

CDI Evaluation Interagency Collaboration & Service Integration

1. CDI PROCESS EVALUATION INTER-AGENCY COLLABORATION QUESTIONNAIRE

What is this?

This questionnaire has been developed by the Child and Family Research Centre, NUI Galway, as part of the Process Evaluation of the Tallaght West Childhood Development Initiative (CDI). The evaluation is being undertaken over three years, 2009-2011. Part of the study focuses on ascertaining the extent to which the work of CDI fosters an increase in interagency collaboration and service integration amongst organisations in the Tallaght West area, and further a field, particularly those bodies which work with children and families. Hence, we are contacting you to ask whether you would spare approximately 25 minutes to complete the following questionnaire. It is proposed to contact the same organisations again later in the evaluation with this survey to gauge any change in the extent of interagency working and integration.

Why am I being asked to participate?

We asked CDI and other organisations in the West Tallaght area to provide us with a list of individuals within agencies to send a survey to, in addition to undertaking our own work to identify organisations which may have relevance to this work. Your organisation was deemed to be relevant to our piece of work.

Your participation is absolutely voluntary. However, we would ask that you complete the survey if at all possible. We feel that this is an important issue which needs to be examined. We would hope you do too.

What do I have to do?

Complete the survey online at [enter web address]. At the end of the survey we may ask you whether you would be willing to take part in a more indepth phone interview. This is entirely voluntary. You can choose to say no.

What will happen to the survey results?

We do not ask you to identify your organisation, only the type of organisation (e.g. educational, crèche etc). In this sense then, the results are anonymous. We will use the survey results to report to CDI over this and the ensuing years of the evaluation. It is planned to provide the data to CDI in an ANONYMISED format so it can upload it to a data archive. The purpose of this is so that some other person researching interagency working on the locality in years to come can have access to this data. Other researchers will have access to this data. Again, it will be anonymous. We will not be able to tell which survey is completed by which organisation, and neither will future researchers, nor CDI for that matter.

We also plan to keep a list of all the email contacts which we send this survey to. The purpose of doing this is to allow the research team [at the request of CDI at a later date, five or ten years after the evaluation] to revisit the topic of interagency working. These contact details will not be provided to CDI - they will be maintained by NUI Galway.

Definitions

For the purposes of this questionnaire we define interagency collaboration as “ a wide variety of different ways for agencies to work together to pursue a common goal while pursuing their own organisational goals” (Percy-Smith, 2005).

Service integration is defined as “ the merger of previously separate organisational and professional systems to work together towards better outcomes for children. The highest degree of integration occurs when whole systems collaborate with regard to the planning, commissioning and management of services” (Horwarth and Morrison, 2007).

2. Demographic Data

1. What Type of Organisation do you work in:

- Crèche /childcare facility
- School
- Other education service/body
- Youth club
- Community Organisation/Group
- Local Authority
- Health
- Gardai

Other (please specify)

2. Is your organisation....?

- Statutory
- Voluntary
- Community

Other (please specify)

3. Are you.....?

- A Manager
- A Front-Line Worker (working directly with Children and Families)
- An Administrator
- Other (please specify)

4. Number of staff in the organisation?

Managers

Front-line

5. Number of years you have been working in the organisation?

Number of years?

6. Number of years the organisation has been established?

Number of years?

7. Where is the organisation located?

- Killinarden, West Tallaght
- Jobstown, West Tallaght
- Fettercairn, West Tallaght
- Brookfield, West Tallaght
- Another area of West Tallaght (not specified above)
- Tallaght, but not West Tallaght
- Not in Tallaght, but in Dublin

Other (please specify)

8. The number of children/young people/families enrolled / worked with in the organisation on an annual basis (if applicable)?

number of children/ young people

families

Not applicable (enter 0)

Don't Know (enter 0)

9. Are your organisation's services....?

- Universal
- Targeted
- Both

10. How long has your organisation been involved in interagency work?

Number of years

N/A (please enter 0)

11. Are you part of any of the following collaborative structures?

- City/County Development Board
- Children's Services Committee

Other (please specify)

12. If you answered yes, how many times a year would you meet?

Number of meetings a year

13. Does your organisation link with other organisations as described in the introduction paragraph (interagency collaboration)?

- Yes
- No

14. If you answered yes, could you indicate which types of organisation you link with

- Crèche /childcare facility
- School
- Other education service/body
- Youth club
- Community Organisation/Group
- Local Authority
- Health Service
- Gardai
- Other (please specify)

15. How did you start linking with other organisations?

- I contacted other organisations as a service manager
- My organisation made the link
- We were contacted by other organisations, were asked and agreed to cooperate

Other (please specify)

16. Is a contact point person identified in every agency you work with?

- Yes
- No
- Don't Know

CDI Evaluation Interagency Collaboration & Service Integration

17. Are you aware of any model or framework which you and other organisations use to interact with each other?

- No
- Yes (please specify in the text box below)

3. LINK TO THE CHILDHOOD DEVELOPMENT INITIATIVE (CDI) AND PARTNERSHIP WORKING/...

This section asks you about the relationship your organisation has with the Childhood Development Initiative

18. Is your organisation: (multiple answers allowed)

- A member of CDI structure (e.g a steering group, committee)
- A recipient of CDI project funding
- A recipient of CDI sponsored training
- Not connected to CDI (go to question 29)
- Don't Know

19. if you are a member of a CDI structure could you indicate which one

20. If so, how often are you/your organisation in contact with CDI?

- Daily
- Weekly
- Monthly
- Annually

21. Is a formal agreement with CDI in place regarding your organisation's interaction with it?

- Yes
- no
- Don't Know

CDI Evaluation Interagency Collaboration & Service Integration

22. Overall, how would you rate the impact CDI has on your organisation's work?

| | no Impact | Little Impact | Some Impact | Strong Impact | Don't Know |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| CDI's Impact on my organisation's work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other (please specify) | <input type="text"/> | | | | |

23. Please rate the types of activities/areas in which CDI impacts on your organisation's work?

| | No Impact | Little Impact | Some Impact | Strong Impact | Don't Know | N/A |
|--------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Provision of Funding: | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Development of Service(s) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Delivery of Services (s) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training of staff: | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training of Managers: | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Development of Professional Networks | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other (please specify) | <input type="text"/> | | | | | |

24. Overall, how would you rate the impact CDI has on your organisation's links with other organisations (not CDI)?

| | no Impact | Little Impact | Some Impact | Strong Impact | Don't Know |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| CDI's Impact on my organisation's links with other organisations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other (please specify) | <input type="text"/> | | | | |

25. How did CDI impact on your work with other agencies?

- It provided new contacts with other agencies
- It helped to improve previous relationships with other agencies
- It had no impact on my work with other agencies
- Other (please specify)

CDI Evaluation Interagency Collaboration & Service Integration

26. Since your work with CDI began would you say that you are engaged in:

- More interagency work
- The same amount of interagency work
- Less interagency work
- Don't Know
- Other (please specify)

4. Training for Interagency Work

These questions ask you about whether you receive training for interagency work, and if so who provides it.

27. Were you the recipient of interagency training?

- No, I did not receive training
- Yes, it was provided by my organisation
- Yes, it was provided by another organisation (please specify)

28. If you answered yes to the question above, when was the training provided?

- Before you started linking with other organisations
- After you started linking with other organisations

29. When new staff arrive in your organisation are they provided with training?

- Training solely for working within the organisation
- Training for working within the organisation and with other organisations
- No training is provided
- Other (please specify)

5. VIEWS ON NATURE AND EXTENT OF INTERAGENCY WORK

This section asks you about your views on the nature and extent of interagency work you are engaged in

CDI Evaluation Interagency Collaboration & Service Integration

30. How would you describe your relationship with other agencies?

| | Non- Existent | Poor | Satisfactory | Good | Excellent | Don't Know |
|-------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Education organisations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Healthcare organisations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Community development organisations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training organisations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Other (please specify)

31. Why do you link with other agencies? (multiple answers allowed)

- It is compulsory / organization mandated
- It is a CDI requirement
- It is an opportunity to get new funding
- It reduces costs of service provision
- The parents were asking for it
- It allows a global approach to children's need
- It allows children's needs / services needs to be identified
- It leads to better outcomes
- It is good to link with other agencies
- Other (please specify)

32. What is the nature of the interagency work you are involved in? (multiple answers allowed)

- Information sharing
- Experience sharing through formal and informal exchanges
- Performance indicators sharing
- Pooling of resources
- Pooling of expertise
- Jointly planning services
- Jointly implementing services
- Targeting groups
- Training on specifics (e.g. Children First guidelines) with other types of organisations

If you answered training, is it provided by CDI (yes or no)

33. In your opinion, what does interagency work involve? (multiple answers allowed)

- A better understanding of tasks and processes
- A shared understanding of tasks and processes
- A better understanding of roles and responsibilities
- A shared understanding of roles and responsibilities
- A better understanding of the value of a multi professional team
- A shared understanding of the value of a multi professional team
- A better understanding of outcomes for children
- A shared understanding of outcomes for children
- A better understanding of ways of working and language/terms used
- A shared approach to ways of working and language/terms used
- The opportunity to improve communication between professionals
- The opportunity to improve trust/respect between professionals
- The opportunity to build common values
- The opportunity to agree on common objectives
- The opportunity to engage practitioners
- Other reasons (please specify)

34. Since you started working with other agencies, are you more likely to network?

- Yes within formal networks only
- Yes within informal networks only
- Yes within both formal and informal networks
- No
- Don't Know
- Other (please specify)

35. Would you consider informal networks as a resource/as useful?

- Yes
- No
- Don't Know

36. Is organisation information shared between agencies / partners?

- No
- Yes (could you please specify below how (e.g. face-to-face, email etc))

37. To what extent are the role and responsibilities of each partner clearly understood?

- Clearly in a formal document
- In an informal way
- Not well identified
- Don't Know

Other ways (please specify)

CDI Evaluation Interagency Collaboration & Service Integration

38. Which of the following best describes your level of interagency work (please tick as appropriate)?

| | Yes | No | Don't Know |
|---|-----------------------|-----------------------|-----------------------|
| We work together towards consistent goals and complementary services but maintain our independence | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| We plan together and address issues of overlap, duplication and gaps in service provision towards common outcomes | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| We work together in a planned and systematic manner towards shared and agreed goals | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| We pool resources for the development of services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| We are moving towards becoming one organization in order to improve services delivery | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

39. To what extent do parents take part in your interagency work?

| | Yes | No | Don't Know | N/A |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| They participate in interagency groups and interagency work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| They are informed on a regular basis about the organisation's work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| They are informed at the beginning of the year about interagency aspects of the organisation's work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| They are not given any information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

40. To what extent do children take part in your interagency work?

| | Yes | No | Don't Know | N/A |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| They participate in interagency groups and interagency work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| They are informed on a regular basis about the organisation's work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| They are informed at the beginning of the year about interagency aspects of the organisation's work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| They are not given any information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

CDI Evaluation Interagency Collaboration & Service Integration

41. Do you involve members of the community (other than parents or children) in your interagency work?

No

Yes (please specify how)

6. Facilitators and Barriers in undertaking Interagency Work

42. In the context of your interagency work, have you experienced: (multiple answers allowed)

- A willingness by other organisations to work together
- Enthusiasm and motivation among participants
- Regular attendance of agency representatives
- Involvement of staff at all levels and services users
- Difficult relationships are acknowledge and addressed
- The use of a common language accessible to everyone
- Acknowledgment and respect of professional identities
- Other (please specify)

43. Within the process of interagency work, have you experienced: (multiple answers allowed)

- Contact with other agencies being facilitated
- Standard practice of consulting partner agencies
- Changes to internal working arrangements to facilitate cooperation
- Reviews of procedures and practices
- Time devoted to planning within the group
- Individuals devoted to lead on interagency work
- Resources devoted to interagency work
- Services users being involved in designing policy and services
- None of the above
- Other (please specify)

44. Does the interagency group have a designated leader?

- Yes
- No
- Don't Know
- Other (please specify)

45. If a leader is present, why did that person take a leading role in the group? (multiple answers allowed)

- He / she was elected
- He / she was asked to
- He / she has good interpersonal and networking skills
- He / she has a greater experience than others
- He / she belongs to a dominant organisation
- Other (please specify)

46. How do you perceive your role within the group?

- I am a leader
- I am a strong participant
- I am a minor participant
- Other (please specify)

47. In your opinion, to what extent are major participants views valued within the group?

| | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| | Not Valued | Somewhat Valued | Valued | Strongly Valued |
| Degree of value placed on major participant's views | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Other (please specify)

48. In your opinion, to what extent are minor participants views valued within the group?

| | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| | Not Valued | Somewhat Valued | Valued | Strongly Valued |
| Degree of value placed on minor participant's views | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Other (please specify)

49. How do you perceive the importance of your organisation to interagency work?

| | | | | |
|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | Not important at all | Somewhat Important | Important | Very important |
| Importance of your organisation? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Other (please specify)

50. In your experience, to what extent is power well balanced between partners?

- Very well balanced, each partner participates in an equal way
- Fairly well balanced, some have more power than others
- Not balanced, the group is dominated by a specific partner
- Other (please specify)

51. For which of the following reasons would you not engage in interagency work (multiple answers permitted)?

- Time consumption
- Inflexible organisation structures
- Lack of qualified staff
- Frequent staff turnover
- Communication problems
- Conflict of values
- Loss of identity
- Loss of budget
- Lack of budget control
- Lack of budget to develop services
- Loss of autonomy
- Lack of support from superiors
- Insufficient commitment from services and staff to work together
- Risk of one agency over taking control
- Risk of closing down / being merged into a bigger organisation
- Risk of giving more than getting
- There is no reason not to engage in interagency work
- Other (please specify)

7. SUSTAINABILITY OF INTERAGENCY WORK

CDI Evaluation Interagency Collaboration & Service Integration

52. If you could, would you get more or less involved in the following activities:

| | More | Same | Less | N/A |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| Information sharing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Experience sharing through formal and informal exchanges | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Performance indicators sharing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pooling of resources | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Jointly planning services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Jointly implementing services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Targeting groups | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training on specifics with other types of organisations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Other (please specify)

8. SERVICE INTEGRATION

CDI Evaluation Interagency Collaboration & Service Integration

53. Could you please indicate whether you agree or disagree with the following statements:

| | Strongly Disagree | Disagree | Neither Disagree or Agree | Agree | Strongly Agree | N/A |
|---|-----------------------|-----------------------|---------------------------|-----------------------|-----------------------|-----------------------|
| My organisation has regular links with other organisations at the service level, at the front line | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Service staff in my organisation regularly refer service users to other services in the locality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My organisation shares information about service users with other organisations (with the service user's permission) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My organisation pools or shares its resources (finance and other resources) with other organisations to deliver services for service users in my locality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My organisation is part of a group which seeks to integrate its services to meet the need of people in the community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My organisation trains its front-line staff to work directly with front-line staff in other agencies | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My organisation has worked with other organisations to integrate its staff with the staff of others | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My organisation has worked with other organisations to develop a shared vision for our service users | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My organisation helps service users access other, appropriate services through the provision of advice, resources and support | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My organisation works with other organisations to develop service-linked plans | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My organisation only seeks to work at a service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

CDI Evaluation Interagency Collaboration & Service Integration

delivery level with similar organisations (eg. crèche to crèche)

My organisation spends a lot of time undertaking integrated planning for services with other organisations

My organisation only seeks to integrate the variety of services it provides, and not with other organisations

Other (please specify)

54. Could you list three things which could be done to support interagency work and service integration in your area?

No.1

No.2

No.3

9. Finish

Thank You for completing the survey. If you would be willing to take part in a follow-up interview please contact Liam Coen at Liam.Coen@nuigalway.ie or 00-353-91-493522, or Jessica Ozan at j.ozan1@nuigalway.ie or 00-353-91-495791