

# Jigsaw's Youth Satisfaction Survey

## Psychometric Properties and Implementation

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**JIGSAW** Young people's  
health in mind

## Executive Summary

- The World Health Organisation (WHO, 2012) recommend that youth mental health services are accessible, acceptable, equitable, appropriate and effective
- 65.8% ( $N = 1,588$ ) of young people who completed or partially completed an intervention with Jigsaw between the 8<sup>th</sup> April 2019 and the 19<sup>th</sup> March 2020 completed the Youth Satisfaction Survey (YSS)
- The majority of respondents were female (65.6%,  $n = 1,025$ ) and the average age was 16.24 years ( $SD = 2.97$ )
- The majority of young people who answered the YSS were satisfied or very satisfied with Jigsaw
- Items which examined how young people were treated by Jigsaw staff had the highest proportion of agree/strongly agree
- Analysis of open-ended responses indicated young people reported that they gained benefits across three themes: coping skills, personal growth and a greater understanding and awareness of mental health.
- The YSS demonstrated good internal reliability and measured a single construct of satisfaction
- Although young people were overwhelmingly positive in their feedback about Jigsaw services, suggested changes relating to the content and structure of sessions and wider service delivery were highlighted



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## Introduction

We know from our research that many adolescents and young adults in Ireland experience mental health difficulties (Dooley et al., 2019). When young people experience these difficulties, they often seek support from informal sources such as family and friends. Unfortunately, there are well-established barriers to seeking formal sources of support such as limited knowledge of services, cost, and stigma (Gulliver et al., 2010). Satisfaction with mental health services can also influence young people's engagement with mental health services and outcomes (Aguirre Velasco et al., 2020). Monitoring the experience of young people allows services to ensure they are accessible, acceptable, equitable, appropriate and effective. These five characteristics are essential to ensure services are appealing to young people (World Health Organisation [WHO], 2012).

A number of indicators are used to inform service delivery in Jigsaw including the completion of the Youth Satisfaction Survey (YSS; Rickwood et al., 2015), and the proportion of young people who are satisfied with the support they receive. The YSS was developed by staff in *headspace* Australia and, since the 8<sup>th</sup> April 2019, it has been offered to all young people who complete a brief intervention in Jigsaw. Self-completed satisfaction surveys generally achieve high response rates and are typically completed immediately after a final session (Attride-Sterling, 2002). Response rates for these types of surveys vary from 58% (Rickwood et al., 2015) to 72% (Stiza & Wood, 1998).

This report was prepared to:

- Examine satisfaction among young people who completed the survey following a brief intervention in Jigsaw
- Examine the psychometric properties of the YSS to ensure the measure is suitable for use in Jigsaw.



## Method

### Youth Satisfaction Survey (YSS)

The YSS is a fourteen-item scale which rates statements on a five-point Likert scale from 1 (Strongly Disagree) to 5 (Strongly Agree), see Appendix A. The development of the YSS was informed by 213 headspace service users aged 12-25 years. Cronbach's alpha for the scale showed very good internal consistency ( $\alpha = 0.953$ ; Tavakol & Dennick, 2011). While the initial pilot testing revealed a one-factor solution, further analysis with 21,354 Headspace service users revealed a four-factor solution for the scale; satisfaction with headspace centre, satisfaction with headspace staff, satisfaction with outcomes achieved, and general satisfaction and feedback. Internal consistency remained acceptable (.93; Rickwood et al., 2015).

In rolling out the YSS, Jigsaw included one additional question "*I could tell that young people were actively involved in decisions about how Jigsaw works*", to explore if youth participation in Jigsaw is evident to young people using the service. This is rated from 1 (Strongly Disagree) to 5 (Strongly Agree).

Young people who engage with Jigsaw services for a brief intervention are invited to complete the YSS at their last session, either in paper format or online through the Jigsaw website. Service administrators upload paper surveys to the Jigsaw website regularly. Aggregated data are displayed through the Jigsaw Data System (JDS) where managers can view collated feedback and responses to questions. The proportion of young people completing the survey and the proportion who are satisfied/very satisfied are monitored regularly<sup>1</sup>.

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<sup>1</sup> Need at least 13 responses to statements and a score of 52 or more and surveys with at least 14 responses to statements and a score of 56 or more are categorised as satisfied/very satisfied.



## Participants

Between the 8<sup>th</sup> April 2019 – 19<sup>th</sup> March 2020, 1,588 young people completed the YSS across all Jigsaw services. This represents 53.5% of young people who exited Jigsaw overall and represents 65.8% of young people who exited Jigsaw as completed/partially completed an intervention<sup>2</sup>. The majority of respondents identified as female (64.4%,  $n = 1,023$ ), similar to the proportion of females who exited Jigsaw during the timeframe (63.6%,  $n = 1,892$ )<sup>3</sup>. The average age was 16.45 years ( $SD = 2.97$ ) with little difference in age between males ( $M = 16.44$ ,  $SD = 3.10$ ) and females ( $M = 16.50$ ,  $SD = 2.88$ ), although young people who reported they were unsure/questioning their gender ( $M = 19.11$ ,  $SD = 3.59$ ) were slightly older.

**Table 1. Demographic characteristics**

	YSS Respondents %(n)
<b>Gender</b>	
Male	31.2% (495)
Female	64.4% (1,023)
Unsure/Questioning	.6% (9)
Prefer not to say	2.0% (32)
Other <sup>4</sup>	.6% (9)
Missing	1.3% (20)
<b>Age</b>	
12-14	26.4% (419)
15-17	43.4% (689)
18-20	16.8% (266)
21-25	11.5% (182)
Missing	2.0% (32)

<sup>2</sup> 2,970 exited overall (includes young people who dropped out) and 2,412 young people who completed/partially completed an intervention.

<sup>3</sup> Only male and female options are recorded on the JDS.

<sup>4</sup> Includes non-binary ( $n = 4$ ), trans male ( $n = 1$ ), not on card/nothing ( $n = 3$ ) and demi gender ( $n = 1$ ).

## Analysis

Data were analysed using SPSS version 22 and STATA 14.2. Descriptive statistics were used to summarise each item and analyse demographic information. T-tests and one-way ANOVAs were used to compare the average score between groups. Cronbach's alpha was used to test reliability of the scale and subscales.

Exploratory Factor Analysis (EFA) using a Principal Axis Factoring approach and Direct Oblim rotation was used to explore underlying subscales. Confirmatory Factor Analysis (CFA) using maximum-likelihood estimation was used to test constructs found. Comparative Fit Index (CFI), Tucker-Lewis Index (TLI), Root Mean Square Error of Approximation (RMSEA), Standardised Root Mean Square Residual (SRMR) and Akaike Information Criterion (AIC) were examined (Hox & Bechger, 1998; Kaplan, 2000). Hu and Bentler (1999) suggest that good model fit is indicated by CFI and TLI values of 0.90 or higher, an RMSEA value of 0.06 or lower (values of 0.01, 0.05 and 0.08 indicate excellent, good and mediocre fit respectively) and an SRMR value of 0.08 or lower. Smaller values of AIC denote a better fit (Vrieze, 2012). Missing items in this study ranged from 2.9% ( $n = 46$ ) to 1.8% ( $n = 29$ ). Thematic analysis (Braun and Clarke, 2006) was used to examine two open-ended questions; "How has coming to Jigsaw helped you, if at all?" and "Is there anything we could do better?"

## Results

### Satisfaction with service

The majority of participants (96.1%,  $n = 1,510$ ) were categorised as satisfied or very satisfied<sup>5</sup> and 3.9% ( $n = 61$ ) were not satisfied. Satisfaction rates for each individual Jigsaw service ranged from 88.6% ( $n = 124$ ) to 100% ( $n = 142$ ). Young people who were satisfied with the

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<sup>5</sup> Surveys with 13 responses to statements and a score of 52 or more and surveys with at least 14 responses to statements and a score of 56 or more are categorised as satisfied/very satisfied



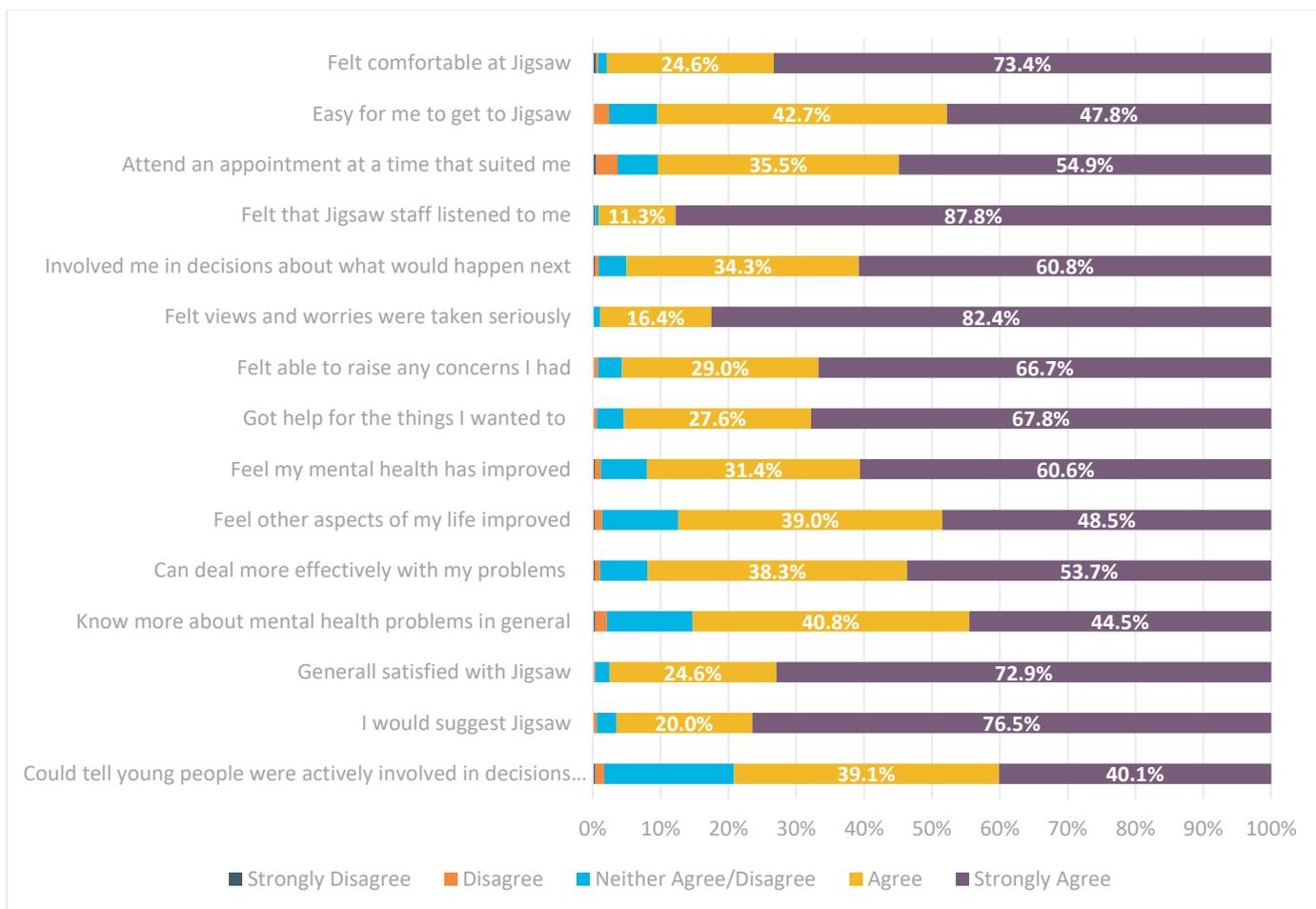
service scored  $M = 68.08$  ( $SD = 5.42$ ), the highest possible score was 75. The average score among young people not satisfied was  $M = 46.44$  ( $SD = 9.59$ ).

Individual items scored relatively high, with an average rating of agree/strongly agree for all items. “I could tell young people were actively involved in decisions about how Jigsaw works” scored the lowest ( $M = 4.17$ ,  $SD = .81$ ) while “I felt that Jigsaw staff listened to me” scored the highest ( $M = 4.86$ ,  $SD = .40$ ). All items had an average score above the mid-point.

**Table 2.** Average score of each item

	M (SD)
Felt comfortable at Jigsaw	4.70 (.55)
Easy for me to get to Jigsaw	4.36 (.73)
Attend an appointment at a time that suited me	4.41 (.78)
Felt that Jigsaw staff listened to me	4.86 (.40)
Involved me in decisions about what would happen next	4.55 (.63)
Felt views and worries were taken seriously	4.81 (.44)
Felt able to raise any concerns I had	4.61 (.61)
Got help for the things I wanted to	4.62 (.60)
Feel my mental health has improved	4.51 (.69)
Feel other aspects of my life improved	4.34 (.74)
Can deal more effectively with my problems	4.44 (.68)
Know more about mental health problems in general	4.27 (.77)
General satisfied with Jigsaw	4.70 (.54)
I would suggest Jigsaw to a friend	4.72 (.55)
I could tell young people were actively involved in decisions about how Jigsaw works	4.17 (.81)

As can be seen in **Figure 1**, “I could tell young people were actively involved in decisions about how Jigsaw works” had the highest proportion of neither agree/disagree (19.2%), while “I could attend an appointment at a time that suited me” had the highest proportion of disagree/strongly disagree (3.7%). Questions relating to how young people were treated by Jigsaw staff scored the highest (i.e., 99.1% agreed that Jigsaw staff listened to me, 98.8% agreed their views and worries were taken seriously and 98% agreed they felt comfortable at Jigsaw).



**Figure 1.** Overview of responses to YSS



### Demographic Analysis

There was little difference in the average score between young people identifying as male ( $M = 67.15, SD = 6.54$ ), female ( $M = 67.40, SD = 7.16$ ), young people who preferred not to say ( $M = 64.91, SD = 8.41$ ) and young people who were unsure/questioning their gender identity ( $M = 62.55, SD = 10.19$ ).

There were significant differences between age and satisfaction ( $F(3,599.955) = 16.500, p < 0.001$ ). A post hoc test (Games-Howell) showed older respondents aged 18-20 years ( $M = 68.83, SD = 5.81$ ) and 21-25 years ( $M = 69.44, SD = 6.89$ ) scored significantly higher levels of satisfaction than younger respondents aged 12-14 years ( $M = 66.56, SD = 6.29$ ) and 15-17 years ( $M = 66.47, SD = 7.68$ ). The effect size was small (eta squared was .028).

**Table 3.** Results of YSS by gender and age

	Youth Satisfaction Survey M(SD)
Overall	67.24 (7.01)
Male	67.15 (6.54)
Female	67.40, (7.16)
Not sure/questioning	62.55 (10.19)
Prefer not to say	64.91 (8.41)
12-14 years	66.56 (6.29)
15-17 years	66.47 (7.68)
18-20 years	68.83 (5.81)
21-25 years	69.44 (6.89)

## Psychometric Properties of Instrument

The original scale reached acceptable reliability ( $\alpha = .890$ ). The inclusion of an additional item (“I could tell young people were actively involved in decisions about how Jigsaw works”) did not negatively impact overall reliability ( $\alpha = .893$ ). As Table 4 shows, the scale showed acceptable reliability for use in all Jigsaw services and the inclusion of an additional item did not negatively impact reliability.

**Table 4.** Reliability of the YSS per service

Cronbach's Alpha	14 item scale	15 item scale
Jigsaw Cork	.882	.888
Jigsaw Donegal	.944	.944
Jigsaw Dublin 15	.846	.849
Jigsaw Dublin City	.912	.914
Jigsaw Dublin South West	.874	.881
Jigsaw Galway	.884	.880
Jigsaw Kerry	.901	.906
Jigsaw Laois/Offaly	.875	.873
Jigsaw Limerick	.868	.874
Jigsaw Meath	.865	.873
Jigsaw North Fingal	.877	.880
Jigsaw Roscommon	.878	.877

## Exploratory Factor Analysis (EFA)

EFA using Principal Analysis Factoring was carried out on the original 14-item scale. The Kaiser-Meyer-Olkin value observed was 0.942, well above the recommended value of .60



(Kaiser, 1974). Barlett's Test of Sphericity was significant and correlations between items were all above .25. Results found an eigenvalue of 6.08 which explained 43.46% of the variance, and an eigenvalue of 1.09 which explained 7.81% of the variance. The scree plot (see Appendix B) supported a second factor, although much of the variance can explained by one factor.

### Confirmatory Factor Analysis (CFA)

Based on previous research (Rickwood et al., 2015; Simmons et al., 2014), one-factor, two-factor and four-factor models were tested to identify the best fit for the YSS data. Fit statistics are presented in Table 6. Factor loadings for each model are presented in Appendix C.

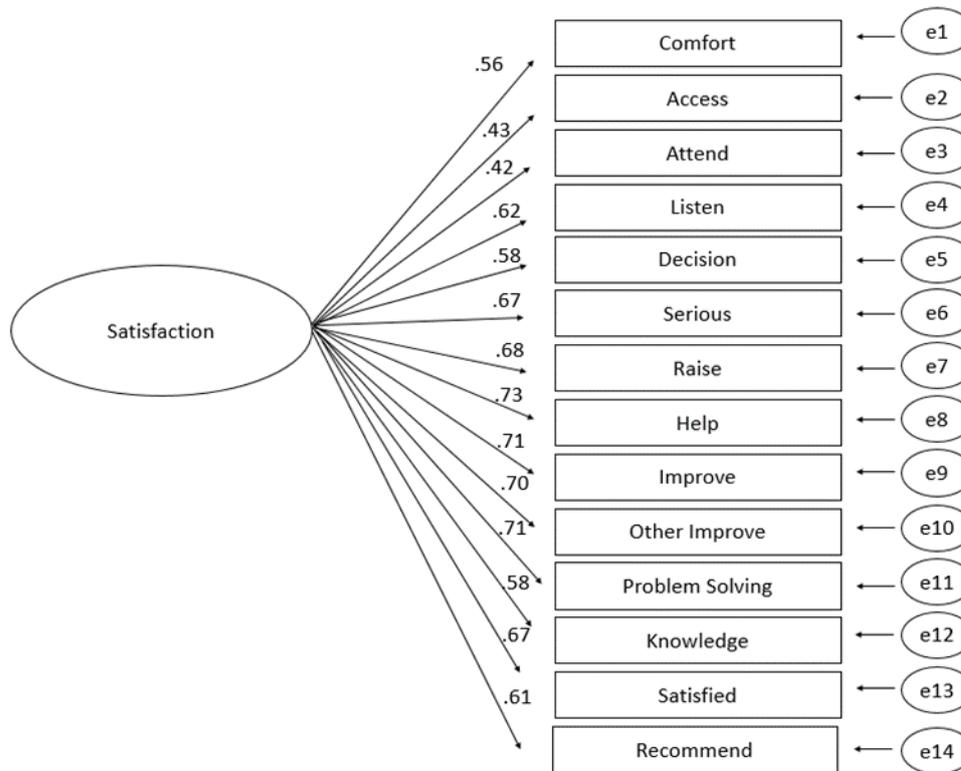
As this table shows, Chi-squares were significant for all models, indicating poor fit. However, differences in Chi-squares are dependent on sample sizes and become less accurate with larger samples (Alavi et al., 2020). CFI, which is independent of both model complexity and sample size, is recommended as a better measure of goodness of fit for evaluating invariance in measures used on larger samples (Cheung & Rensvold, 2002). For the four-factor and two-factor models, fit was very poor on all indices. However, for the one-factor model, CFI was close to .90 which shows a relatively good fit (Bentler, 1990). This model also had an acceptable SRMR, and the lowest AIC value of the three models. The RMSEA value represented a mediocre fit. The RMSEA is also sensitive to sample size, thus SRMR is preferred (Iacobucci, 2010).

**Table 6.** Results of Confirmatory Factor Analysis

	$\chi^2$	<i>p</i>	CFI	TLI	RMSEA	SRMR	AIC
<b>4-Factor model</b>	3055.25	<.001	0.612	0.542	0.136	0.313	32928.46
<b>2-Factor model</b>	1366.39	<.001	0.832	0.802	0.108	0.246	31239.60
<b>1-Factor model</b>	780.15	<.001	0.908	0.892	0.079	<b>0.045*</b>	30653.36



The factor loadings for the one-factor model were all above .4 (see Figure 2).



**Figure 2.** CFA and Factor Loadings of the YSS for 1-Factor model

## Qualitative Analysis

### How has coming to Jigsaw helped you, if at all?

A large sample ( $N = 1,262$ ) of respondents provided feedback for the open-ended question “How has coming to Jigsaw helped you, if at all?” Thematic analysis of young people’s comments in response revealed all respondents, except four<sup>6</sup>, identified that Jigsaw had helped them in some way.

<sup>6</sup> Two who did not specify why it was not helpful, one young person who described feeling “bored” during sessions, and one who was “unsure”.

Three themes emerged from the data: developed coping skills, personal growth, and a greater understanding and awareness of mental health.

### *Developed Coping Skills*

The most frequently noted benefit by young people were skills they learned to cope with the difficulties they were experiencing. Many respondents identified that they were better able to manage their emotions as a result of having attended Jigsaw, “Jigsaw helped me with understanding and dealing with my anxiety” (Female, 17). In addition, young people also reported an improvement in their mood noting that they felt happier, calmer and more hopeful.

Young people noted that they had observed a change in their thinking and a greater ability to “overcome negative thought patterns” since coming to Jigsaw. Some described having gained a new perspective and/or a more positive outlook on life. One young person stated “I can handle my bad spell a lot better and I have a much happier and more positive outlook on life since attending Jigsaw” (Female, 18).

Respondents also felt they had developed coping skills to support them in other areas of their lives such as school and home. Some reported an improvement in their ability to manage stress and anxiety in school, while others stated it helped with exams, bullying, school transitions and school attendance, “it helped me immensely and helped me stay in school” (Male, 16). Further, young people described how they felt better equipped to cope with difficulties in their home environment since coming to Jigsaw.

Two respondents reported having developed healthy ways of coping with their difficulties and stated that they are no longer engaging in self-harm.

### *Personal Growth*

Young people identified how they had experienced some personal growth since attending Jigsaw. Improved communication was the second most frequent benefit noted by



respondents, with many young people mentioning how helpful it was to have a safe space to share their difficulties with a clinician while attending Jigsaw. As one young person noted, “Coming to Jigsaw helped tremendously, every time I just felt a weight lifted off my shoulders due to being able to talk openly in a safe space and come to terms and learn to cope with my problems” (Female, 19). It appears that the experience of having a safe space to talk and feeling listened to were important factors, which encouraged communication and supported future help-seeking behaviours for some respondents. Young people noted that they felt more comfortable approaching someone to talk and share their difficulties when needed since coming to Jigsaw. For example, “Jigsaw has helped me to feel more comfortable to talk about how I feel” (Female, 14) and “I feel okay talking about my problems for the first time” (Male, 18).

Others mentioned that they had also grown in the area of communication and social interactions, with one respondent stating “it helped me understand how to interact with people without constant worries” (Female, 20). Furthermore, young people described how they gained more confidence, a sense of identity, self-worth and had become kinder and more compassionate to themselves since having attended Jigsaw. For example:

“[Jigsaw] has given me a new sense of hope and has boosted my self-esteem” (Female, 19).

Not only did young people identify that their relationship with themselves had developed but some also reported that coming to Jigsaw had helped their relationships with family and friends, “Coming to Jigsaw helped me rebuild my relationship with my parents” (Male, 14).

Increased independence, motivation and the ability to make choices and decisions were other areas of personal growth which were referred to by respondents, “it changed my perspective on life and informed me how to make better decisions” (Female, 16).



### *Greater Understanding & Awareness of Mental Health*

Finally, some young people noted that they had gained a greater understanding and awareness of their own mental health as well as mental health in general since availing of the Jigsaw service. Some respondents described being more aware of their thoughts and emotions and how it helped them to know that they were “not alone” and that “it’s ok not to be ok”. In addition, young people mentioned that they had developed a greater understanding and awareness of their personal difficulties. For example, “It has helped me to further understand my problems and that I am not alone in what I feel” (Female, 15).

A few respondents referred to having gained a greater understanding of how to use specific tools such as “breathing” and “mindfulness” to support them with their mental health. Other young people reported that they had become more aware of the benefits of seeking support and in knowing that there is “always someone to talk to”. Furthermore, two young people stated that Jigsaw supported their awareness and understanding of alternative mental health services in the community and thus assisted them in accessing appropriate support for their individual needs.

### **Is there anything we could do better?**

Overall 251 young people gave suggestions<sup>7</sup> for “*Is there anything that we could do better?*” Data were analysed with four major themes identified: suggestions for clinical practice, suggestions for service delivery, and suggestions to improve the environment. In addition to suggested changes a number of young people gave positive feedback/support for Jigsaw for this question ( $n = 74$ ).

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<sup>7</sup> This figure excludes young people who gave positive feedback or responded with “No”.



### *Suggestions for Clinical Practice*

A small number of young people indicated they would find it helpful if more activities were incorporated into clinical work such as “role play” (Female, 18), “group sessions” (Female, 16) and “more fun stuff” (Female, 12). Others indicated they would like more resources made available within clinical work, for example, “a booklet on how to control your worries” (Female, 14) and “toys/stressballs [sic]” (Male, 24). Additionally, a few respondents felt that it would be helpful for clinicians to provide more coping tools and practical strategies. Suggestions included “helping with fears” (Female, 15) and “better ways of coming [sic] with anxiety” (Female, 14).

With regard to clinical service delivery, the data revealed that several young people would find it helpful if clinicians facilitated a structure within sessions. Respondents suggested that a focus on goals within the clinical work would be helpful to achieve this, for example “maybe sticking more to the goals a bit but it's hard when I just talk about my life” (Female, 20). Similarly, a few respondents noted that it would be helpful if clinicians provided more direct advice, guidance and feedback to young people engaged with Jigsaw, with a view to helping young people reach their goals. For example, “more guidance/ideas how to deal with circumstances etc. [sic]” (Female, 23). A small proportion of young people felt that it would be helpful if clinicians held a young person centred attitude. One respondent suggested that if clinicians were “not just giving answers and coping strategies but actually listening to the problems presented and talk about it (if the child wants too [sic])” (Male, 16).

It is important to note that three respondents referred to risk management within Jigsaw. One young person noted that “It can be slightly intimidating when you're told crimes or abuse will have to be reported” (Unknown, 21), while another felt it would be better if certain risk issues were not reported, “even if you think someone is engaging in risky behaviour do not report it” (Male, 15). One other young person felt it would be useful to



“talk a little more on self-harm” (Female, 13). In addition, two young people felt that a review of the clinical work is important; for example, a midway review and/or review at some point after completion of the young person’s clinical contract.

Finally, two respondents felt it would be helpful if a young person could choose their therapist before starting clinical work, based on a clinician’s communication style and/or sexual orientation.

### *Suggestions for Service Delivery*

Regarding service delivery, a few young people made suggestions related to accessibility of the Jigsaw service. These suggestions specifically relate to appointment offerings, opening hours, wait list lengths, and expansion of Jigsaw services.

With regards to appointment offerings, some young people felt it would be helpful to have more sessions available to them. For example, “Possibly offer a longer period of session (12 instead of 8)” (Male, 22). Others felt that longer sessions would be helpful, and, if this could not be offered, then perhaps more frequent sessions could be offered, “longer sessions or else shorter but more frequent” (Male, 14). A small number of young people noted that they would like more flexibility in terms of when they could attend appointments and have “better appointment times” (Female, 14). Some young people commented that it would be useful to offer appointments later in the evening or at weekends so they would not have to miss school, college or work to attend appointments. Two respondents recommended that young people are provided with directions to the hub for their first appointment.

Further to this, a number of respondents recommended more promotion of Jigsaw with the aim of increasing awareness of the service in the community. As one young person noted, “Advertise your services more among young people because not many people know about this great service” (Female, 19).



The data also revealed that a few young people would like Jigsaw staff to communicate with them in a more age appropriate way. Some young people felt they would like to be communicated with in a more mature manner, “talk more maturely” (Female, 18), while one respondent felt the opposite, “try to be much simple [sic] in the way you word things” (Female, 13).

Finally, there were some recommendations made in terms of administration within Jigsaw services. A small number of respondents suggested that Jigsaw could send appointment reminders via text or email. Three young people commented on the YSS, with one making a suggestion to reword a specific question, “the tenth question in the survey about how you are doing. it [sic] doesn't make much sense and confused me a little” (Female, 14) and another recommending asking about anger on the YSS. Finally, one young person recommended being able to complete the YSS online suggesting some young people are unaware of this option.

### *Suggestions to Improve Environment*

Finally, young people provided recommendations relating to the location of Jigsaw services. The data revealed that some young people felt it is important to have parking available at, or near, the hubs. Four respondents noted that it would be better for them if the Jigsaw hub they were attending stayed in one location rather than moving premises, “try stay in the same place” (Male, 15). It is important to note here that one respondent had a concern that the hub they attended was “very open to people passing by” (Female, 12) suggesting a concern about safety and/or confidentiality.

Further analysis of the data indicated young people felt it was important to have refreshments available in Jigsaw hubs, “teas and coffees before appointments esp [sic] for young people who are attending the first time” (Female, 20). Others felt it would be nice to have “more biscuits” (Male, 18), “water” (Male, 24) and “hot chocolate” (Female, 18) available to young people. Other respondents provided feedback related to specific hubs



but did not specify which hubs, for example, “the elevator is scary LOL” [Female, 19] and “buzzer is way too scary and could be changed to a lovely melody. Thank you” (Female, 15).

Finally, it is important to note that one young person suggested that Jigsaw should facilitate the environment to “feel a shade more approachable/catered to young adults it sometimes feels a bit juvenile but obviously I understand this is because it's a youth service” (Male, 20).

### *Positive Feedback/Support for Jigsaw Service*

While this question asked if there was anything the Jigsaw service could do better, many young people responded with positive feedback and/or support for Jigsaw service.

Numerous young people noted they could not identify anything that Jigsaw could do better. For example, “no I am happy with the way Jigsaw is run” (Female, 17). Others provided positive feedback for Jigsaw service, while not identifying any specific aspect of Jigsaw they found helpful, “Jigsaw is a really well run service and I would definitely recommend it” (Female, 17). Some young people offered encouragement and support for Jigsaw and gratitude for the fact that Jigsaw is available to young people. For example, “keep doing what you all are doing” (Female, 18).

Analysis also indicated that young people used the opportunity of being asked this question to provide further positive feedback related to clinical work, location of Jigsaw hubs, the hubs in general and Jigsaw staff. For example, “help was always offered the Jigsaw Clinician listened and gave advice” (Female, 17). Young people provided feedback relating to their own positive change and some noted they had a positive personal experience while attending Jigsaw, “I am able to reflect and make realistic assumptions” (Female, 25). Other feedback proffered by the young people has already been discussed, such as improving accessibility by offering appointments after school or on weekends, promoting the service more and offering more sessions were also suggested here.



## Discussion

Satisfaction with mental health services is an imperative to effective service delivery. This report examined the implementation of the YSS in Jigsaw and the levels of satisfaction among young people using the service. This report also examined the psychometric properties of the YSS.

### **Satisfaction of young people engaging with Jigsaw**

Generally, young people expressed high levels of satisfaction, although young people who were unsure or questioning and young people who preferred not say their gender had slightly lower levels of satisfaction. Older age groups typically expressed higher levels of satisfaction, although all age groups were likely to be satisfied or very satisfied with the service.

Analysis of open-ended questions demonstrated why satisfaction levels were high. Young people felt they developed valuable coping skills which improved how they managed emotions and mood. These skills not only helped them with specific issues that they raised with Jigsaw, but also in other aspects of their lives, such as family and school. Attending Jigsaw helped young people with personal growth as they felt better able to communicate their needs to others, while improving their understanding of the benefits of seeking help when needed. Perhaps most importantly, young people reported a greater understanding of mental health more generally and a knowledge of effective tools they can use if they encounter any future problems.

### **Suggested changes**

Although feedback from young people was mostly positive, a small proportion of young people made suggestions for sessions to be more engaging, directive or structured. A few young people felt that the work could be presented in a more youth-centred way, while



others felt they would prefer it to be less youth-centred or 'juvenile', reflecting the wide age range of young people using Jigsaw services (12-25 years) and the need for clinical work to be developmentally appropriate. More appointment offerings at school and weekends hours, the increased availability of sessions and/or longer sessions were also mentioned. Refreshments were important and perhaps speaks to the desire for Jigsaw to be comfortable, safe, warm and welcoming for young people. Finally, some respondents felt that Jigsaw could better promote the service with the hope of increasing awareness of the service and reaching more young people.

### **Psychometric properties and factor analysis**

Overall, the YSS showed acceptable reliability, and the inclusion of an additional item did not negatively impact this. Results from individual services also showed acceptable reliability. In-line with the first research paper examining the psychometric properties of this scale (Rickwood et al., 2015), confirmatory factor analysis showed that a one-factor solution measuring a single measurement of satisfaction was the best fit for YSS data collected in Jigsaw.

### **Strength & Limitations**

One key strength of this study is the large sample size and the relatively high completion rate. Over half of young people who completed or partially completed a Jigsaw intervention answered the YSS. However, it should be noted that while satisfaction was high, young people who exited the service early may not have answered the survey. Results are limited as young people who have a positive experience may be more likely to provide feedback (Bickman, 2000). Further, as the survey is anonymous, it is difficult to determine how many sessions these young people received, their baseline levels of distress, and other factors which may impact satisfaction.



## Conclusion

Satisfaction was relatively high among young people completing the YSS across individual Jigsaw services. Young people engaging with Jigsaw feel they are developing coping and communication skills, developing a better understanding and awareness of mental health, and learning the importance of help-seeking. Reliability analysis showed that the YSS is suitable for use in Jigsaw.

Although feedback was very positive, respondents offered some suggestions for further improvements; for example, offering more flexible appointment times, interactive and structured sessions, and ensuring services are welcoming but developmentally appropriate.

Future directions for the evaluation of satisfaction levels among young people attending Jigsaw services could centre around young people who do not complete the YSS, or who exit Jigsaw services early. Efforts to contact these young people to ensure they have the opportunity to provide feedback, or alternatively offering the survey on multiple occasions during their time in Jigsaw similar to other mental health services (Rickwood et al., 2015) could be explored.



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## Appendix A

### Youth Satisfaction Survey

Age

\_\_\_\_\_

What is your gender?

Male

Prefer not to say

Other, please specify

Female

I'm not sure/questioning

(e.g., non binary)

\_\_\_\_\_

To what extent do you agree or disagree with each of the following statements? Please tick as appropriate

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
I felt comfortable at Jigsaw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy for me to get to Jigsaw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could attend appointment times that suited me (i.e. it didn't interfere with study or work)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt that Jigsaw staff listened to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt that Jigsaw involved me in making decisions about what would happen next	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt that my views and worries were taken seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt I was able to raise any concerns that I had	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I got help for the things I wanted to get help with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel my mental health improved because of my contact with Jigsaw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that other aspects of my life improved because of my contact with Jigsaw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I can deal more effectively with my problems because of attending Jigsaw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that I know more about mental health problems in general because of attending Jigsaw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was generally satisfied with Jigsaw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If a friend needed this sort of help I would suggest Jigsaw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could tell young people were actively involved in decisions about how Jigsaw works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

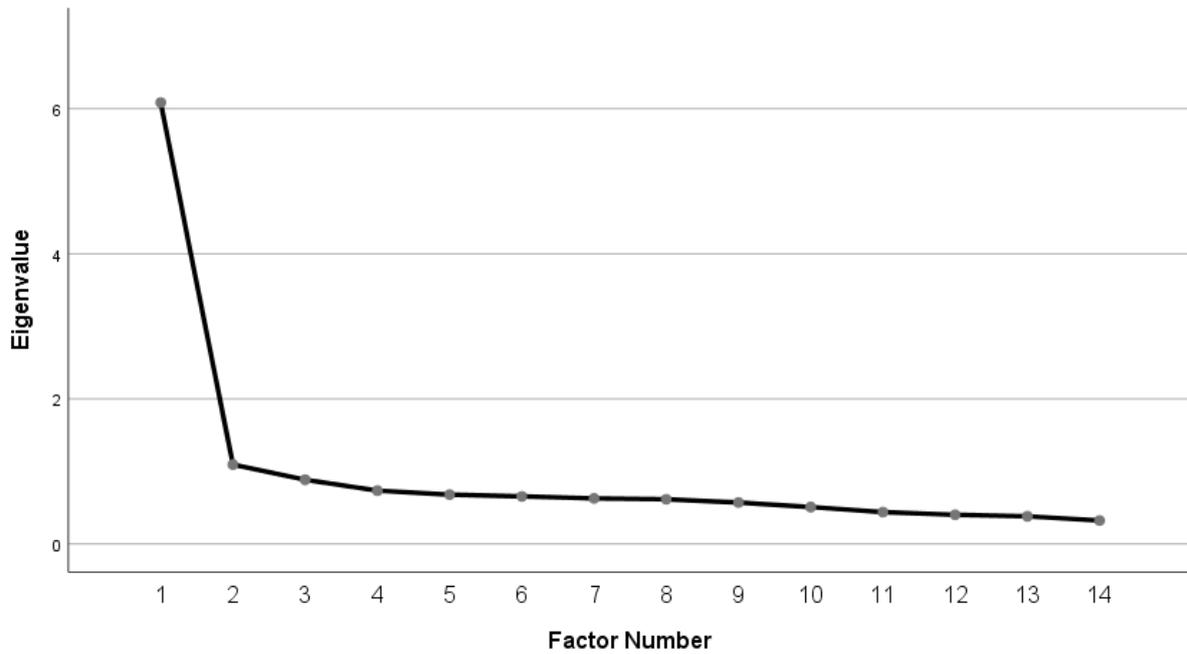


How has coming to Jigsaw helped you, if at all?

Is there anything we could do better?

## Appendix B

Scree Plot



## Appendix C

Factor loadings of the 14-items for the 4-,2- and 1-factor models

	4-Factor	2-Factor	1-Factor
Felt comfortable at Jigsaw	.52	.59	.56
Easy for me to get to Jigsaw	.58	.45	.43
Attend an appointment at a time that suited me	.50	.44	.42
Felt that Jigsaw staff listened to me	.67	.69	.62
Involved me in decisions about what would happen next	.56	.59	.58
Felt views and worries were taken seriously	.80	.74	.67
Felt able to raise any concerns I had	.65	.67	.68
Got help for the things I wanted to	.68	.68	.73
Feel my mental health has improved	.80	.81	.71
Feel other aspects of my life improved	.79	.77	.70
Can deal more effectively with my problems	.77	.78	.71
Know more about mental health problems in general	.56	.57	.58
General satisfied with Jigsaw	.73	.69	.67
I would suggest Jigsaw to a friend	.64	.61	.61

