



# uSPEQ<sup>®</sup> Consumer Survey Report: 2016

Prepared for:

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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 are presented for each reporting period. 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

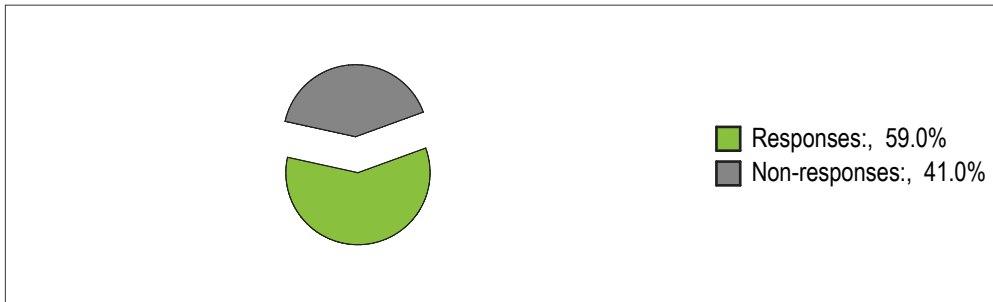
This report was generated using the following parameters:

<b>Organization:</b>	<b>Headway Ireland</b>
Current Time Period (2016):	January 2016 - May 2016
Previous Time Period 1 (2014):	January 2014 - December 2014
Previous Time Period 2 (2013):	January 2013 - December 2013

# Response Rate

The graph shows the response rate for this report. The table below shows the total number of questionnaires distributed, the number of questionnaires received and response rate for each reporting period.

## Response Rate for 2016

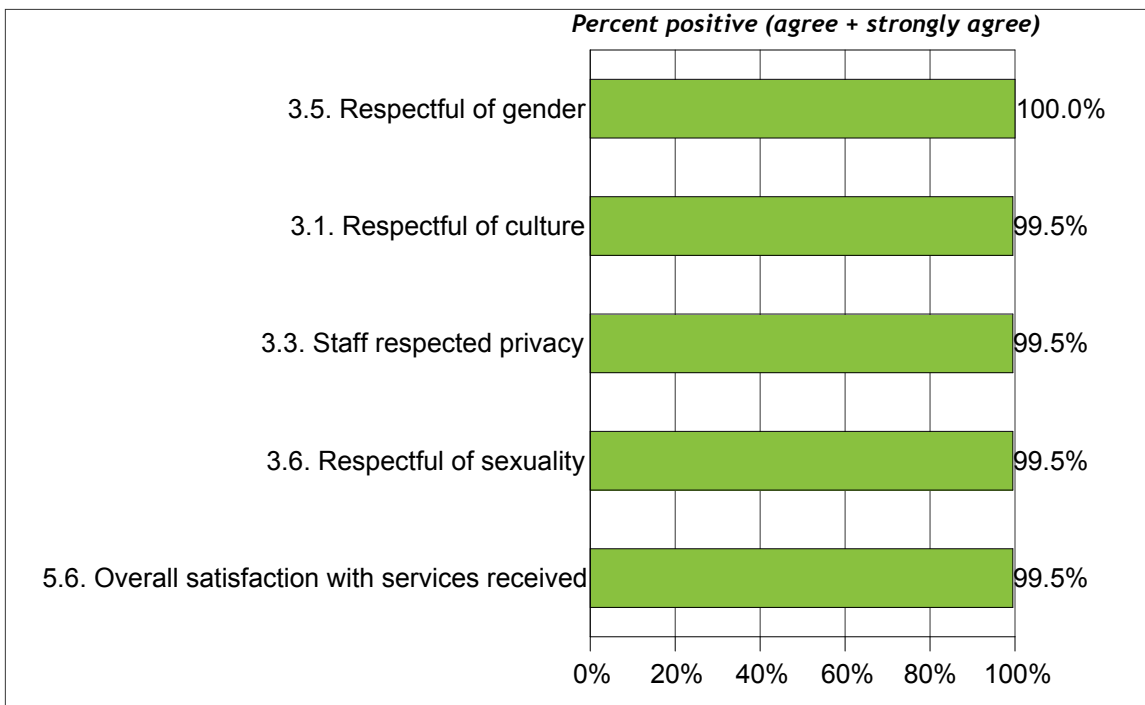


	Number distributed	Number received	Response rate
2016	356	210	59.0%
2014	342	220	64.3%
2013	326	210	64.4%

# 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 January 2016 - May 2016 are summarized at the organizational level.



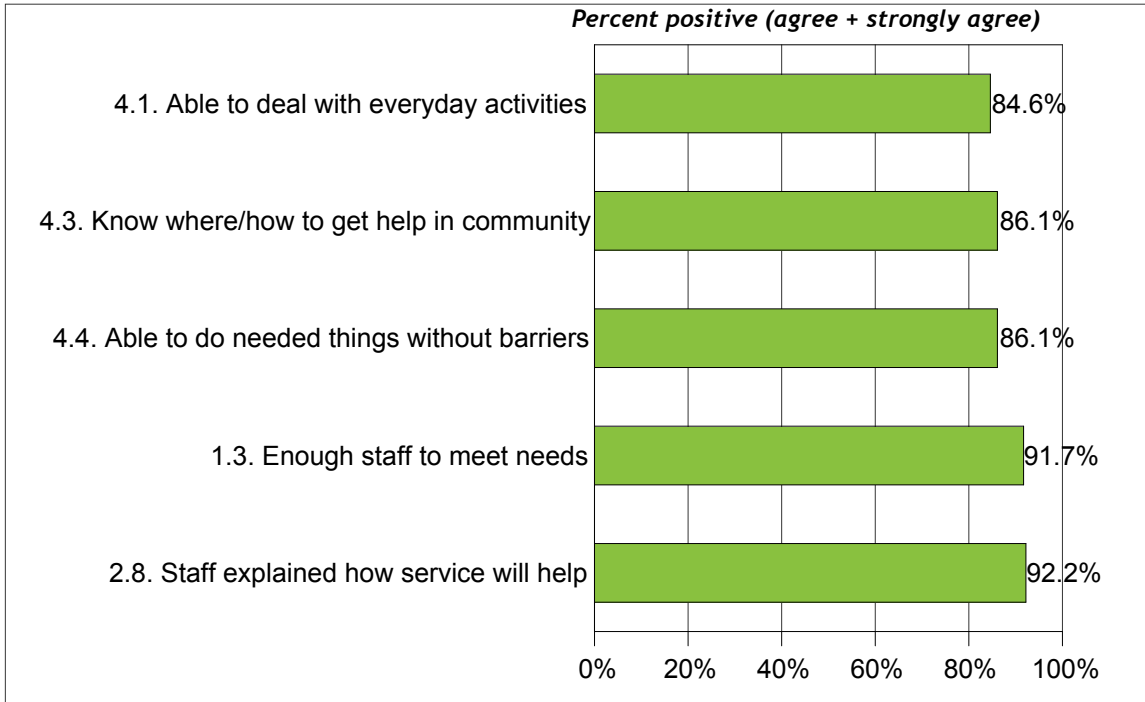
**Note:** Items with less than 10 responses are not graphed.

**Note:** If your organization is looking for additional guidance, you may refer to Appendix A. This appendix lists the survey items receiving the highest and lowest percent Strongly Agree responses.



## 1.2. Potential areas for improvement

This section presents the five items with the lowest percent positive ratings. Responses for January 2016 - May 2016 are summarized at the organizational level.

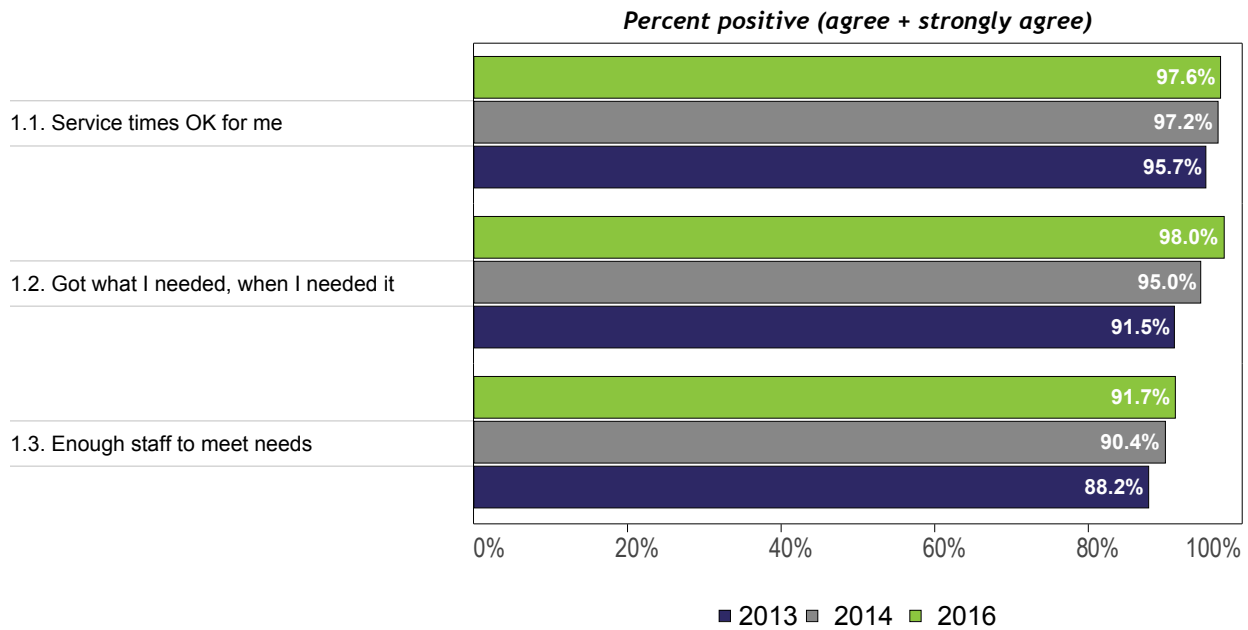


**Note:** Items with less than 10 responses are not graphed.

## 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 time periods presented in the Report Parameters section; 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 January 2016 - May 2016 time period, summarized at the organizational level.

## 2.1. Service responsiveness



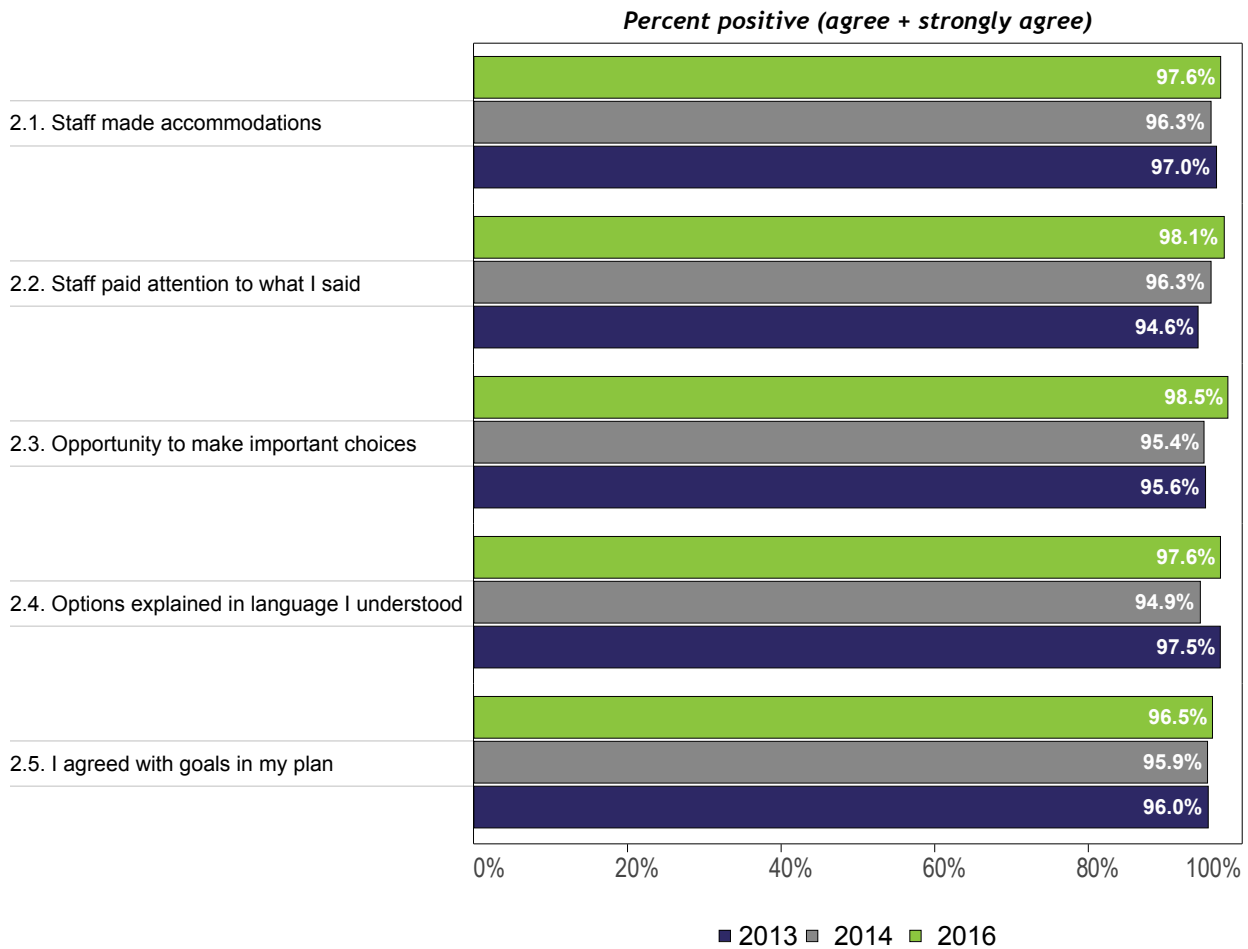
*Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.*

### Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1.1. Service times OK for me	206	1.0%	1.5%	50.0%	47.6%
1.2. Got what I needed, when I needed it	205	0.5%	1.5%	54.1%	43.9%
1.3. Enough staff to meet needs	204	1.0%	7.4%	49.5%	42.2%

*\* Blank cells represent no response.*

## 2.2. Informed choice

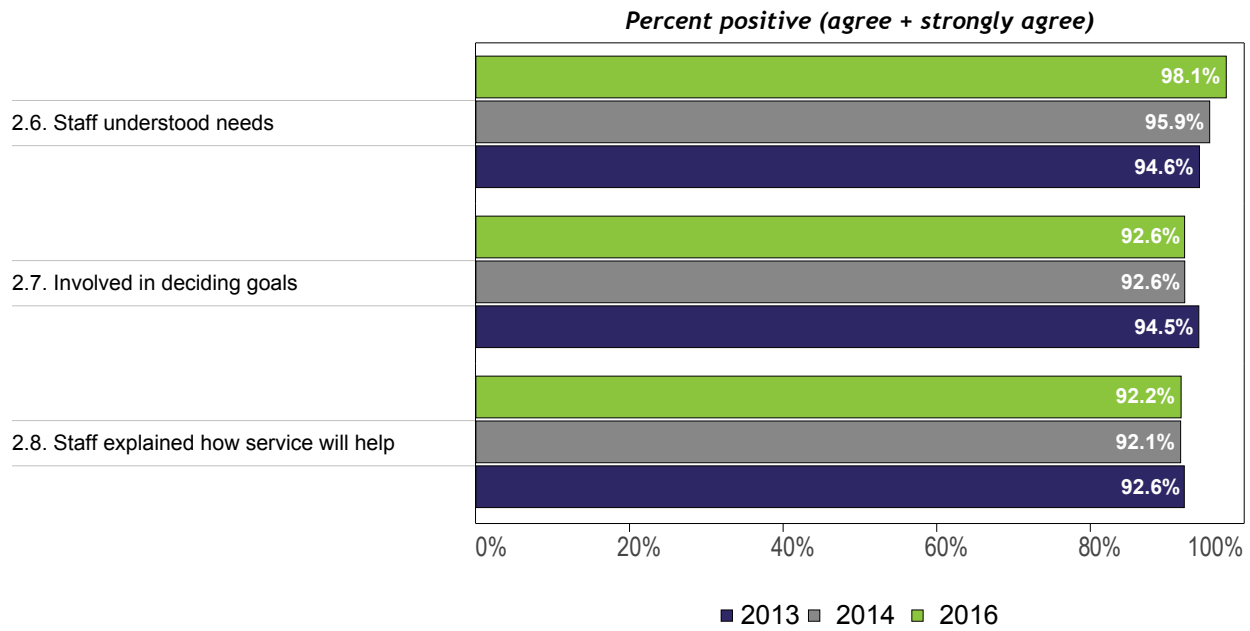


*Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.*

### Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.1. Staff made accommodations	207	1.4%	1.0%	52.7%	44.9%
2.2. Staff paid attention to what I said	206	0.5%	1.5%	44.7%	53.4%
2.3. Opportunity to make important choices	204		1.5%	56.4%	42.2%
2.4. Options explained in language I understood	205	1.0%	1.5%	47.8%	49.8%
2.5. I agreed with goals in my plan	201	1.0%	2.5%	55.2%	41.3%

*\* Blank cells represent no response.*



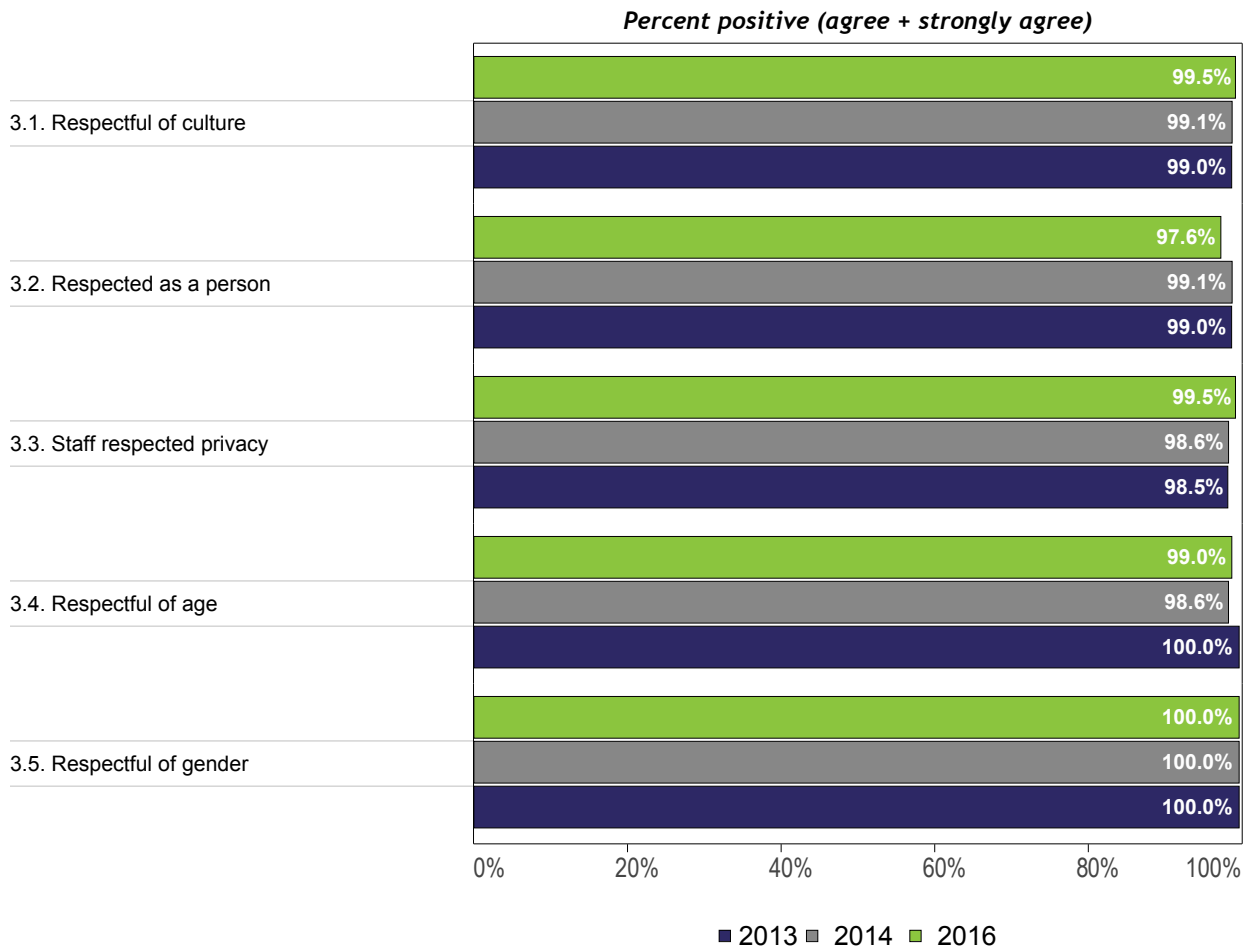
*Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.*

**Response by rating category**

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.6. Staff understood needs	206	0.5%	1.5%	46.6%	51.5%
2.7. Involved in deciding goals	203	1.5%	5.9%	54.7%	37.9%
2.8. Staff explained how service will help	204	1.0%	6.9%	45.1%	47.1%

*\* Blank cells represent no response.*

## 2.3. Respect

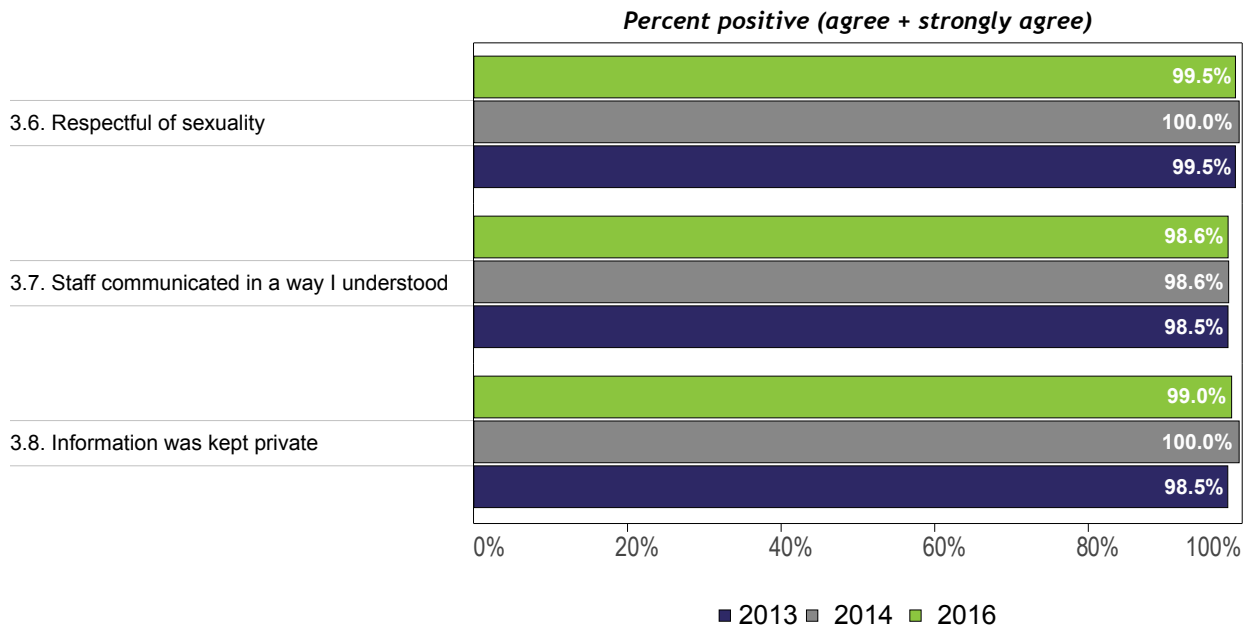


*Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.*

### Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.1. Respectful of culture	208	0.5%		46.6%	52.9%
3.2. Respected as a person	209	0.5%	1.9%	38.8%	58.9%
3.3. Staff respected privacy	209		0.5%	41.1%	58.4%
3.4. Respectful of age	209		1.0%	42.6%	56.5%
3.5. Respectful of gender	209			43.1%	56.9%

*\* Blank cells represent no response.*



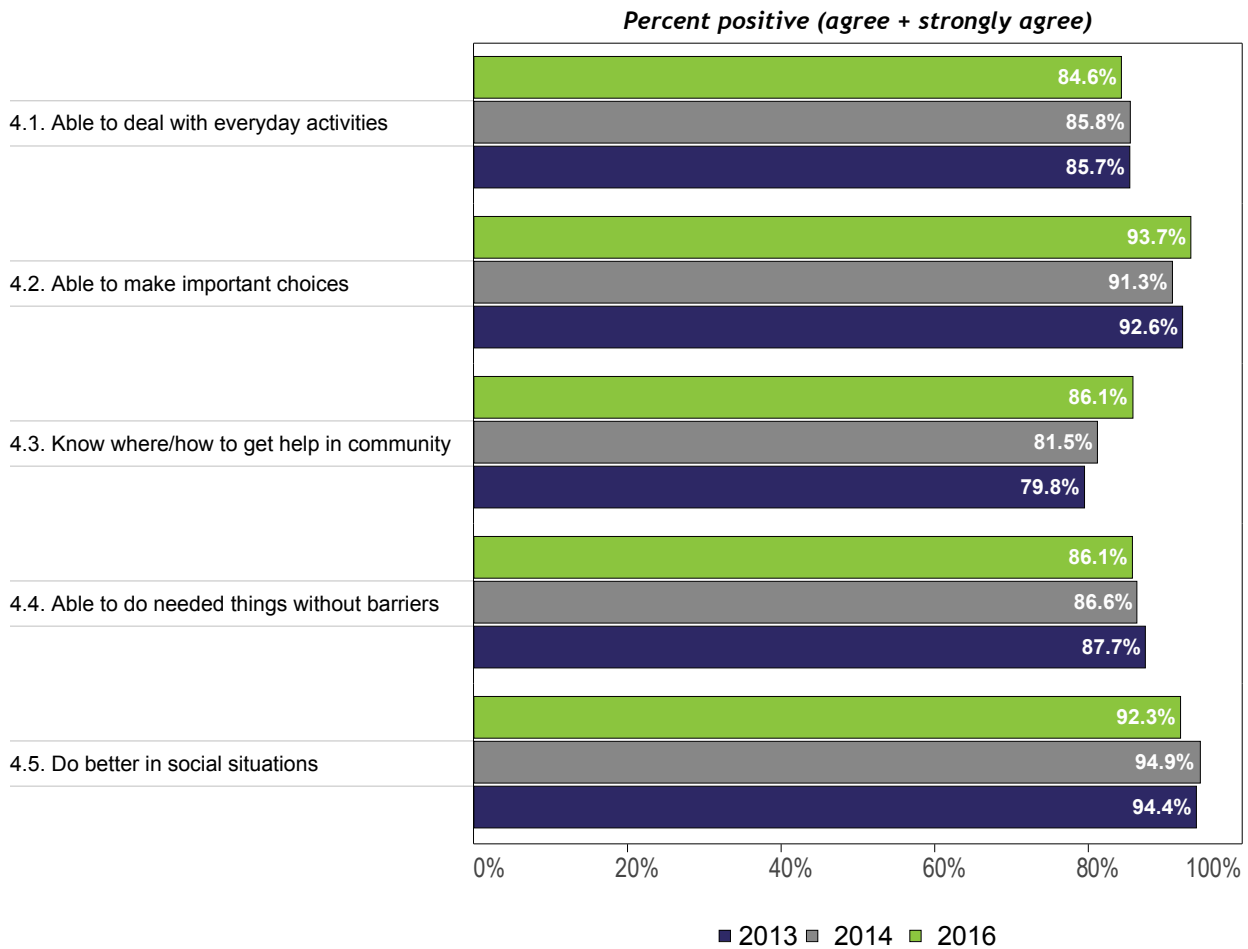
*Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.*

**Response by rating category**

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.6. Respectful of sexuality	208		0.5%	43.3%	56.2%
3.7. Staff communicated in a way I understood	208		1.4%	43.3%	55.3%
3.8. Information was kept private	204	0.5%	0.5%	38.2%	60.8%

*\* Blank cells represent no response.*

## 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.*

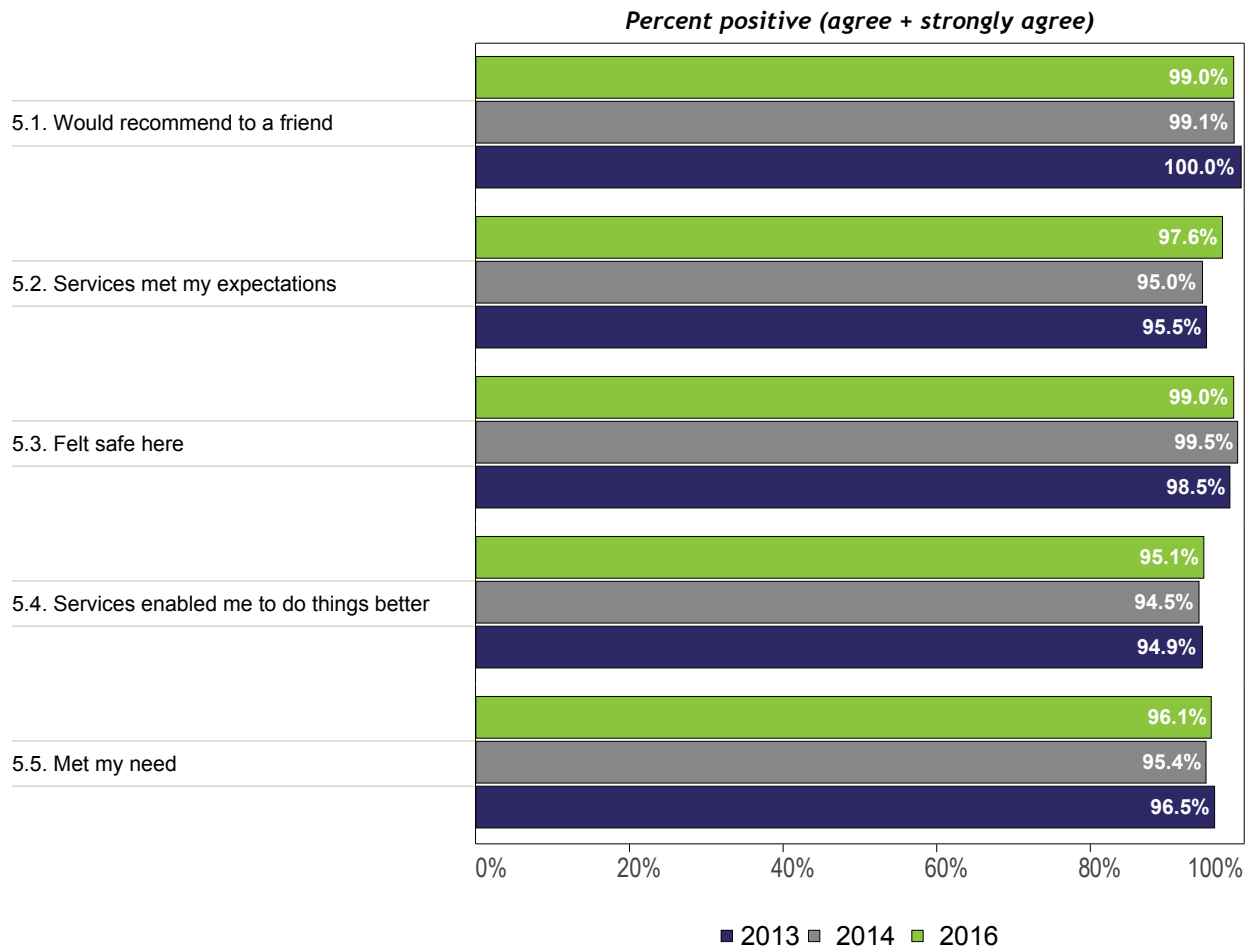
### Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.1. Able to deal with everyday activities	208	1.9%	13.5%	58.2%	26.4%
4.2. Able to make important choices	206	1.9%	4.4%	60.2%	33.5%
4.3. Know where/how to get help in community	209	2.4%	11.5%	62.2%	23.9%
4.4. Able to do needed things without barriers	208	1.4%	12.5%	61.5%	24.5%
4.5. Do better in social situations	209	1.0%	6.7%	46.4%	45.9%

*\* Blank cells represent no response.*



## 2.5. Overall value

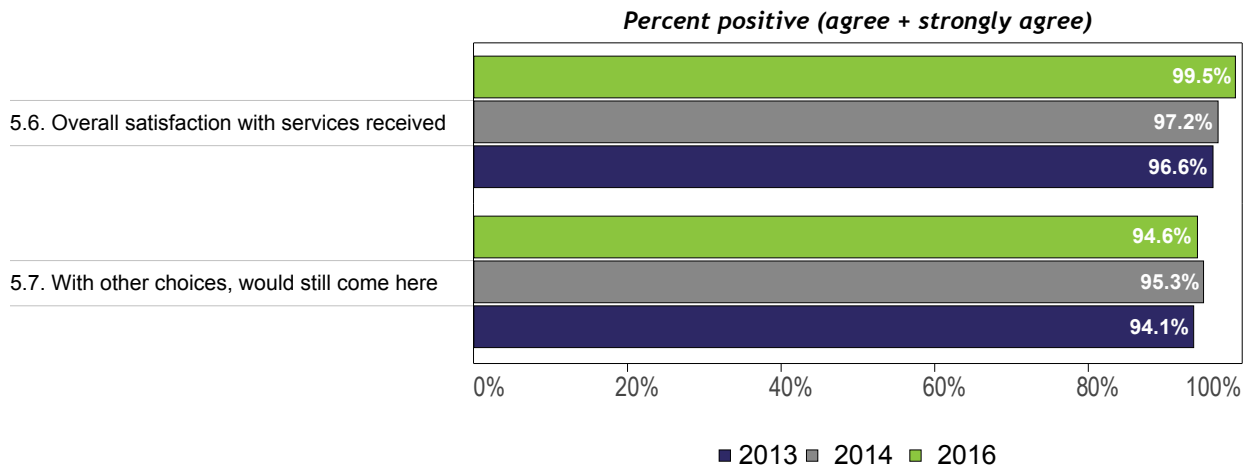


*Note: Items with less than 10 responses per time period are not graphed. Please refer to the response rate table for more information.*

### Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.1. Would recommend to a friend	205	1.0%		32.2%	66.8%
5.2. Services met my expectations	205	0.5%	2.0%	47.8%	49.8%
5.3. Felt safe here	205	0.5%	0.5%	33.2%	65.9%
5.4. Services enabled me to do things better	205	0.5%	4.4%	45.9%	49.3%
5.5. Met my need	205	0.5%	3.4%	43.9%	52.2%

*\* Blank cells represent no response.*



*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	205	0.5%		42.0%	57.6%
5.7. With other choices, would still come here	202	1.0%	4.5%	36.6%	57.9%

*\* Blank cells represent no response.*