the focus on what the

teenagers needs rather than what can be provided means that it is more effective overall.” (Partner response)

2.3 Summary

YAP Ireland believes that young people achieve life changing experiences and skills through their participation on the YAP Programme.

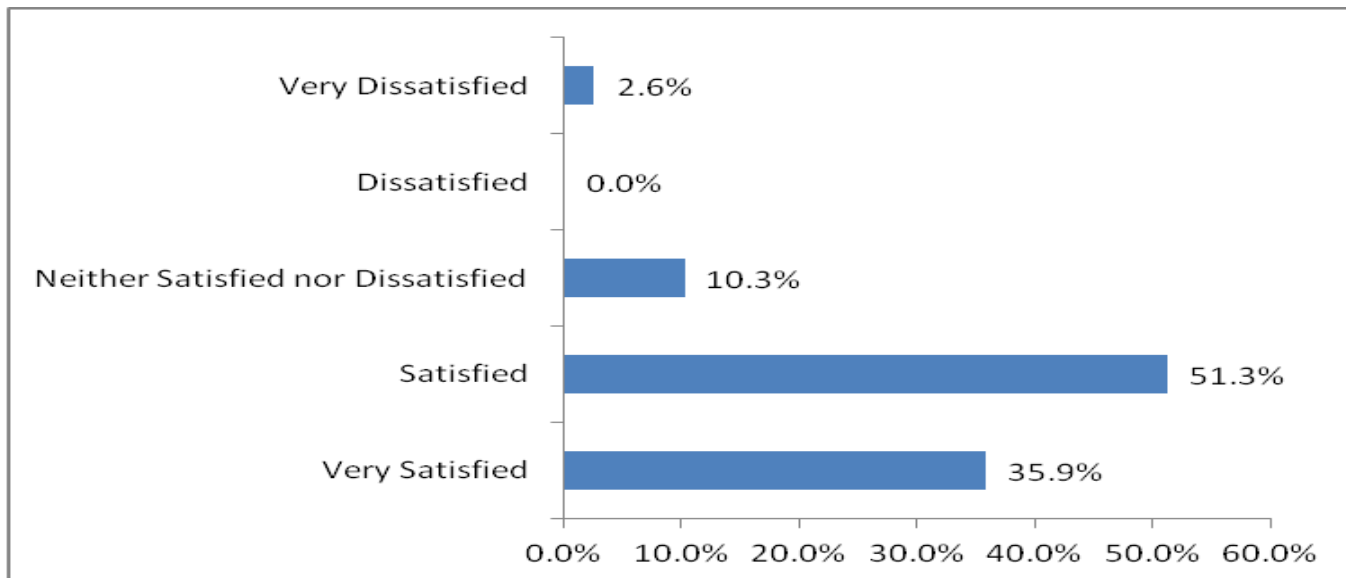
The survey asked if people agreed with the above statement. 79.5% of respondents (n=31) said that they agreed or strongly agreed with this statement. 17.9% neither agreed nor disagreed (n=7) and 2.6% (1 person) disagreed.



3. Evaluation of Service

3.1 Summary

We asked participants to rate their level of satisfaction with the service provided by YAP Ireland. 35.9% said that 'very satisfied' best described their level of satisfaction, 51.3% are 'satisfied' and 10.3% are 'neither satisfied nor dissatisfied', with 2.6% (1 person) stating that they are very dissatisfied.



3.2 Summary

We asked participants to comment on their answers to 3.1. (Full feedback available in Appendix 3)

While most of the comments were positive, particularly in relation to professionalism of staff and providing a positive service for young people and families, one respondent did query the level of resources available by YAP. However, they felt that having more resources available would ensure that clients could receive the service sooner.

“From my recent experience the YAP service intervention has been a very positive one for the young person, and the foster family. In addition, the workers engaged well with the other services involved with the young person in a very professional manner.” (Partner response)

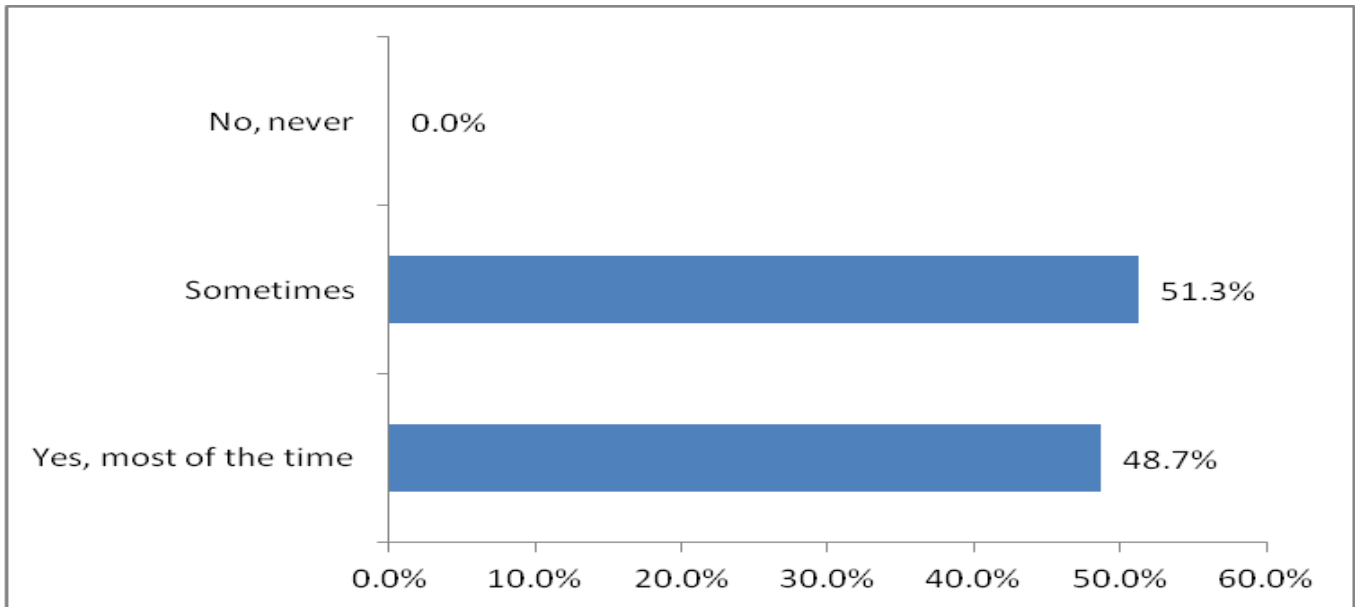
“Sometimes have to wait a long time for a client to be seen, it would be great if resources could be increased so that clients can access the service sooner.” (Partner response)

“A number of young people have been referred to this service by our Department and I have been impressed with the service offered.” (Partner response)

3.3 Summary

We asked participants if they agreed that Young People and Families referred to YAP Ireland achieve their goals.

48.7% of respondents (n=19) agreed that they do achieve their goals most of the time, with the remaining 51.3% (n=20) agreeing that they achieve their goals some of the time. None of the respondents believe that Young People and Families referred to YAP never achieve their goals.

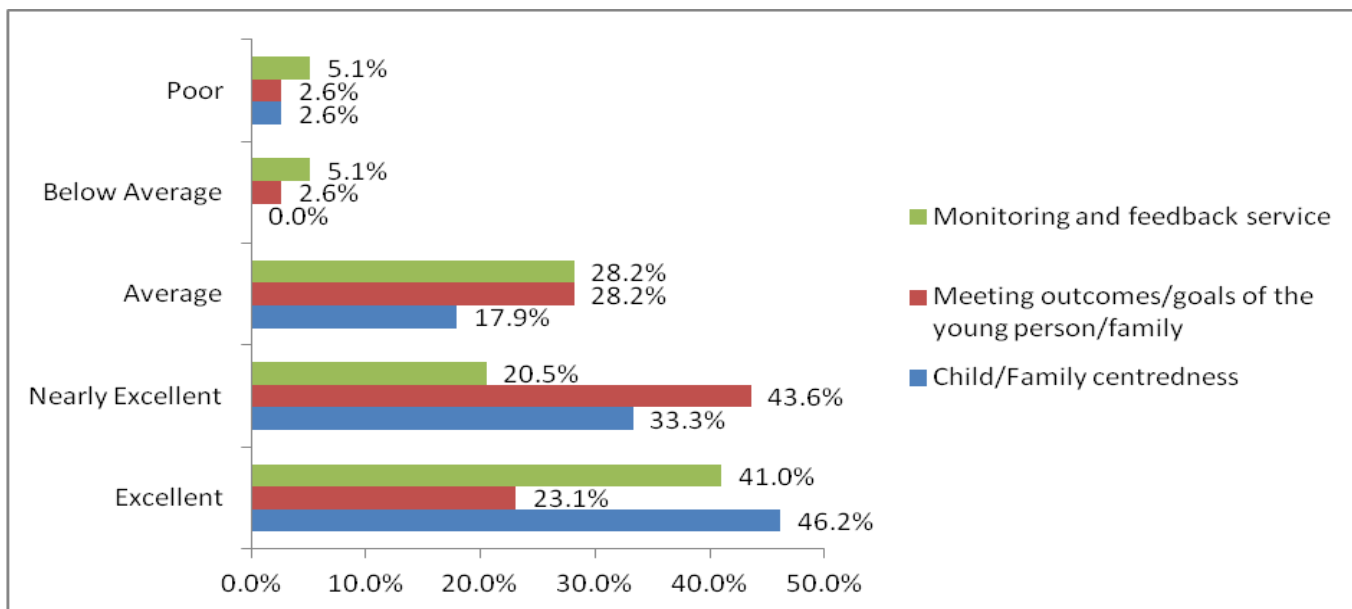


3.4 Summary

Participants were asked to rate YAP in the following areas:

- a) Child/Family-Centredness;**
- b) Meeting Goals of the Young Person/Family;**
- c) Monitoring and Feedback Service.**

For Child/Family-Centredness, 79.5% of respondents (n=31) rated YAP as 'excellent' or 'nearly excellent'. 66.7% (n=26) rated YAP as 'excellent' or 'nearly excellent' for Meeting Goals of the Young Person/Family and for its Monitoring and Feedback Service, 61.5% of respondents (n=24) found YAP to be 'excellent' or 'nearly excellent'.



3.5 Summary

We asked participants to comment on their answers to 3.4. (Full feedback available in Appendix 4)

Overall, respondents were very positive for the sections on: Child/Family-Centredness and Meeting Goals of the Young Person/Family. On the subject of Monitoring and Feedback Service however, some respondents raised issues in relation to communication and reporting.

“I have only positive experiences in my dealings with my local YAP services.” (Partner response)

“The manager I work with is very effective in ensuring that both she and the advocate meet the above elements.” (Partner response)

“Very good engagement with family and with young person particularly evenings and weekends. The intervention gave a window of opportunity for the family to re-energise and move forward with the young person and allowed for the strengthening of relationships between young person and parent.” (Partner response)

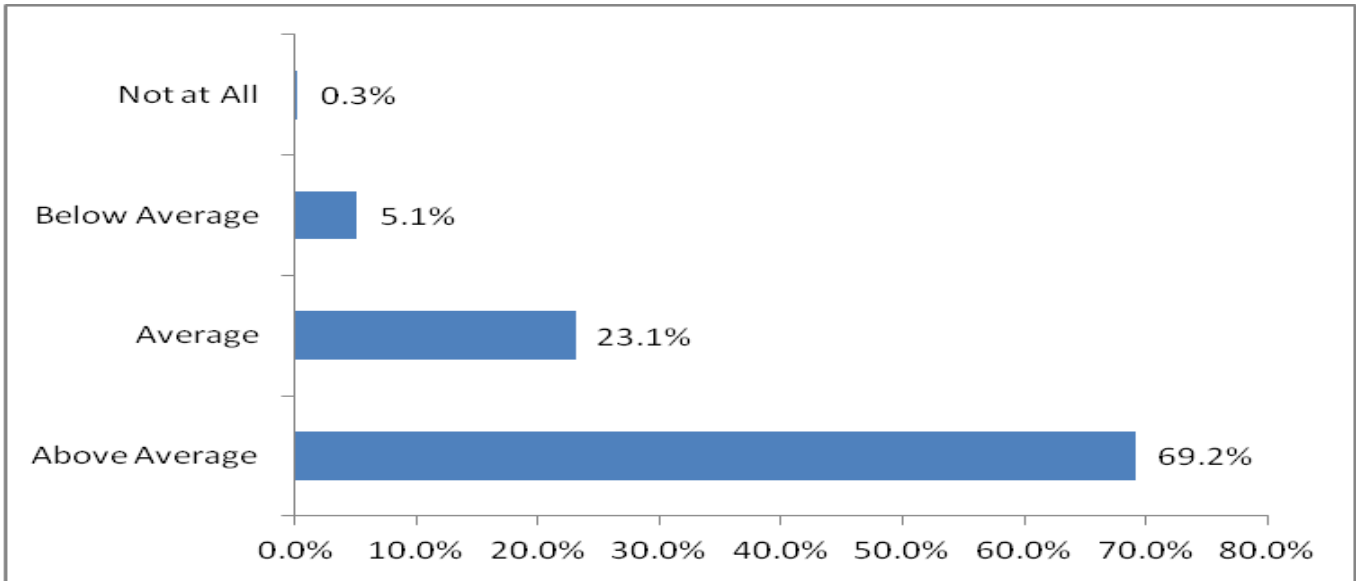
“Feedback - sometimes reports are not circulated in a timely fashion. It has taken a while for services to understand that advocates are coming from a community setting rather than a professional setting and that due to this there can be difficulties in making time for office based work. Report writing is not what we refer to YAP for though.” (Partner response)

“No reports ever submitted to SW Department. Communication with SW Department is poor. No clear, evidenced model of working with young people. Concerned that staff employed do not require any specific qualifications in this area.” (Partner response)

3.6 Summary

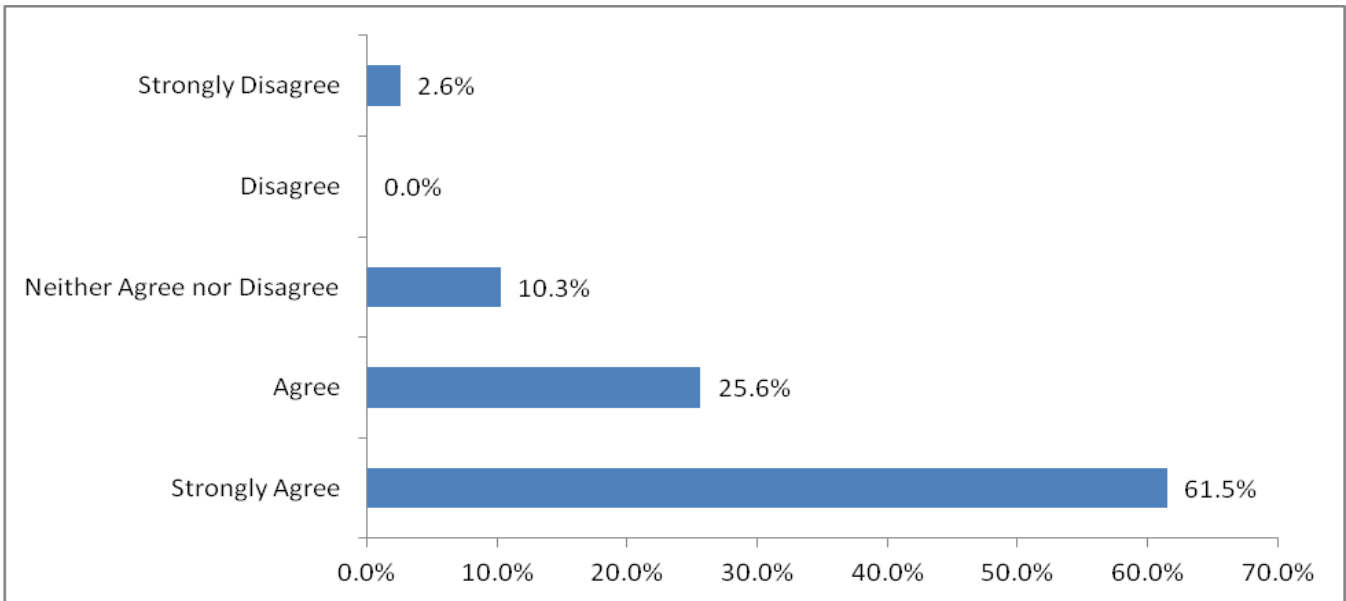
We asked participants to rate YAP Ireland compared with other similar types of service providers that they currently refer to.

69.2% (n=27) rated YAP Ireland as ‘above average’ with 23.1% (n=9) rating YAP as ‘average’ and the remainder (3 respondents) rating YAP Ireland as ‘below average’ or did not rate YAP at all.



3.7 Summary

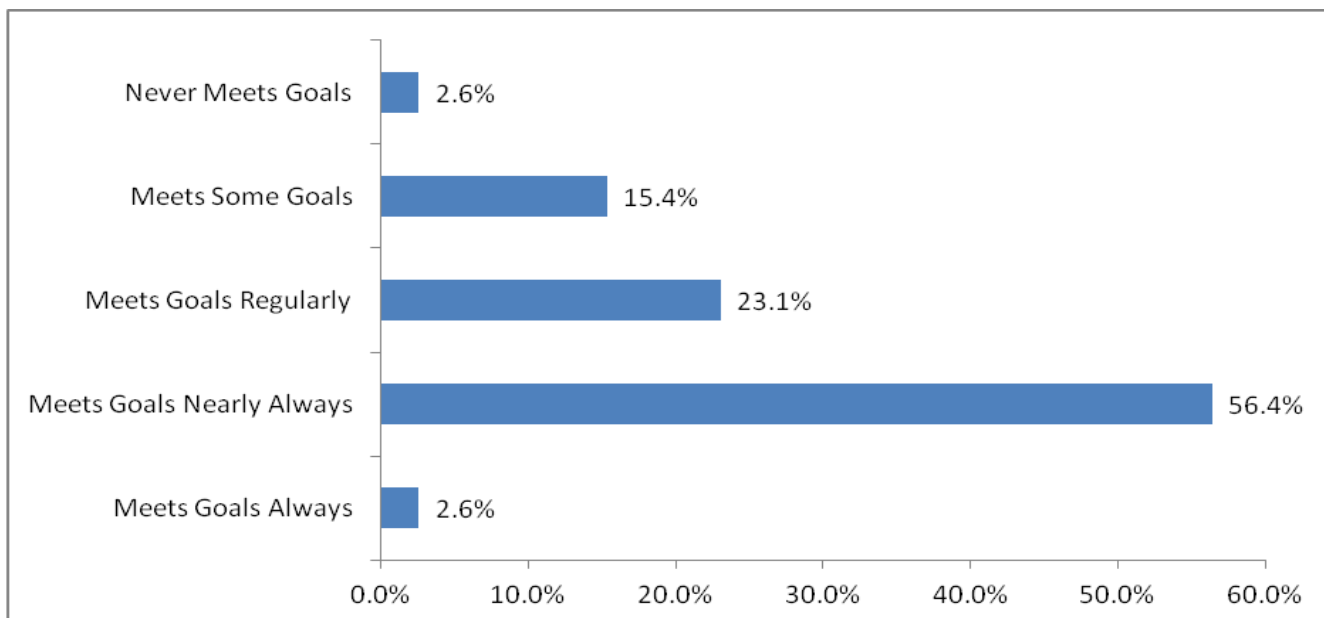
We asked participants to indicate if they have a positive relationship with their own contact in YAP Ireland. 87.2% (n=34) strongly agreed or agreed that they had a positive relationship with their own contact in YAP Ireland. Four respondents neither agreed nor disagreed and 1 person strongly disagreed.



3.8 Summary

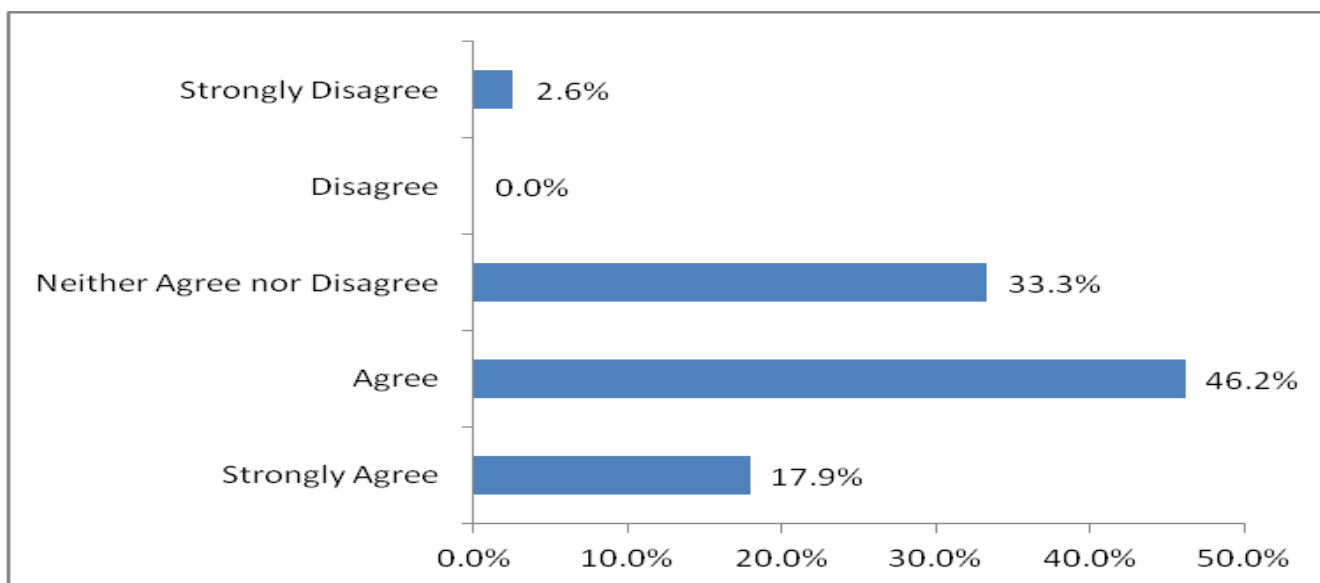
The survey also asked participants how they would evaluate YAP in terms of meeting our goals.

79.5% (n=31) of respondents felt that we nearly or always meet our goals regularly. 15.4% (n=6) felt that we meet goals regularly. Only one respondent felt that we always meet our goals with one respondent also feeling that we never meet our goals.



3.9 Summary

We asked participants how they would respond to the statement that ‘YAP Ireland is an evidence-based service’. 64.1% (n=25) of respondents agreed or strongly agreed that we are an evidence-based service. While 33.3% (n=13) neither agreed nor disagreed with this statement.



3.10 Summary

We asked participants to comment on their answers to 3.9. (Full feedback available in Appendix 5)

Respondents highlighted the positives of YAP working closely with them in ensuring there was pre-agreed planning and reviews for young people and families.

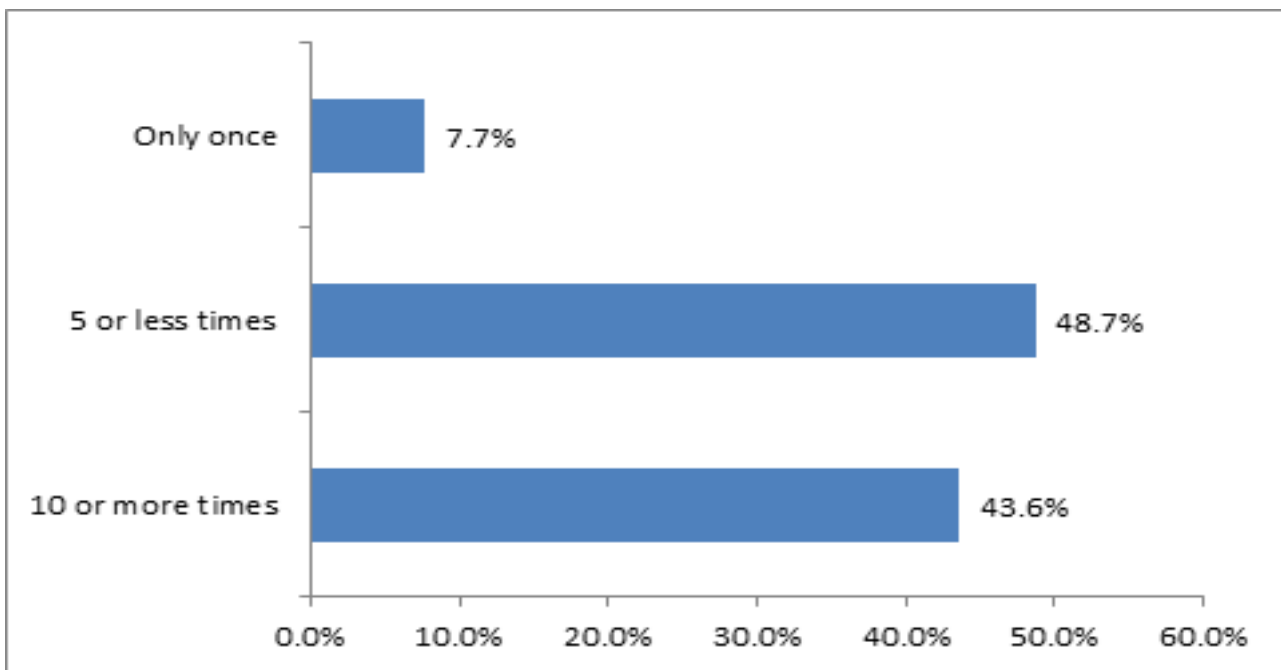
“YAP work closely with the social work department in respect of care planning goals and objectives based on the presenting needs of the young people concerned in a consultative care review planning goals.”
(Partner response)

“This is based on my knowledge of what my team would believe about the service, I believe that the service that is offered is necessary and complements the work done by CAMHS and reaches clients in a way that a CAMHS service can't. I would like to see more availability of YAP to services as I believe it is very beneficial to clients.” (Partner response)

“At meetings with referrer, goals are reviewed and progress relating to each goal is looked at and evidence provided re: where young person is at in terms of goal.” (Partner response)

3.11 Summary

We asked how often the respondent had referred to YAP Ireland. 56.4% (n=22) have referred to our service more than once but less than 5 times. 43.6% (n=17) of respondents have referred to YAP Ireland 10 or more times.



3.12 Summary

Finally, we asked if the participants would recommend YAP to another potential referrer.

97.4% said that they would recommend YAP to a potential referrer.

3.13 Summary

We asked participants to elaborate on their answer to 3.12. (Full feedback available in Appendix 6)

Working in partnership was important for respondents as they felt it strengthened the support available for young people and families. Partners stated that as an intervention service, YAP was beneficial for young people, particularly for at risk or hard-to-reach young people.

“Very often YAP can hold young people and delay the onset of more difficulties. 6 months of this is often enough for them to turn a corner and mature to the point where the risk is lessened. I have often

recommended YAP to others as there is a better focus on the client for more hours than a community based service can provide.” (Partner response)

“The intervention can be very beneficial for young vulnerable people.” (Partner response)

“Would have no hesitation in recommending the service to others.” (Partner response)

“I have found my local YAP Manger and her team to be supportive and have an excellent working relationship. I feel in our roles we are able to jointly work with the young people that we overlap with which I feel strengthens the support we can give the y.p. and family.” (Partner response)

“High quality service provided and YAP workers present as very motivated in engaging hard to reach young people.” (Partner response)

4. Feedback from Respondents

Conclusion

The survey was sent to a total of 312 partners using our database. However, we are aware that a number of staff have left services or moved posts and may not have received the survey so we estimate that approx. 200 partners received the survey. We had a response from 39 people. The participants were mainly Social Workers however, it was not essential for participants to state their occupation. Overall, the participants had a good knowledge of our service with 43.6% having referred to our service ten times or more and the remaining 56.4% having referred five times or less. This ensured that they were able to give a very accurate account of our service. The overall results were very positive.

The area of 'Evaluation of Service' was largely positive; however given the feedback from respondents we believe this is an area that we can further improve upon. At present, when a case commences with YAP Ireland the Case Manager meets with the referrer to discuss the needs of the young person and family known as the 'referrer meeting'. At this meeting it is agreed that the referrer is invited to each review meeting (review meetings occur at a 2, 4 and 5 month stage). In addition the referrer is sent notes of each review meeting, a copy of the needs assessment and ISP, along with a summary review. The referrer is also sent and asked to take part in our outcomes process. This is an area that we can certainly monitor further to ensure referrers are receiving efficient and adequate communication in relation to the cases they have referred to us.

One aspect of the responses to the survey that is very positive is that 69% of participants would rate YAP Ireland highly compared to other similar types of service providers that they currently refer to. 97.4% of respondents said that they would recommend YAP to a potential referrer and most respondents reported having a positive relationship with their YAP contact. Working in partnership with YAP Ireland was important for respondents as they felt it strengthened the support available for young people and families. Partners stated that as an intervention service, YAP was beneficial for young people, particularly for 'at risk' or hard-to-reach young people.

We look forward to continuing to work with our partners and to offer them an even greater voice in our services so that together we can work on maintaining and further improving our high standards.

Recommendations

Using the feedback and comments from Partners it is recommended that YAP Ireland should:

1. Continue to update data systems regularly to ensure that the organisation has an up to date list of Partners on file.
2. Explore different ways to encourage better participation of Partners in future such surveys.
3. Carry out a review of case progress reports forwarded to referrers in 2013 i.e. our communication with referrers.
4. Look at ways to use existing systems and work flow rules to communicate information to referrers when a review has been scheduled to take place. The same systems can be used to communicate to the referrer that a review has taken place or any other information relating to the case.
5. Ensure that all referrers /partners have been sent a copy of the evidence informed longitudinal evaluation of YAP Ireland (available from www.yapireland.ie) carried out by NUI Maynooth.
6. Ensure that Service Managers are carrying out SLA reviews, are having regular meetings with Gatekeepers and bi-annual consultation meetings with Partners (including referrers) to discuss the service.

Appendices

Appendix 1

YAP's values are Empowerment, Equality and Respect, Non-judgemental, Evidence based practice, Honesty and Integrity. Do you agree that YAP lives up to these values? Please give examples to support your response:
Young people referred have reported supported by YAP workers and respond positively in relation to the same.
The wraparound approach, YAP's persistence in working with difficult clients always focused on the client while not judging the behaviours that the client often displays.
Good people, strong role models.
A young person I work with related very well to her worker as she displayed the above values.
I have experience of a YAP worker who supported the family by working with the young person to address relationship difficulties with her mother. She empowered the child to do this.
YAP does live up to most of the above but in my experience some Advocates have not taken steps needed to protect children when needed to protect children when needed. I'm not sure about evidence based practice as an alternative to out of home care services. This is overstating.
In respect of the young people I work with who have overlapped with YAP services, I have found the YAP workers and service to be highly professional but in a caring way meeting the needs of the young person and their families. They have all of the above values.
Positive feedback from the families I have referred to the service. Excellent working relationship with the YAP team.
In my experience of working in partnership with YAP with young people that these values are adhered to at all times.
The advocate and her manager are very focused on the needs of the child and how the service values are important in meeting these needs.
Provided high level of tailored support to young person and their family to ensure that young person can remain at home. Recognised and responded to young person's needs and provided high level of positive feedback to young person re: progress made. Respectful of young person and parent at all times.
These were evident in a case I allocated to YAP.
Has been evident in how YAP have dealt with families.
Yes have always been upfront with the children and parents. They take each child as they are and start a fresh with them regardless of their history.

<p>YAP have worked with a Traveller family on my case load. They met the family where they were coming from and were non-judgemental in their practice. YAP worked very well in getting the family re-involved with community services and building on the positives of the family.</p>
<p>Consistency in contact with young person and being open with young person and family about positives and work to be undertaken. Use of community based services to link family and young person into long term life changing programmes thereby strengthening relationship and parenting into the future.</p>
<p>Worker supported young person sensitively through experience of bullying/intimidation and was able to find areas of interest and promote these.</p>
<p>The joint meetings between the child, parent and professionals is an example of these values in practice.</p>
<p>The workers and supervisors appear to accept the teenagers and their families as they are and work with them on things they can improve on.</p>
<p>Non-judgemental towards family and young person. Empowering families and helping them develop skills to carry out tasks themselves e.g. supported a parent to work with a school so her child could return.</p>
<p>This is evidenced in the success of the programme. I have always known YAP to treat people with respect, dignity and integrity. They clearly empower children and families in that many families are able to change negative behaviours</p>
<p>From direct contact with and with some of YAP workers who I referred in the past year I feel this is a fair reflection of their initial meetings with me and response to Social Workers.</p>
<p>Any young people I have referred to the YAP service in recent years have had nothing but praise for their worker, the way they were listened to and the manner in which they followed up.</p>
<p>YAP are successfully working with a young person that I am involved with in a very open and honest way despite some very challenging behaviour.</p>
<p>Having referred young people to YAP and having worked with young people who were working with YAP I can state from my observation and feedback from young people and families that they meet all of the values outlined above.</p>

Appendix 2

<p>YAP Ireland believes the YAP model of support - strengths based, community based advocates, needs led etc. is an effective model. Do you agree or disagree with this statement? Please elaborate on your answer above.</p>
<p>Yes based on care planning needs of the young person.</p>
<p>Yes but I feel there is a need to capture or enhance the ability of the family/community to continue to support the young person in the long term, this is a difficulty faced by all services, not YAP alone. How do we monitor the effectiveness of the community and family after YAP has finished.</p>
<p>Great model pertinent and positive.</p>
<p>The programme is tailored to the individual's needs.</p>
<p>The strengths based and community based advocates needs led are effective but I think you are overstating their effectiveness as an alternative to out of home care. This model is effective with many young people and improves their lives but not as effective with those at highest risk.</p>
<p>YAP provide their services but work extremely well with other local resources, they are open to meeting and working with other agencies with the best interest of (young person) in mind.</p>
<p>Positive changes have been made for families who have received this service.</p>
<p>It empowers the young person and focuses on their strengths rather than criticism.</p>
<p>Provide high level of positive feedback to parent and young person. Liaised with community services / supports to determine what would best meet child's needs.</p>
<p>Agree but resources are a factor.</p>
<p>Effective outcomes for young people engaging with programme.</p>
<p>I have never received information re the model they work by.</p>
<p>I don't like the way the advocates have to change every 2 years, if you have a good or very good member of staff you should hold on to them, the service spends time recruiting etc., when the existing staff may be very suitable to carry out the work. It needs to be more client led service rather than staff led.</p>

<p>Advocates are seen as non 'professional' and living in the real world. They are part of the wider community and as such get respect from families because of this, there is no sense that it is 'expert' led. All the contact activities are also geared to enabling families to continue with the activities such as going for a 'coffee' which is not cost prohibitive. The linking of the young person and family into community based programmes to meet their needs ensures a continuity of progress when the YAP intervention finalises.</p>
<p>YAP worker supported family in difficult times and was easy to contact for myself and family and available at time to suit young person to sustain him in school.</p>
<p>YAP Intervention makes a difference. YAP helping leads to positive change.</p>
<p>YAP is individually focused which has its merits. Not sure if tapping into community resources is always top of the agenda.</p>
<p>By in large this is an effective model, however, it is heavily reliant on the quality of the advocate.</p>
<p>By using the above model as described there appears to be long term benefits as the teenagers are better linked to their community resources when YAP is finished. Also the focus on what the teenager needs rather than what can be provided means that it is more effective overall.</p>
<p>Yes, the family can be involved in identifying areas of need and this can be more successful when the family are directly involved in the process. Identifying positives can be helpful for the family also.</p>
<p>Many families are not re-referred as the issues are addressed. There are fewer teenage children entering the care system.</p>
<p>The programme is always focused on the child's needs and responding to same with an appropriate response.</p>
<p>Any advocate I have worked with has always stressed the importance of highlighting the strengths of the YP rather than any negative behaviour.</p>
<p>From observation I have seen that the model of support is an effective model and a vital support for any young person who needs same as it allows them the space and freedom to build a trusting relationship with their worker.</p>

Appendix 3

Which of the following best describes your level of satisfaction with the YAP Service? Please elaborate on your answer above.
YAP provide a positive and response service o the young people whom we have referred,
Have seen YAP working very well however I have seen problems when there are changes of advocate or at times when a longer term intervention by the advocate could be of benefit. YAP can do what many services cannot through its out of hours and flexible working.
It's only as good as the individual advocate's commitment.
From my recent experience the YAP service intervention has been a very positive one for the young person, and the foster family. In addition, the workers engaged well with the other services involved with the young person in a very professional manner.
Sometimes have to wait a long time for a client to be seen, it would be great if resources could be increased so that clients can access the service sooner.
No reports EVER submitted to SW Department. Communication with SW Department is poor. No clear, evidenced model of working with young people. Concerned that staff employed do not require any specific qualifications in this area.
The service is effective for children who are at medium and lower risk or as part of a substantial package for children at higher risk. I think too much is expected of volunteer advocates without adequate support in the form of wraparound services and social work. Also reports and reporting relationships with the social work department have been problematic leading to a poorer service for the young person and lack of clarity in the goals needed to be achieved by YAP.
I have found their level of service to be hugely beneficial to the young person but also to my service, they are willing to work with services in an open and approachable way.
Service is excellent however more hours required with some families.
A number of young people have been referred to this service by our Department and I have been impressed with the service offered.
The manager I work with is very efficient, she is very supportive of her advocate and tries to ensure that the child is centre to all aspects of their service.
YAP worker was very dedicated to young person. High level of relevant feedback provided to referrer.
One experience of model, early days whether it was effective.

Always in evidence with referrals made down through the years.
The advocates have built good relationships with the Young People I referred however very little changes occurred. This was down to the Young People and their attitudes.
YAP brought about positive changes within a longstanding case that I had been working where previously no long term positive changes were made.
I have experienced both very good service and poor service; it is highly dependant on the skills of the advocate. The local manager is very highly skilled and gives a very good service. At times the fact that you cannot have direct contact with the advocate slows down the process of work and also some of the issues get lost in the go - between through no fault of the manager, just sometimes its better to have person to person contact.
The legacy of intervention is ongoing.
YAP worker appropriate and timely with support for family and able to extend time as start was a bit halting, workers not available.
I hold back from the "very satisfied" because I do not fully understand the YAP perspective that it is essential that there is publicity for all the YAP programmes. This requires further discussion / communication.
I have had both satisfactory and dissatisfactory experiences with YAP.
There is a lot of positive from YAP intervention, it may be reviewed that changing the programme from 6 to perhaps 9 months maybe more effective and reduce the tendency to provide continued extensions.
Any referral I have made to YAP in relation to a teenager has addressed the issues as identified.
Staff have always been available to contact and keep social worker updated on relevant issues at all times. Young people have engaged well with the service and the service is very hands-on with the family.
We enjoy excellent relations and many families change negative/wrong behaviours with YAP's support.
Very quick response and good matching of client and worker in evidence. Honest feedback even to point where YAP could not continue to offer a service to client.
They do their very best to do what they say on the tin...are consistent and caring in their response.
I am very satisfied with the YAP service. I have always found them to be very focussed on the YP, their needs and their goals.
I have never had a young person say they did not have a good relationship with their worker. My experience of YAP workers are that they are very flexible and accommodating to the young people's needs and they advocate strongly for the young person.

Appendix 4

How would you rate the following elements of the YAP Ireland service? Child/ Family Centredness; Meeting outcomes/goals of the young person/family; Monitoring and feedback service. Please elaborate on your answers above.
Experience of YAP workers and cases referred is that strong links are maintained and supported between the young person and their families and that relationships are developed with the young people referred.
Feedback - sometimes reports are not circulated in a timely fashion It has taken a while for services to understand that advocates are coming from a community setting rather than a professional setting and that due to this there can be difficulties in making time for office based work. Report writing is not what we refer to YAP for though.
I think that by the very nature of who we refer to the YAP service, the young person may be very hard to find or engage, and consequently, are too far down the road of risk to be able to affect change in a brief in intervention, trying to change 15 / 16 years of conditioned behaviour. Therefore, we often refer very challenging and un-integrated personalities to an interventative programme in the knowledge that it's a diversion from crime and drugs programme that would be more suited to the needs of many of these young people, despite the best efforts of well meaning and committed advocates.
Only one of my clients has been taken on and this is only at the early stages, so I feel I am not able to really comment on all the questions apart from what I have heard from my colleagues on the team.
If the goals are just those of the young person and the family and are generic in nature then they are valuable and still important to achieve but key elements of change needed in the child's life may be left out because this is hard for the family to recognise or the child to accept. Goals identified by the referring service need to be measured and achieved also.
I have only positive experiences in my dealings with my local YAP services.
There have been times when our Department have not been aware that the service has commenced with the young person.
The manager I work with is very effective in ensuring that both she and the advocate meet the above elements.
Particularly impressed with feedback / liaison service - feedback provided regularly; however, YAP also took ownership of the case and were not overly reliant on direction from HSE (which has been my experience with some other external agencies).
I always found YAP to be very proactive and energetic in working with families. Usually work with (Service Manager) and he is a fantastic resource for referrers and family members and young people referred.
I rarely get feedback as a referrer, or as someone who is also co-working the case.

<p>Whilst feedback sessions do occur, I believe that it would be very useful if weekly/fortnightly written reports were provided to the referrer.</p>
<p>Very good engagement with family and with young person particularly evenings and weekends. The intervention gave a window of opportunity for the family to re-energise and move forward with the young person and allowed for the strengthening of relationships between young person and parent.</p>
<p>More useful to have male workers with some clients. Nature of part-time work means some workers move on and inconsistency is not helpful.</p>
<p>YAP have excellent workers. e.g. Case Manager in Cavan & Monaghan.</p>
<p>I don't always get written reports on progress as the process is happening with the teenager and family. Sometimes there are none and sometimes they arrive at the end of the work.</p>
<p>Two cases involved a lot of moving and one ended prematurely so it was difficult for outcomes to be achieved however YAP worked consistently with the family in terms of achieving outcomes and a good level of success was achieved. Feedback and monitoring excellent and child protection referrals completed as required.</p>
<p>Meeting outcomes/goals depends on family's commitment to engage.</p>
<p>In respect of Q 9 - I believe that any young people who engage with YAP services achieve good outcomes. I know that very often we refer young people who are not engaging with statutory services previously, and I imagine that this pattern does not change overnight by a simple process of referral.</p>
<p>I have experienced some frustration in the past due to being unable to communicate directly with the advocate on issues and feeling that it complicated the message I was trying to convey and/or resulted in relevant information not being passed to the relevant person in a timely manner.</p>
<p>YAP I have found have advocated for young people in terms of being the young persons voice in situations like care review meetings, disagreements with residential centres, arguments with parents etc however remaining professional and aware of the restraints of some young people's environmental, family dynamic issues etc.</p>

Appendix 5

<p>YAP Ireland provides an evidence based service. If you agree with the above statement, can you give evidence to support your response?</p>
<p>YAP work closely with the social work department in respect of care planning goals and objectives based on the presenting needs of the young people concerned in a consultative care review planning goals.</p>
<p>Partially agree but am not aware of the evidence so cannot comment.</p>
<p>They engage and give support to very behaviourally difficult children if they engage and do indeed dwell on the positive even when it's hard to find.</p>
<p>Regular meetings are held to monitor the situation and make changes if and when necessary.</p>
<p>This is based on my knowledge of what my team would believe about the service, I believe that the service that is offered is necessary and complements the work done by CAMHS and reaches clients in a way that a CAMHS service can't. I would like to see more availability of YAP to services as I believe it is very beneficial to clients.</p>
<p>No reports EVER submitted to SW Department.</p>
<p>As I have said above the aim to be a cost effective alternative to out of home care is overstating the work that YAP is most effective in carrying out. The most effective work that I have experience of YAP doing is with self-esteem in young people and supporting family relationships but as part of wrap around service. The part time nature of the volunteers is a limiting factor.</p>
<p>Haven't seen evidence as yet.</p>
<p>At meetings with referrer, goals are reviewed and progress relating to each goal is looked at and evidence provided re: where young person is at in terms of goal.</p>
<p>Received feedback and evaluation report.</p>
<p>Identified both personal and family needs and helped family to access supports to work on problem areas.</p>
<p>Agree but would be helpful to have longer term to work in as worker gets familiar with family which takes time and then time period is at an end sometimes too soon. Extensions are invaluable!</p>
<p>The outcomes of the children is the evidence. YAP need to proactively manage the perception (I don't know if it is right / wrong) that they are a very well resourced service at a national level.</p>
<p>I trust that YAP provides an evidence based service - I can't say I'm familiar with the evidence base however.</p>

Reports from YAP either verbal or written always outline the actual things done with the teenager and family e.g. attended local youth club every Friday night for 8 weeks; teenager engaged with CAMHS service each month YAP involved.

Evidenced in the quality of case conference reports and verbal feedback on individual cases.

There is good evidence of record keeping of engagement, identified needs and outcomes for young people at programme completion.

From my own experience working as a family worker and social care leader in a residential home for young people I have found YAP a beneficial service from young people from my own observation and the feedback from young people.

Appendix 6

Would you recommend the YAP service to another potential referrer?
Experience of responsiveness from YAP with particular behaviourally challenging cases have been good over the past year while in this position.
Very often YAP can hold young people and delay the onset of more difficulties. 6 months of this is often enough for them to turn a corner and mature to the point where the risk is lessened. I have often recommended YAP to others as there is a better focus on the client for more hours than a community based service can provide.
YAP is a great service; people are focused, professional, and dynamic. However, I believe that as referrers we have a duty of care to the advocates to be selective in our referrals relative to the needs of the young people; their willingness to engage; their behavioural propensities (levels of risk and dangerousness) and the reality of what might be achieved in a relatively short period of time, with that young person as opposed to another, who may be more able and willing to engage.
The intervention can be very beneficial for young vulnerable people.
I would recommend YAP but for work that I thought they are effective at carrying out. I also should add that the YAP service may have improved since I was involved centrally 12 months ago.
I have found my local YAP Manger and her team to be supportive and have an excellent working relationship. I feel in our roles we are able to joint work with the young people that we overlap with which I feels strengthens the support we can give the y.p. and family.
Would have no hesitation in recommending the service to others.
I have not come across any reason why I would not recommend this service. However, the length of time it takes to allocate an advocate is lengthy which is unfortunate in lower need cases as the needs can change from time of referral to time of allocation.
High quality service provided and YAP workers present as very motivated in engaging hard to reach young people.
A valuable resource.
It is a good support for y.p. However it is a shame we refer when y.p. in crisis as opposed to referring prior to this which I think would have more positive outcomes.
I believe they provide a high quality intensive service that makes a difference.

<p>This service has a good low key approach to working with vulnerable young people that is embedded in the community and has street credibility by the fact of its volunteer base that clients can relate to as ordinary people and not be put off by the 'expert' label. It supports young people according to their needs during out of hours times that are crucial to some young people. It works at supporting families in a practical way by use of example and by linking them and young people into community based services.</p>
<p>I work half time. Most of my cases are long term children in care so I wouldn't have many family support cases but have used YAP effectively in 4.</p>
<p>Positive outcomes for children is the only elaboration required.</p>
<p>I have found it to be very effective for the teenager as individuals and in mending relationships between the teenager and their parents/carers.</p>
<p>YAP is an excellent service for vulnerable young people which provides intensive support to them and their families.</p>
<p>The level of commitment shown by YAP to young children and families is excellent. When a child is reluctant to engage, I have seen that family are involved in order to encourage the child. I have also seen YAP engage participant's friends in order to engage the participant. They do not give up; they try many ways to engage children.</p>
<p>It is a service that is genuinely available to clients and has demonstrated a really hand on approach that is child led.</p>
<p>It's a wonderful service for any young person who is capable of service engagement.</p>
<p>I feel it is a wonderful service for young people who are willing and able to engage with it.</p>
<p>I would recommend YAP; I believe it to be a beneficial and necessary service for young people in Ireland.</p>