

Ipswich and East Suffolk Alliance



Case Study:

4YP

4YP provides and co-ordinates services that improve the social, emotional, and physical health and wellbeing of 12 to 25-year-olds in Suffolk. 4YP believes that in order to be an effective service it must be open to feedback to enable it to engage effectively with young people and their families.

Over the past two years, young people have given 4YP valuable feedback involving changes that they would like to see, for example “a music room”, “more videos”, “more cooking”, “a wall that people can draw on” and “more chairs”.

4YP has taken this feedback into account to carry out a redecoration project. A new mural welcomes everyone into a safe environment with the option of the main drop-in, the quiet comfort of the front room or the use of music or vlogging equipment. A new kitchen provides usable space to allow young people to “do more cooking.”

Young people and parents alike have asked for more flexibility around the number of counselling sessions on offer. Parents are given information they can use to support their children and have the opportunity to be part of reviews. Assessment appointments help identify the needs of young people so they can be matched with an effective counsellor.

