



uSPEQ® Consumer Survey Report: November 2019

Prepared for
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IRELAND

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Preface

This report provides statistical and graphical information about the uSPEQ® survey of your organization. It is about how your consumers perceived the services being provided to them. Surveying consumers for their perception of services is one important means for assessing the quality of services. Understanding varying levels of satisfaction by program or site, demographic characteristics, and across time can point to areas where services have been effective as well as areas for improvement. uSPEQ is intended to complement other outcome tools and administrative measures of quality. Our goal is to provide a report that is useful to you and supports your efforts to improve the quality of services at your organization.

This report begins with highlights from the survey, including the strengths of your organization and areas for improvement. For each of the survey items, the percent of positive responses (**Strongly Agree** and **Agree**) is graphed by survey sections. These survey items include Tier 1 universal items and optional Tier 2 items selected by your organization. Whenever historical data are available for your organization, summary statistics for the current period are compared to the preceding period and/or the preceding calendar year. Further comparisons are made by site and by program for each of the survey items if they are available. Please note that percent positives are graphed for survey items with at least 10 responses per category. Demographic characteristics of the survey respondents are also provided for your organization overall, and by program and by site. Finally, custom Tier 3 items submitted by your organization are presented by program and by site if available.

Appendix A contains an analysis of the Top Box scores, or “**Strongly Agree**” response choices, summarized at the organizational level. This section displays the five items receiving the highest percent **Strongly Agree**, along with the five items receiving the lowest percent **Strongly Agree** for the entire survey. This measure, distinct from the survey highlights (Section 1.1. and 1.2.), provides additional information and direction regarding potential areas for improvement. *Appendix B* contains the summary statistics on each program and site (if available), for each item, by rating category (i.e., **Strongly Agree**, **Agree**, **Disagree**, and **Strongly Disagree**) on a four-point scale. *Appendix C* includes the comments report, which provides a listing of comments by respondents during the current reporting period. Due to the potential length of respondent comments, these are provided separately.

Please note that percentages may not add to 100 due to the effect of rounding. Also note that in instances where a very small number of respondents chose a given response category, percentages may be displayed as “0.0%”, again due to rounding. Custom reports may be produced at additional cost. If you are interested in having other types of reports tailored for the specific needs of your organization, please contact uSPEQ staff to discuss options, pricing, and availability.

For more information about the uSPEQ reporting service, please contact the uSPEQ Research and Reporting team at:

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Technical Notes

Survey instrument

The uSPEQ Consumer Experience Survey was designed to capture common concerns and domains across varied settings and diverse populations. Consisting of 20 cross-cutting “Tier 1” items, optional “Tier 2” program-specific items, and custom “Tier 3” items, the primary purpose of uSPEQ is to gather feedback from persons served regarding their perceptions of the quality of service they are currently receiving or have received in the past. The uSPEQ items reflect five quality-related domains: service responsiveness, informed choice, respect, participation, and overall value. uSPEQ has undergone rigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

Report parameters

This report was generated using the following parameters:

Organization:	Headway Ireland
Current Reporting Period:	January 2019 - November 2019
Previous Reporting Period:	January 2018 - December 2018
Previous Calendar Year:	January 2018 - December 2018

Response Rate

The graph shows the response rate for the current period. The table below shows the number of questionnaires distributed, the number of questionnaires received and response rate for the current period, previous period, and previous year.

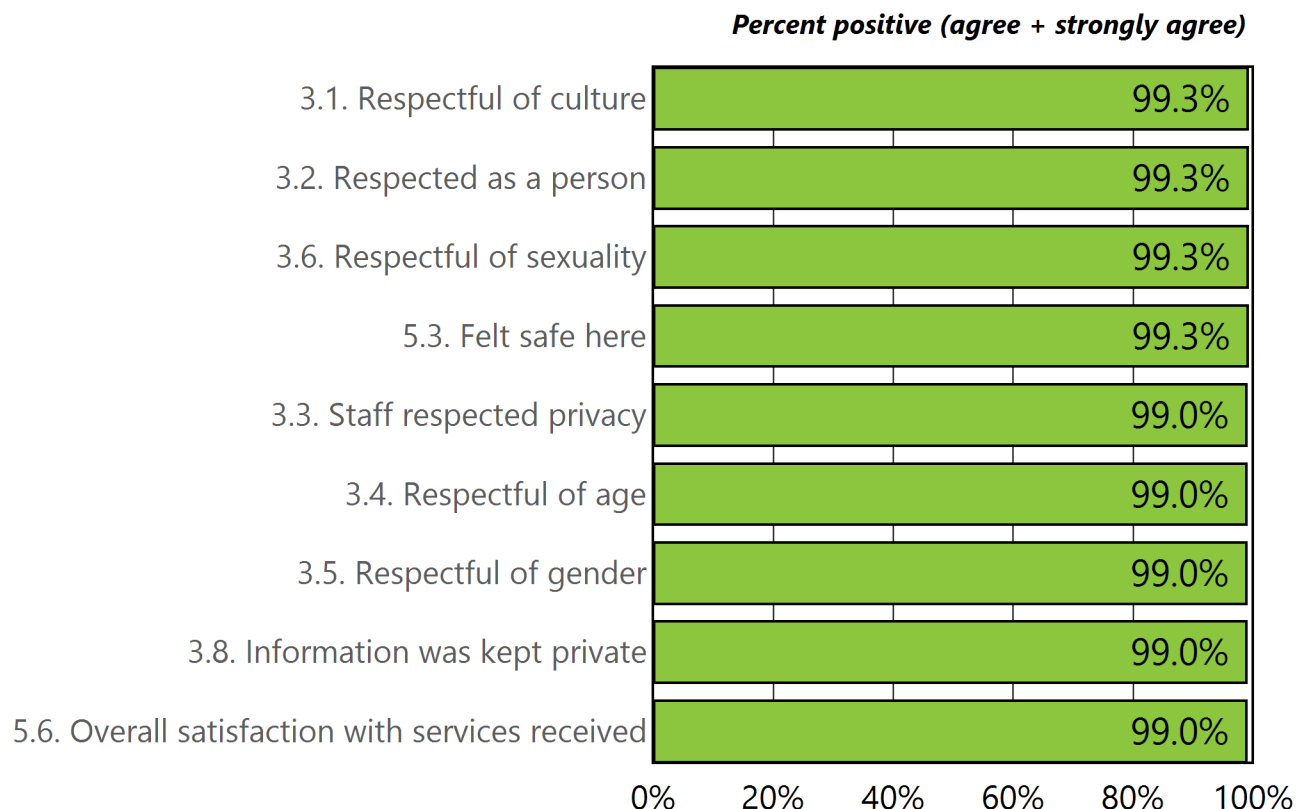
Response Rate for November 2019

	Number distributed	Number received	Response rate
Nov-2019	N/A	309	N/A
Dec-2018	233	233	100.0%
2018	233	233	100.0%

1. Survey Results Highlights

1.1. Top five survey items with positive responses

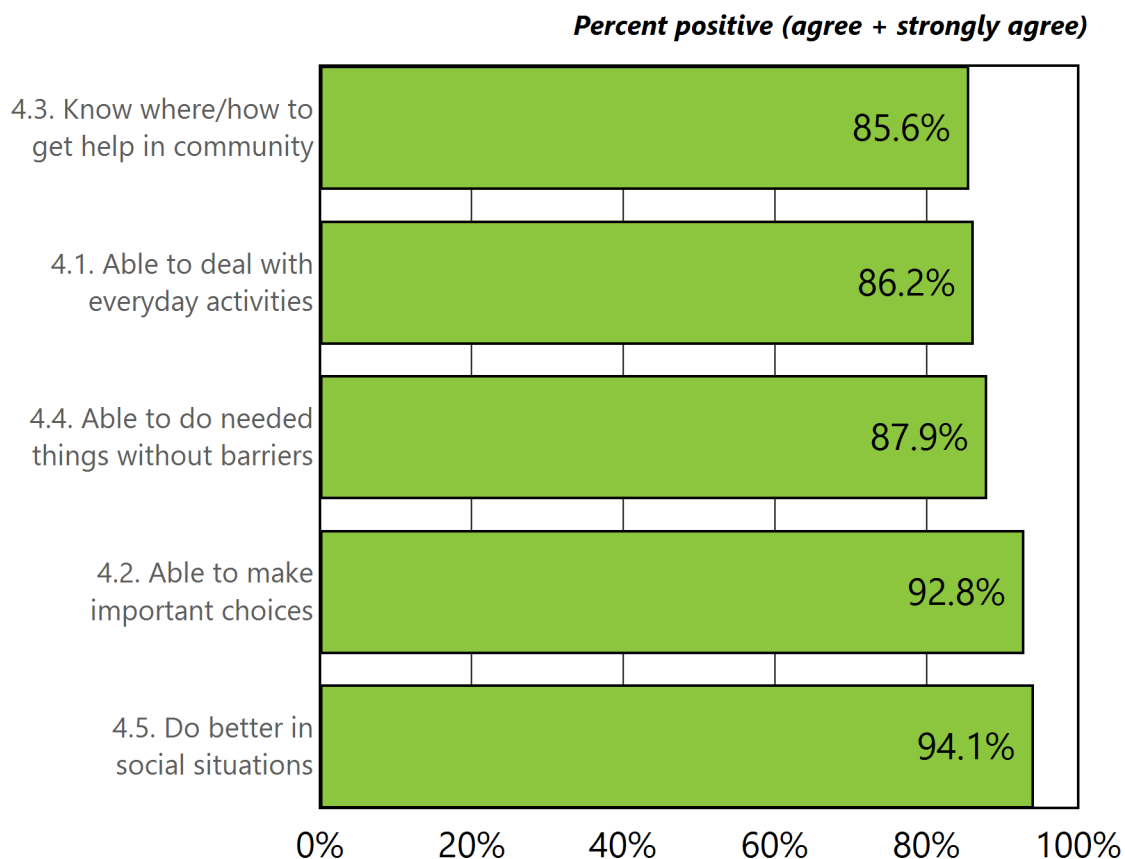
This section presents the top five items for the entire survey. Responses for the current reporting period are summarized at the organizational level..



Note: Items with less than 10 responses are not graphed.

1.2. Potential areas for improvement

This section presents the five items with the lowest percent positive ratings. Responses for the current reporting period are summarized at the organizational level.

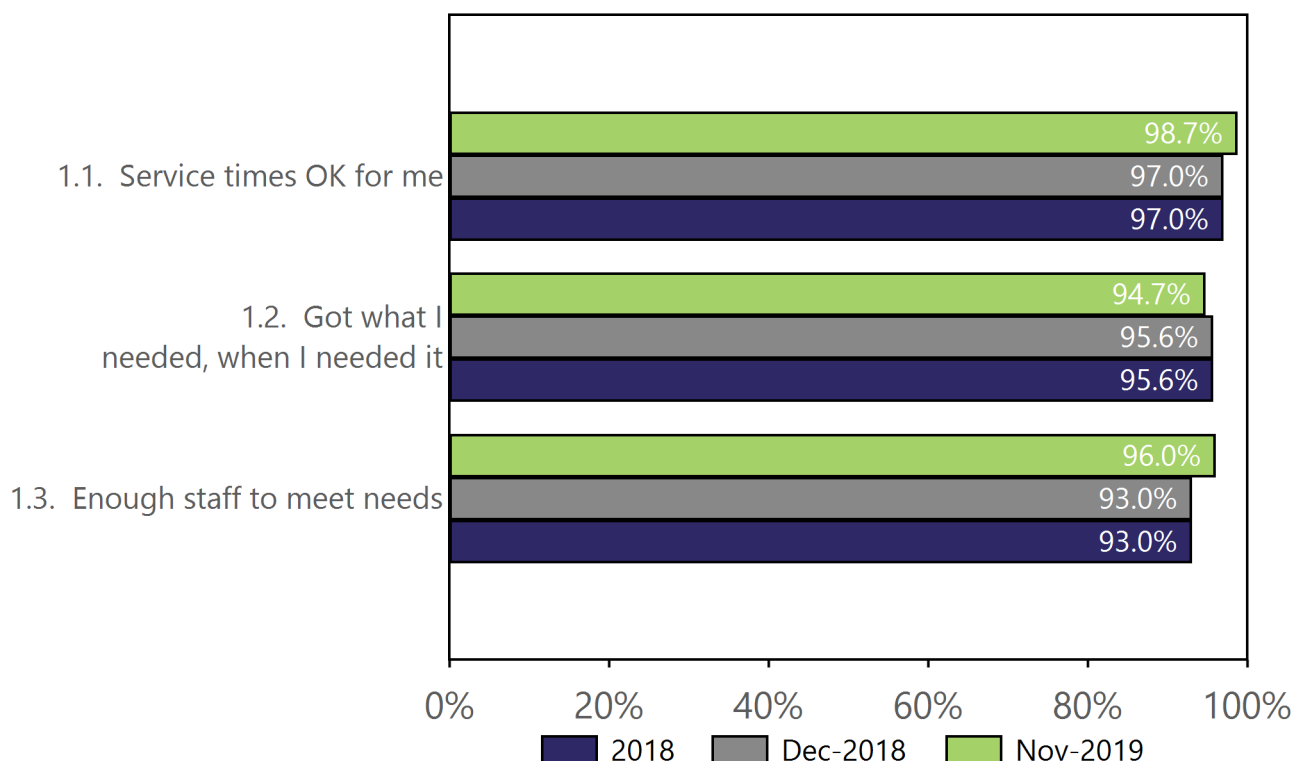


Note: Items with less than 10 responses are not graphed.

2. Survey Results by Time Period

This section reports results for each survey section. The graphs represent percent positive (Agree + Strongly Agree) responses for each item for the current time period as compared to the previous period and the previous year; the data are summarized at the organizational level. To avoid potential misleading information, items with less than 10 responses per time period are not included in the graphs. The following tables provide frequency distributions for each item for the current period, summarized at the organizational level.

2.1. Service Responsiveness

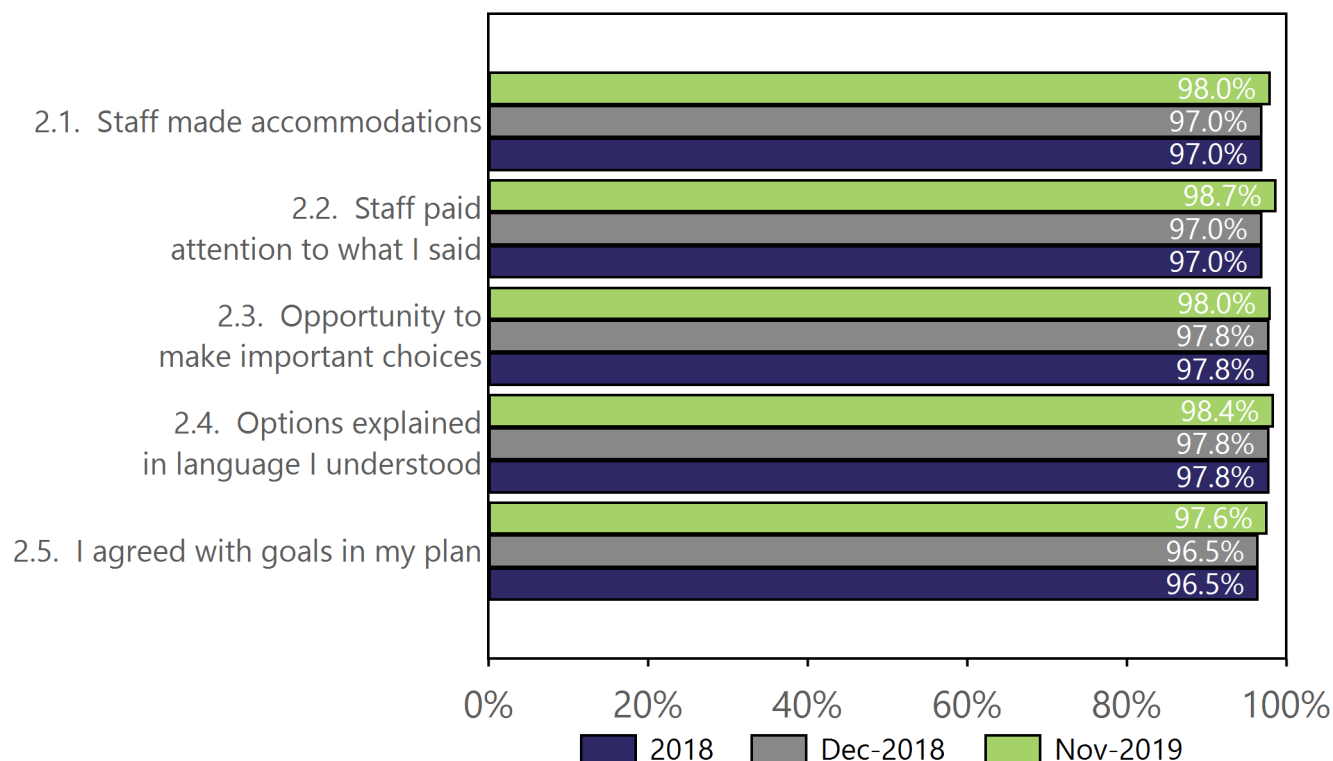


**Note: Items with less than 10 responses per time period are not graphed.
Please refer to the response rate table for more information.**

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1.1. Service times OK for me	304	0.3%	1.0%	47.7%	51.0%
1.2. Got what I needed, when I needed it	303	1.0%	4.3%	47.9%	46.9%
1.3. Enough staff to meet needs	300		4.0%	47.7%	48.3%

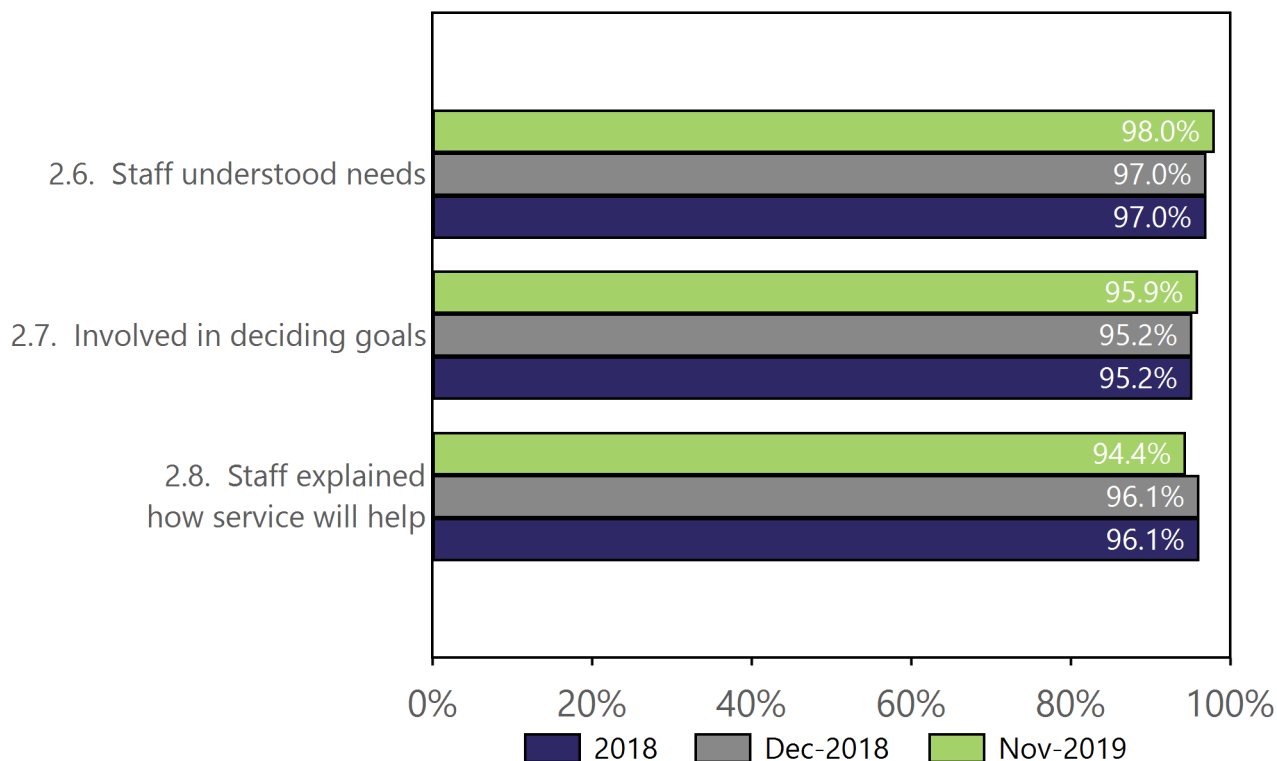
2.2. Informed Choice



**Note: Items with less than 10 responses per time period are not graphed.
Please refer to the response rate table for more information.**

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.1. Staff made accommodations	302	0.3%	1.7%	44.4%	53.6%
2.2. Staff paid attention to what I said	304	0.3%	1.0%	35.2%	63.5%
2.3. Opportunity to make important choices	304	0.7%	1.3%	48.0%	50.0%
2.4. Options explained in language I understood	306	0.3%	1.3%	42.5%	55.9%
2.5. I agreed with goals in my plan	293	0.7%	1.7%	49.8%	47.8%

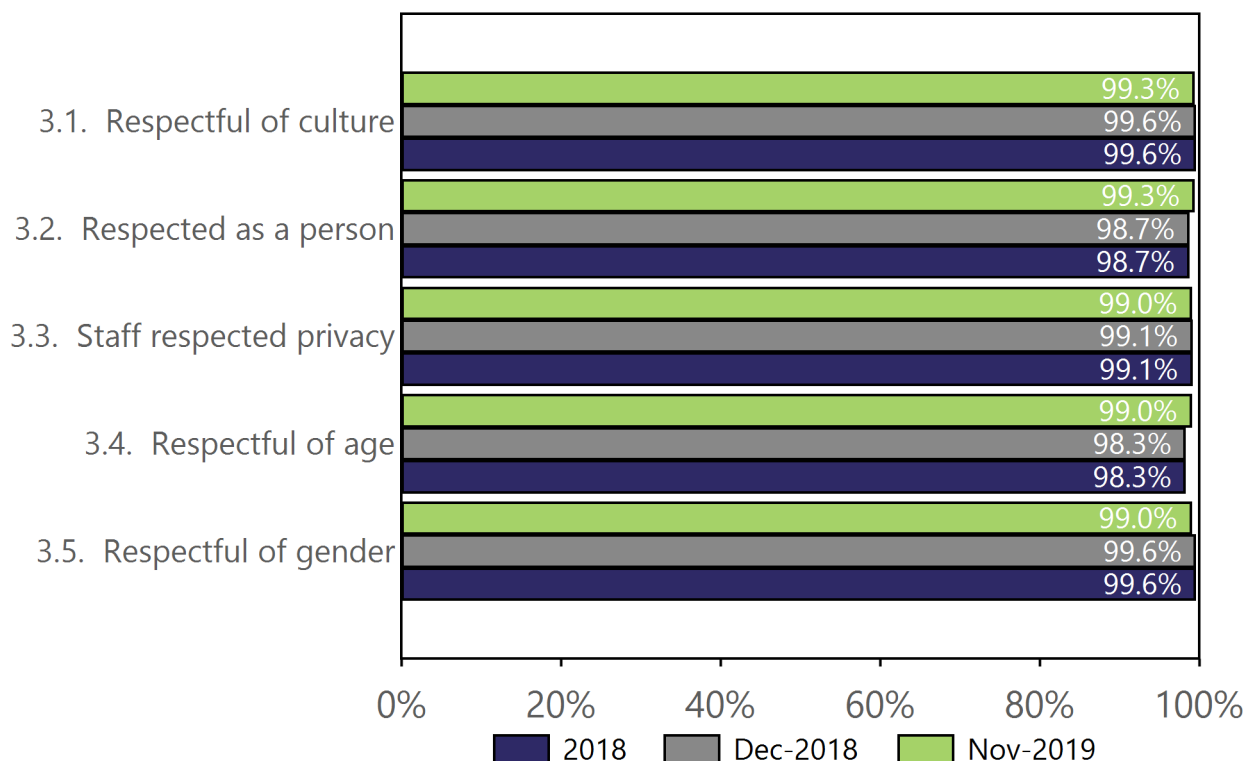


**Note: Items with less than 10 responses per time period are not graphed.
Please refer to the response rate table for more information.**

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.6. Staff understood needs	304	0.3%	1.6%	36.8%	61.2%
2.7. Involved in deciding goals	294	1.4%	2.7%	48.0%	48.0%
2.8. Staff explained how service will help	301	1.0%	4.7%	45.5%	48.8%

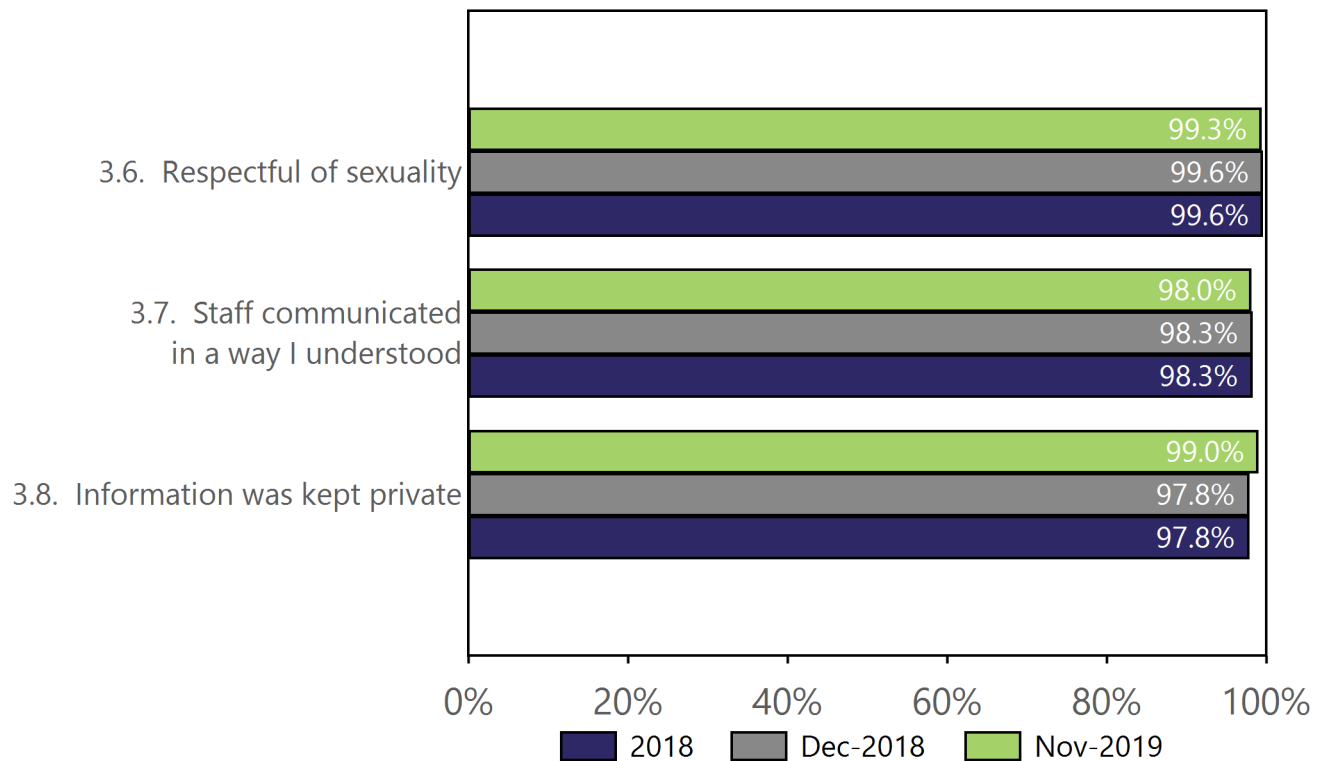
2.3. Respect



**Note: Items with less than 10 responses per time period are not graphed.
Please refer to the response rate table for more information.**

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.1. Respectful of culture	304	0.3%	0.3%	37.5%	61.8%
3.2. Respected as a person	306	0.7%		30.7%	68.6%
3.3. Staff respected privacy	305	0.3%	0.7%	34.1%	64.9%
3.4. Respectful of age	305	0.7%	0.3%	33.1%	65.9%
3.5. Respectful of gender	306	1.0%		34.0%	65.0%

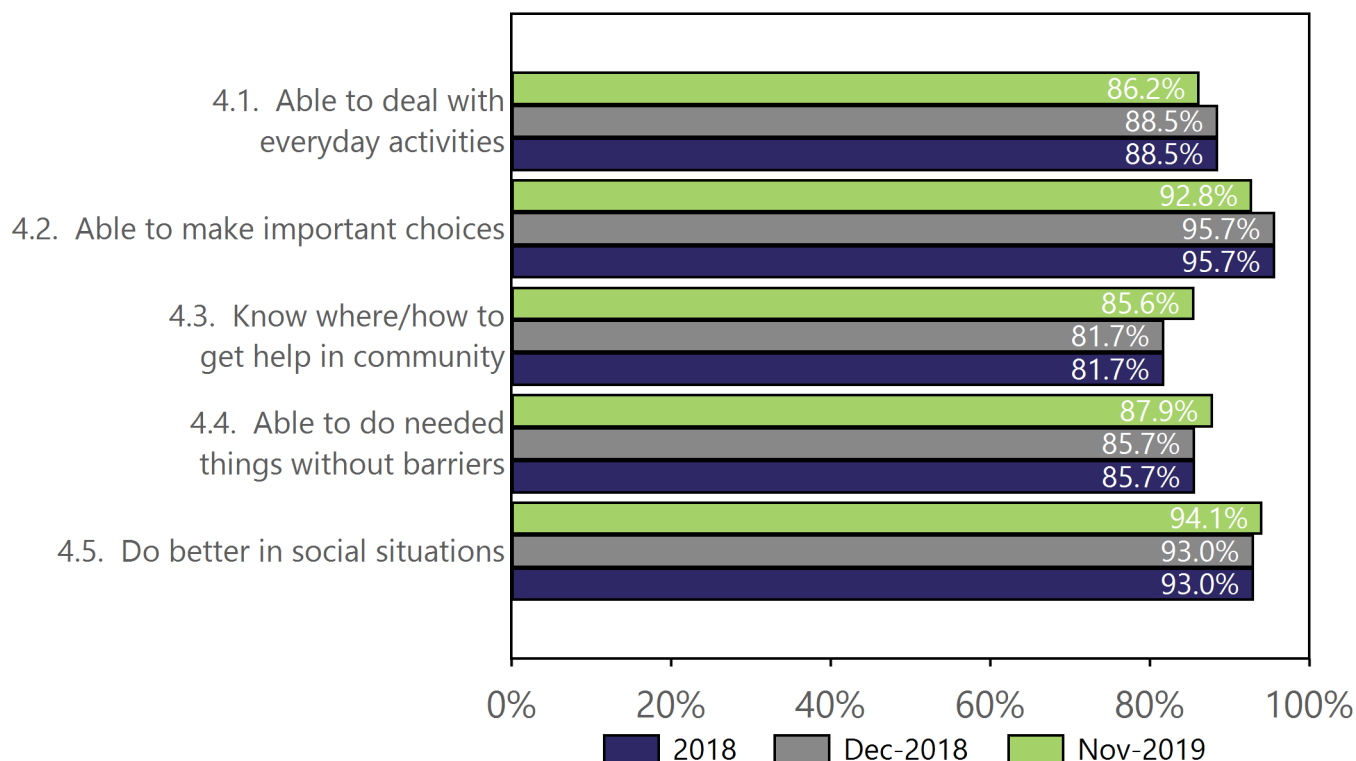


**Note: Items with less than 10 responses per time period are not graphed.
Please refer to the response rate table for more information.**

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.6. Respectful of sexuality	304	0.3%	0.3%	36.2%	63.2%
3.7. Staff communicated in a way I understood	307	0.7%	1.3%	36.8%	61.2%
3.8. Information was kept private	301	0.7%	0.3%	33.9%	65.1%

2.4. Participation

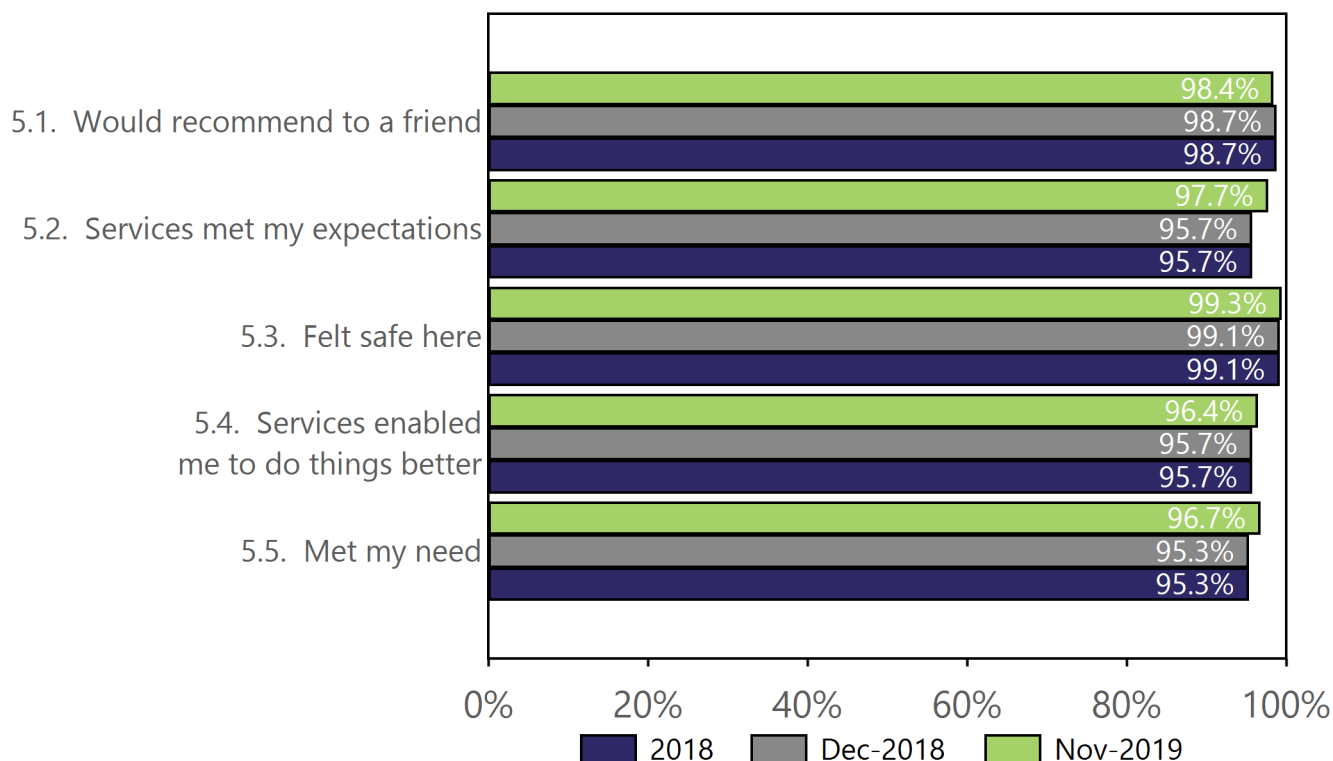


**Note: Items with less than 10 responses per time period are not graphed.
Please refer to the response rate table for more information.**

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.1. Able to deal with everyday activities	305	2.3%	11.5%	56.1%	30.2%
4.2. Able to make important choices	306	1.6%	5.6%	57.5%	35.3%
4.3. Know where/how to get help in community	305	2.0%	12.5%	54.8%	30.8%
4.4. Able to do needed things without barriers	305	2.6%	9.5%	59.0%	28.9%
4.5. Do better in social situations	305	0.7%	5.2%	43.9%	50.2%

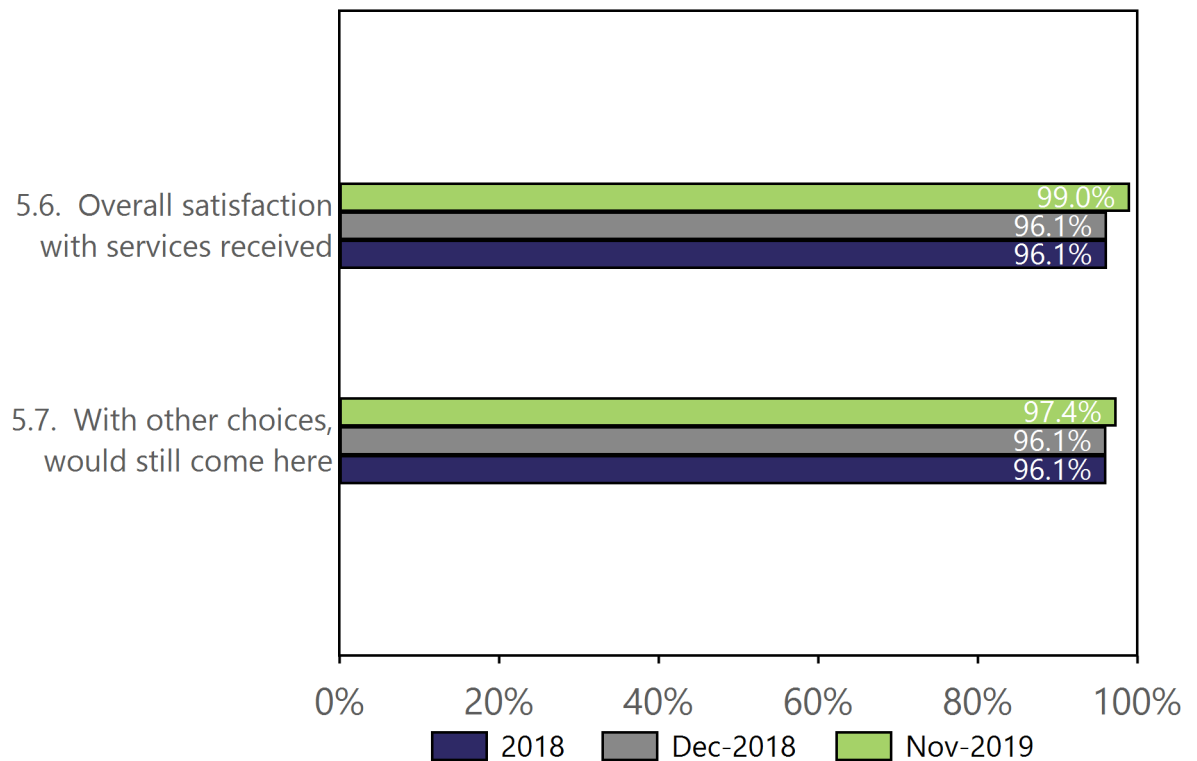
2.5. Overall Value



**Note: Items with less than 10 responses per time period are not graphed.
Please refer to the response rate table for more information.**

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.1. Would recommend to a friend	305	1.6%		23.3%	75.1%
5.2. Services met my expectations	304	0.3%	2.0%	43.8%	53.9%
5.3. Felt safe here	305	0.7%		27.5%	71.8%
5.4. Services enabled me to do things better	303	0.7%	3.0%	40.9%	55.4%
5.5. Met my need	303	0.3%	3.0%	40.3%	56.4%



**Note: Items with less than 10 responses per time period are not graphed.
Please refer to the response rate table for more information.**

Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.6. Overall satisfaction with services received	305	0.3%	0.7%	35.1%	63.9%
5.7. With other choices, would still come here	304	0.3%	2.3%	33.6%	63.8%