

Summary Report:

Findings from the Jigsaw Satisfaction Survey

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Overview of Report

This report summarises the main findings to emerge from analysis of completed Jigsaw Satisfaction Surveys ($n = 206$), administered between 1st October 2013 and 31st March 2014 across ten Jigsaw sites.

The Jigsaw Satisfaction Survey (JSS) is a short, anonymous survey which was designed in collaboration with young people to capture young people's level of satisfaction with the service that they receive in Jigsaw. Young people either fill out the survey online in a web-based format, or complete a paper-based version of the survey at the end of their engagement with Jigsaw. The JSS has two components. In the first part of the survey young people are asked to indicate their level of agreement with a series of six statements about the support they received in Jigsaw by selecting a response on a five-point scale ranging from 'Strongly Disagree' to 'Strongly Agree'. The second part of the survey consists of three open-ended questions about young people's experiences in Jigsaw.

Quantitative Analysis

Data from the closed-ended questions on the JSS were analysed using frequency analysis. Responses to three of these statements, concerning the level of support provided in Jigsaw, are presented in Figure 1 on the following page.

As this graph shows, the majority of young people strongly agreed (70.9%) or agreed (24.3%) with the statement *I got the kind of support I wanted in Jigsaw*. In addition, most people indicated that they strongly agreed (72.3%) or agreed (24.3%) with the statement *I was satisfied with the quality of support I received in Jigsaw*. Furthermore, over three quarters of the young people surveyed strongly agreed (56.3%) or agreed (24.3%) with the statement *The support I got in Jigsaw helped me to deal with my problems*.

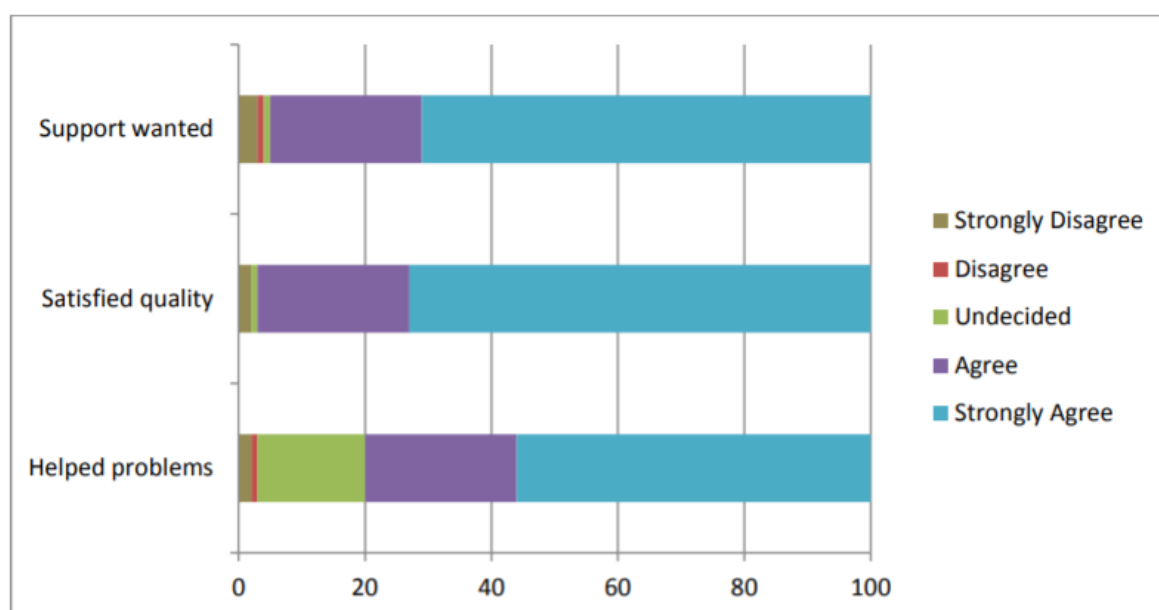


Figure 1. Summary of Responses to JSS Questions 1-3

Data from the remaining three JSS questions are presented in Figure 2 below. As this graph shows, over half of young people strongly agreed (60.7%) and over a quarter agreed (33.5%) with the statement *Jigsaw met my needs*. Furthermore, the majority of young people strongly agreed (76.7%) or agreed (17%) that if they were to look for help again they would come back to Jigsaw. Finally, 78.2% of people strongly agreed and 14.6% agreed with the statement *If my friend was in need of similar help I would recommend Jigsaw to him/her*.

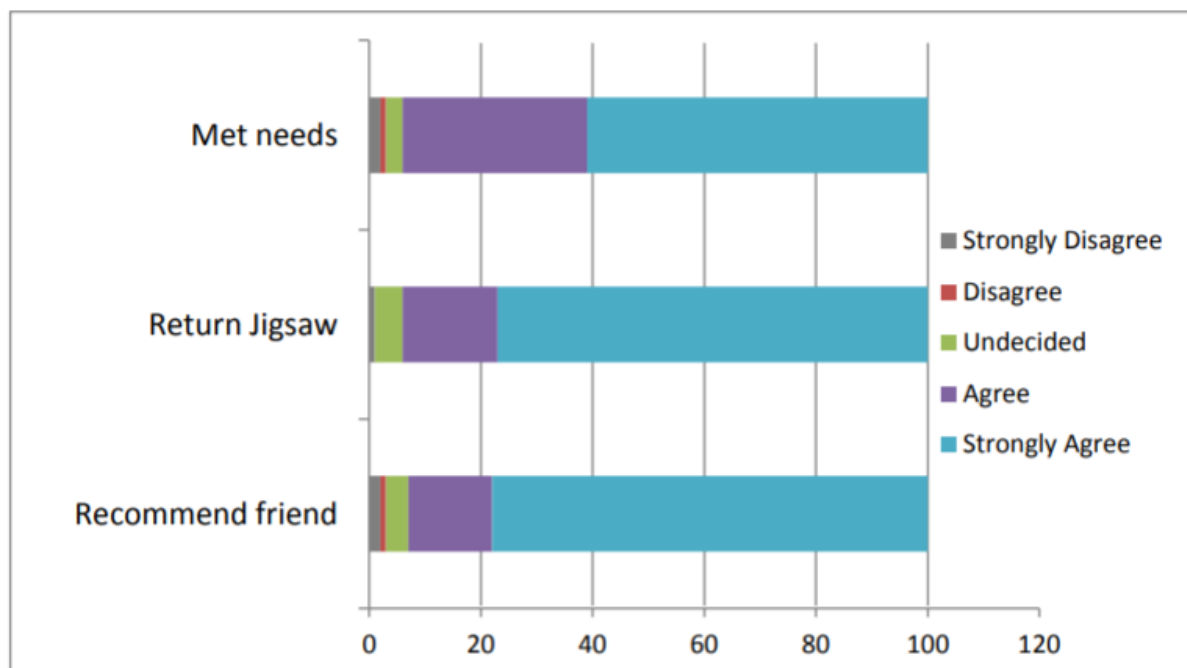


Figure 2. Summary of Responses to JSS Questions 4-6

Qualitative Analysis

Qualitative data from the JSS were analysed using thematic analysis (Braun & Clarke, 2006). Initially, responses to the three open-ended questions in the survey were analysed separately and emergent themes were documented. After this, analysis across datasets was conducted culminating in the identification of four key themes, with one overarching theme as outlined in Figure 3 below. As this figure shows, the main theme that emerged was that young people felt engaging with Jigsaw was, overall, a very positive experience.



Figure 3. Emerging Themes from Qualitative Analysis of JSS Data

Supportive Staff

Analysis first revealed that young people felt that Jigsaw **staff were very supportive**. As one person stated:

"It is a great service for young people that need support like myself. The staff are really nice... able to build good relationships with them" [Female, 21; Dublin 15]

Many young people described Jigsaw staff as "helpful", "generous", "understanding" and felt they gave "good advice". Young people mentioned how "it was great to have someone to talk to" and felt that staff were "easy to get on with". In addition, young people described staff as very accessible and felt the "door was always open" to them. For example:

*"I liked the way I could talk about anything, if I needed help it was always there"
[Female, 16; Donegal]*

Young people talked about staff helped them "relax" and made them feel "comfortable and safe". They also felt staff were "non-judgemental", "open-minded" and that they respected their opinions and listened to them. As one young person described:

"I loved going into Jigsaw, from my first session I was made feel very comfortable and like I would be listened to no matter what I had to say which is exactly what I needed" [Female, 26; Galway]

Indeed, young people felt that non-judgemental staff was one element of the Jigsaw service that distinguished it from other places they had visited to seek support. As a result of feeling respected by staff, young people felt that they could be "honest" and "talk openly" in Jigsaw. As one person noted:

"I liked how I could talk openly about things and I had the full support of my councillor [sic]" [Male, 17; Offaly]

They also felt that they could trust the staff they engaged with. For example:

"I went in thinking my problems were silly, but the staff assured me that no problem was too small. They listened to me and made me feel like I could trust them with everything I said" [Female, 18; Galway]

Confidentiality appeared to be very important to young people. However, it is worth noting that one young person described how they felt that rules around confidentiality had not been clearly communicated to them and how they would not return to Jigsaw because of a perceived breach in confidentiality. Another young person noted how a "councillor [sic] [should] ask if he/she wants you to speak to their parents" suggesting that clear communication with young people about the limits of confidentiality is necessary.

Welcoming Place

In general, young people felt that Jigsaw was a service that was welcoming to young people. They described **staff** as very "friendly", "approachable" and "pleasant". As one young person mentioned:

"I walked into Jigsaw feeling very sad, lonely, isolated and depressed. I was greeted by lovely, smiling, friendly staff and instantly felt relieved" [Female, 24; Galway]

Young people also felt that the **Jigsaw hubs** were "fun" and "very welcoming". A number of young people commented on how they liked the design of the hubs, noting that "Jigsaw is bright, colourful and open-spaced" and "furniture's cool". This made young people feel welcome and comfortable in Jigsaw. For example:

"Design and warmth was comforting, expected Jigsaw to be like doctors but instantly felt calm and comfortable on seeing sofas and chairs and sitting room"

like environment. Being offered tea and coffee and made me feel welcome that I wasn't bothering anyone" [Female, 14; Donegal]

A number of people also commented on the atmosphere created in the Jigsaw hubs, with many describing the environment as “relaxing” for them. For example:

"It was a relaxed environment where I could think things through and figure things out" [Female, 16; Offaly]

These multiple factors – supportive and welcoming staff, a relaxed atmosphere and youth-friendly design – often combined and contributed to young peoples’ overall positive experience in Jigsaw. As one young person outlined:

"At the start I thought it was gonna be all serious but when I met the staff... [Staff name] was always so pleasant when they greeted me and [Staff name] was just amazing to work with. The whole experience itself was awesome. The atmosphere was really chilled and relaxing" [Female, 20; Clondalkin]

Although most comments about the design of Jigsaw hubs were favourable, it is important to highlight that one young person stated that they would prefer a door in the “back” of their hub while another young person noted that they would prefer if the heating in rooms was turned down. Furthermore, one young person described how the “rooms [could be] a brighter colour to show positivity”

A Unique Place

In discussing what they liked about Jigsaw, some young people commented on what they perceived as unique aspects of the service. First, a few people described how they liked that Jigsaw had **no waiting list**. For example:

"You get seen to straight away not like other services around the area you are put on a waiting list" [Female, 21; Dublin 15]

Others noted that the service was “flexible” and “accommodating” while one young person described how they had found Jigsaw **more helpful** for their mental health compared to other services that they had previously engaged with:

"It wasn't like other places I've been for my mental health. No horrible doctors telling ya what ta do or judging ya. Jigsaw got me. It was a nice, friendly place. Just what I needed!" [Female, 18; Tallaght]

Some young people also commented on how they liked the type of specific **type of support** offered in Jigsaw. For example:

"It was good, because they made me work towards goals" [Female, 14; Offaly]

A few young people even described Jigsaw as a “**perfect**” service, stated how there is “nothing to improve on” and that their “every need was met” in Jigsaw. Others noted how

they did not think the service “could get any better”. However, some people felt that the service could be improved by more people knowing about it. As one young person stated:

“Let people know, put flyers up” [Male, 14; Meath]

A small number of people also described how they would like to have more opportunities for young people to “get involved” with Jigsaw. In addition, one young person commented that they would like “If Jigsaw was opened more days in the week”, while another stated that they would have liked “more time” in Jigsaw. Finally, others commented on how they would like to have group or family therapy offered in hubs.

Impacted on Life

As a result of the support they received in Jigsaw, young people described how their **lives had changed**. Some young people mentioned how they felt better able to cope with their problems. For example:

“My counsellor was so friendly and helped me a lot with how and why I feel the way I did and how I can cope” [Female, 16; Meath]

Others felt that they had learned specific skills from engaging with Jigsaw such as “facilitating realisations”, “feeling more confident”, challenging negative thoughts and help-seeking. Furthermore, a number of young people described how they felt “happier”, “less angry” and “less stressed” since coming to Jigsaw. For example:

“I thought Jigsaw was very helpful because it helped me with my problems and it made me become happy. By coming to Jigsaw I felt less nervous at everything I do and went outside again with my friends and felt comfortable” [Male, 14; Clondalkin]

While a lot of young people described how Jigsaw had helped them with internal difficulties, such as anxiety and anger, one young person mentioned how the service had helped them deal with external difficulties relating to moving to a new area. They stated:

“I was able to get through a tough time in a new place where I didn’t know anyone, because of Jigsaw” [Male, 21; Dublin 15]

For other young people, their lives changed more fundamentally. One individual mentioned how “the staff aided me in putting my life back together piece by piece each visit” while another stated that “when I came in I was feeling very low, now I can do anything I want”. One young person even described how engaging with Jigsaw had saved their life. For example:

“My life has changed coming here. If it wasn’t for you’s I wouldn’t be here” [Female, 16; Donegal]

As a result of very these positive experiences in Jigsaw, young people noted they had recommended Jigsaw to other people. As one young person stated:

"I couldn't recommend it highly enough. It really helped change my life. My family are so happy with me too which is a miracle!!" [Male, 14; Tallaght]

It is interesting that a few young people mentioned how they had changed their opinion about Jigsaw since engaging with the service, suggesting that initial interactions with Jigsaw are important as some people may be reluctant to engage with the service. For example:

"My mother forced me to come here, but it's ok now" [Male, 16; Kerry]

Although the overwhelming majority of young people's responses were positive, one person described their frustration that Jigsaw was "only capable of handling mild cases" and stated they were "passed from pillar to post within Jigsaw and then sent to another service". Finally, one young person also commented that they should have received greater level of follow-up after using the service.

Summary

Overall, results from the quantitative analysis indicate that the large majority of young people who engaged with Jigsaw got the support that they wanted, were happy with the quality of this support, and felt it made a difference to their problems. In addition, the majority of young people felt that their needs were met by Jigsaw, that they would be happy to return, and would recommend Jigsaw to a friend. The qualitative analysis revealed that young people's reactions to Jigsaw were predominantly positive in nature. The key themes that arose from their comments suggested that Jigsaw is viewed as a welcoming and unique place to get support, which has positive impact on young people's lives.

Taken together, these findings suggest that the young people surveyed were happy with both the support that they received from Jigsaw and the manner in which these supports were delivered. They highlight the important role played by staff in Jigsaw, who have been highlighted as one of the most positive aspects of engagement with the service, and the importance of young people having one good adult to talk to when experiencing difficulties.

We're here to make sure that every young person's mental health is valued and supported, providing information and support online, through schools, and our services based in communities across Ireland.

For information and support visit jigsawonline.ie



Jigsaw.ie