

**Hohepa**

# Family and Whānau Satisfaction

## Research Report

November 2014





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## Disclaimer

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# 1 Key Findings



**Satisfaction with Hohepa remained high in 2014. But not as high as it was in 2012.**

**Hohepa families and whānau experienced uneven levels of service. This can most clearly be seen when looking at the results by location, with Hawkes Bay families being less satisfied with some aspects of Hohepa's service.**

**Communication and staff training were the key areas identified for improvement.**

## 1.1 Overall Satisfaction

Satisfaction with Hohepa remained high in 2014. Families and whānau mostly attributed this satisfaction to the 'good standard of care' Hohepa provides.

While satisfaction with Hohepa is high, it is not as high as it was in 2012. The 2014 Net Promoter Score for Hohepa was +41. This is a good score when viewed in absolute terms, but represents a weakening in satisfaction when compared to the 2012 score of +74. When looked at more closely, the results show a shift of respondents from the 'promoter' to the 'passive' category, and suggest a more uneven user experience in 2014.

This uneven user experience can most clearly be seen when looking at the research results across the three different locations (Canterbury, Auckland and Hawkes Bay). Satisfaction with various aspects of Hohepa's staff and service was lowest among the families and whānau of Hawkes Bay service users.

The key area identified for improving Hohepa's services was better communication with the families and whānau of service users.

## 1.2 Staff and Service

In general, Hohepa staff performed very well on how they relate to the families and whānau of service users.

Hohepa also scored very highly for the services and level of care it provides.

But, families and whānau were less satisfied with Hohepa's communication and staff training. These were identified as areas for improvement.

Hawkes Bay respondents were less satisfied than those from other areas with Hohepa staff, especially in terms of communication and problem solving ability.

## 1.4 Philosophy

As in 2012, families and whanau scored the philosophical foundations of Hohepa very high in 2014.

## 1.3 Governance

Hohepa's National Trust Board and Regional Boards scored reasonably well in the research. However, satisfaction with Hohepa's governance had decreased since 2012 especially with regard to communication from Hohepa.

There is a lack of awareness of who the board members are, how they were selected, and how to contact them if needed. This lack of awareness was most apparent among the families of day service users.

When asked for additional comments regarding the governance of Hohepa, families and whānau were most likely to note that Hohepa was 'well governed' or 'doing well'.

## 2 Research Context and Design



### 2.1 Context

Hohepa is a Registered Charitable Trust which provides intellectual disability services based on the principles of Rudolf Steiner. Hohepa outlines its vision as enabling people with intellectual disabilities 'to develop to their fullest potential and have quality of life in a holistic, caring environment.' It fulfils this vision through the establishment and maintenance of homes, schools, organic farms, and day services throughout New Zealand for the care, support and education of intellectually disabled young people and adults.

In 2012 Hohepa contracted Research First to undertake some research with the families and whānau who use Hohepa's services. This research was repeated in 2014. The objectives of this research were to help Hohepa to:

1. Better understand (and track) the satisfaction of the families and whānau who use Hohepa's services; and
2. Identify those areas where services could be improved.



## 2.2 Method

Hohepa has approximately 321 clients nationwide, and the organisation was keen that this research provide the most complete data set possible from the families and whānau of its clients. To this end, Research First completed this research as a telephone census. Research First initially conducted this survey in May 2012 and followed up with a second survey in October 2014.

Research First chose a telephone survey design because it provides the most cost effective way to research large geographically dispersed populations. In addition, the presence of a telephone interviewer for the survey reduces errors and addresses potential biases resulting from interpretation problems on behalf of the participants.

To ensure this telephone census provided the best possible data, Research First:

- Worked with Hohepa in 2012 to design a survey questionnaire that drew on previous CSM surveys but also remained cognisant of keeping respondents engaged. Considerable effort was expended to develop the shortest possible questionnaire to maximise engagement and minimise drop-outs. Some changes were made for the 2014 survey.
- Ensured the regional Families' Association Presidents had input into the questionnaire design (enabling the creation of specific regional data sets to address local need in addition to the nationwide customer satisfaction measures).
- Developed a letter to the families or whānau of Hohepa's clients outlining the research and the processes taken to protect client confidentiality.
- Called each family or whānau on the Hohepa database up to six times (with these call-backs scheduled to cover daytime weekdays, evening weekdays, and daytime weekends).

A total of 253 responses were received which provides a response rate of 79% for 2014. This compares to a response rate of 80% (207 responses) in 2012.

## 3 Overall Satisfaction

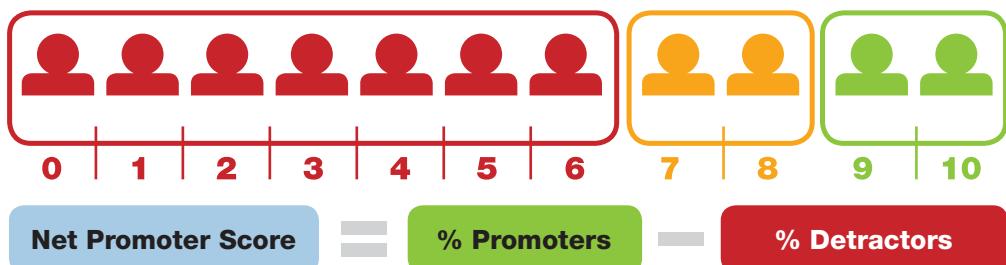
**+41**  
2014 Net Promoter Score

### 3.1 Net Promoter Score

The key finding from this research is that the families and whānau surveyed in 2014 have high levels of overall satisfaction with the service received from Hohepa. However, levels of satisfaction are lower compared to 2012 pointing to a more uneven customer experience compared to 2012.

To measure satisfaction with Hohepa, service users were asked how strongly they were likely to advocate on behalf of the organisation. Data were collected using the Net Promoter Score<sup>1</sup>.

In this design, the ratio of promoters to detractors is calculated using an eleven point scale (0 to 10). Those who rate the provider as a 9 or 10 are considered promoters; while those who rate the provider between 0 and 6 are considered detractors. Scores of 7 or 8 are considered neutral. The ratio of the Net Promoter Score is expressed as a number from -100 to +100 and any score above zero is considered a positive outcome.



Hohepa achieved a Net Promoter Score of +41 which is an excellent result and shows that families who use Hohepa are generally very satisfied with its service. However, when compared to the 2012 result, this shows a decline in satisfaction (down from +74).

A closer look at the distribution of the scores shows a shift in 2014 of respondents from the 'promoter' to the 'passive' category. This suggests that while families are satisfied with Hohepa, they are experiencing a more uneven level of service than in 2012.

3.1 Net Promoter Score		
	2012	2014
Promoters	79%	51%
Passives	16%	39%
Detractors	5%	10%
Net Promoter Score	+74	+41
Total Sample	207	253

1. Net Promoter Score™ Satmetrix

An analysis of these NPS results by location and service show some variation with Canterbury and day services families being more satisfied with Hohepa than other families and whānau. However, it is important to note that these are relative comparisons, and that the NPS scores across the locations and services remain high in an absolute sense.

3.2		Net Promoter Score by Location	
		2012	2014
Auckland		+68	+33
Canterbury		+78	+56
Hawkes Bay		+73	+36

3.3		Net Promoter Score by Service	
		2012	2014
Residential Service		+76	+43
Day Services		+52	+33

### 3.2 Sources of Satisfaction

The main reason for being satisfied with Hohepa is the ‘good standard of care’ provided.

The main reason the families and whānau gave for their high levels of satisfaction was ‘the good standard of care’ provided by Hohepa. This is consistent with the 2012 results.

The 2014 results, more so than the 2012 results, highlight some areas of lower service provision. The main weaknesses mentioned were issues with communication and the level of care; and high staff turnover. While the proportion of families mentioning weaknesses is low, this illustrates the mixed perceptions of Hohepa’s service outlined above (Section 3.1).

In general, comments about satisfaction with Hohepa’s service were consistent in terms of location. Where the results showed some variation this is displayed in the applicable table (Tables 3.6 and 3.7). Canterbury respondents experienced the highest level of satisfaction with their family member being happy and progressing. Hawkes Bay respondents were more likely to experience a lack of communication or poor care, and Auckland respondents mentioned the service was not for all disabilities and there was less one-on-one care. Families of those who used Hohepa’s day services were more likely than families of residential service users to have noted good communication and problem solving among Hohepa’s strengths.

### 3.4 Main Reason for Score, Strengths

	2012	2014
Good/ great standard of care	48%	57%
Family member is happy/ satisfied/ progressing	13%	20%
Good communication/ networking	2%	9%
Good experiences/ Family happy	5%	5%
Special curriculum/Tailored activities	4%	5%
Admire philosophy at Hohepa/ Good values	7%	3%
Unique	5%	2%
Continuity of care	1%	1%
Professional/ Well run/ Stable staff	3%	1%
<b>Total Sample</b>	<b>205</b>	<b>253</b>

### 3.5 Main Reason for Score, Weaknesses

	2012	2014
Room for improvement	2%	8%
Lack of communication	1%	7%
Poor care/ Lack of care	1%	5%
High staff turnover causes problems	-	5%
Lack of funding impacts	-	2%
Not for all disabilities/ Lack of progress	2%	2%
Activities and programmes no longer available/ not the same	0%	1%
Good problem solving	-	1%
Less One-on-One care available	-	1%
Management issues	-	1%
<b>Total Sample</b>	<b>205</b>	<b>253</b>

### 3.6 Main Reason for Score by Location

	Auckland	Canterbury	Hawkes Bay
Family member is happy/ satisfied/ progressing	19%	28%	16%
Lack of communication	3%	3%	11%
Poor care/ Lack of care	2%	3%	9%
Not for all disabilities/ Lack of progress	6%	0%	1%
Less One-on-One care available	3%	0%	0%
<b>Total Sample</b>	<b>64</b>	<b>75</b>	<b>114</b>

 Strengths    Weaknesses

## 3.7

### Main Reason for Score by Service\*

	Residential Services	Day Services
Good communication/ networking	7%	16%
Good problem solving	0%	4%
<b>Total Sample</b>	<b>196</b>	<b>57</b>

 Strengths

\*There were no differences by type of service used in terms of Hohepa's weaknesses.

**Communication  
is a key area for  
Hohepa to improve.**

The results show that the biggest improvement Hohepa could make would be to improve its communication with families and whānau. This was also the most frequently identified area for improvement in 2012 but the incidence of this being mentioned increased in 2014. This suggests that communication has become a more widespread issue.

Results were generally consistent in terms of location and service. However, Canterbury residents were more likely to suggest more variety or tailored care for clients as an area for improvement.

## 3.8

### Suggested Improvements for Hohepa

	2012	2014
Improve communication	22%	34%
More staff/ lower staff turnover/ Better staff-resident ratio	6%	8%
Better/ specific training of staff	2%	6%
More activities/ tailored care	6%	6%
Clarity with structure of care/ systems/ transitions	2%	4%
Improve individual contact/ support/ growth	2%	4%
Other	13%	25%
Nothing needs to change	4%	21%
Don't know	45%	5%
<b>Total Sample</b>	<b>194</b>	<b>174</b>



### 3.9 Suggested Improvements for Hohepa by Location

	Auckland	Canterbury	Hawkes Bay
Improve communication	34%	26%	38%
More staff/ lower staff turnover/ Better staff-resident ratio	6%	11%	7%
Better/ specific training of staff	6%	9%	5%
More activities/ tailored care	9%	13%	0%
Clarity with structure of care/ systems/ transitions	2%	4%	5%
Improve individual contact/ support/ growth	9%	4%	1%
Other	15%	20%	33%
Nothing needs to change	23%	26%	16%
Don't know	6%	7%	2%
<b>Sample</b>	<b>47</b>	<b>46</b>	<b>81</b>

### 3.10 Suggested Improvements for Hohepa by Service

	Residential Services	Day Services
Improve communication	32%	39%
More staff/ lower staff turnover/ Better staff-resident ratio	10%	2%
Better/ specific training of staff	8%	0%
More activities/ tailored care	6%	5%
Clarity with structure of care/ systems/ transitions	5%	2%
Improve individual contact/ support/ growth	3%	7%
Other	25%	24%
Nothing needs to change	18%	29%
Don't know	4%	7%
<b>Sample</b>	<b>133</b>	<b>41</b>

## 4 Staff and Services

### 4.1 Hohepa's Relationships with Families and whanau

After asking about overall satisfaction, the survey focused on how the families and whānau perceived (and rated) Hohepa. This was done by measuring agreement or disagreement with a series of statements. The families and whānau were asked to rate their level of agreement with these statements using a simple five point Likert Scale, with the following options:



**The experience of Hohepa's relationships with families was uneven, with Hawkes Bay families less satisfied than those from other location**

To make these results easier to interpret, a composite ‘more than agree’ (MTA) score has been calculated. As the name suggests, this simply combines the number of respondents who ‘agreed’ or ‘agreed strongly’ with the statement.

What this analysis shows is that, similarly to 2012, Hohepa scores very well on how it relates to and understands the families and whānau surveyed (Table 4.1). Hohepa does least well on its communication with families and whānau. This supports the earlier finding that communication is a key area for improvement for Hohepa.

There were slight variations in the results when analysed by location which highlights the uneven user experience noted above. Hawkes Bay respondents showed less satisfaction with Hohepa’s relationships with them than Canterbury and Auckland families. There were no differences in perception in terms of service.

4.1 Hohepa's Relationships with Families		MTA 2012	MTA 2014
Hohepa has the ability to understand our family needs		86%	82%
Hohepa is professional and relates well to our family		86%	81%
The hopes and dreams of my family member at Hohepa are being fulfilled	*		77%
We receive sufficient information about our family member from Hohepa	*		69%
Hohepa communicates well with our family		74%	68%
<b>Total Sample</b>		<b>207</b>	<b>253</b>

\* Not asked in 2012

## 4.2 Relationships with Families by Location, MTA Scores

	Auckland	Canterbury	Hawkes Bay
Hohepa has the ability to understand our family needs	80%	89%	79%
Hohepa is professional and relates well to our family	86%	87%	75%
The hopes and dreams of my family member at Hohepa are being fulfilled	77%	82%	73%
We receive sufficient information about our family member from Hohepa	71%	77%	62%
Hohepa communicates well with our family	73%	76%	59%
<b>Total Sample</b>	<b>64</b>	<b>75</b>	<b>114</b>

## 4.3 Relationships with Families by Service, MTA Scores

	Residential Services	Day Services
Hohepa has the ability to understand our family needs	83%	79%
Hohepa is professional and relates well to our family	82%	79%
The hopes and dreams of my family member at Hohepa are being fulfilled	78%	73%
We receive sufficient information about our family member from Hohepa	69%	67%
Hohepa communicates well with our family	68%	65%
<b>Total Sample</b>	<b>196</b>	<b>57</b>

## 4.2 Hohepa's Staff and Management

Staff and management were seen as being respectful, pleasant and friendly.

The next question addressed perceptions of the performance of Hohepa's staff and management. As before, the families and whānau were asked to rate their level of agreement with statements using a simple five point Likert Scale. These results have been analysed using the composite 'more than agree' score approach outlined above.

The 2014 results were generally consistent with those in 2012 and show that:

- Staff and management score very highly for being respectful, pleasant and friendly;
- Hohepa generally scores well across all the performance metrics measured; but
- Scored lowest for having staff who are well trained and for being good communicators (Table 4.4).

## 4.4

### Performance of Staff and Management

	MTA 2012	MTA 2014
Hohepa's staff show respect for our family member	96%	96%
Hohepa staff are pleasant and friendly	96%	96%
Hohepa's staff are familiar with the Disability Codes and this is reflected in their behaviour	81%	90%
Hohepa involves our family in planning and revising the care for our family member	82%	82%
Hohepa's staff have the ability to handle and respond to problems	87%	81%
Hohepa's staff good communicators	75%	72%
Hohepa's staff are well-trained	69%	72%
<b>Total Sample</b>	<b>207</b>	<b>253</b>

The same results were also analysed by both location and service. There was some variation in results across location but no variation in terms of service. Auckland staff were rated highest for involving the family. Canterbury staff were rated highest for their training and ability to handle and respond to problems.

Hawkes Bay respondents were generally less positive about the performance of Hohepa staff and management. This shows that there are mixed perceptions of the level of service experienced.

## 4.5

### Performance of Staff and Management by Location, MTA Scores

	Auckland	Canterbury	Hawkes Bay
Hohepa's staff show respect for our family member	97%	99%	95%
Hohepa staff are pleasant and friendly	98%	99%	93%
Hohepa's staff familiar with the Disability Codes and this is reflected in their behaviour	91%	91%	88%
Hohepa involves our family in planning and revising the care for our family member	90%	80%	78%
Hohepa's staff have the ability to handle and respond to problems	81%	92%	74%
Hohepa's staff good communicators	81%	80%	61%
Hohepa's staff are well-trained	69%	83%	66%
<b>Total Sample</b>	<b>64</b>	<b>75</b>	<b>114</b>

## 4.6

### Performance of Staff and Management by Service, MTA Scores

	Residential Services	Day Services
Hohepa's staff show respect for our family member	96%	96%
Hohepa staff are pleasant and friendly	95%	98%
Hohepa's staff familiar with the Disability Codes and this is reflected in their behaviour	88%	94%
Hohepa involves our family in planning and revising the care for our family member	82%	80%
Hohepa's staff have the ability to handle and respond to problems	82%	79%
Hohepa's staff good communicators	70%	79%
Hohepa's staff are well-trained	71%	75%
<b>Total Sample</b>	<b>207</b>	<b>253</b>

Families and whānau were satisfied with the services received by the family member in care.

### 4.3 Service Received by Family Member in Care

Questions about the services received by the family member in care at Hohepa were also rated on a five point agreement scale. The areas where Hohepa scored highest are similar to 2012, and included:

- Ensuring the family member's home is comfortable and warm;
- Providing a high standard of care; and
- Ensuring the day to day needs of the family member were well provided for.

Hohepa scored least well for providing opportunities for family members to be involved in the wider community, and here, satisfaction with Hohepa's performance has decreased since 2012. While satisfaction is still high, this could be an area for Hohepa to improve.

## 4.7

### Services Received by Family Member

	MTA 2012	MTA 2014
Hohepa ensures the home my family member lives in is comfortable and warm	*	96%
Provides a high standard of care for our family member	95%	94%
Ensures the day-to-day needs of our family member are well provided for	89%	90%
Hohepa ensures our family member has enough privacy and space in their home	*	89%
I/our family have noticed a change for the better in our family member since they came to Hohepa	*	83%
Hohepa assists my family member to help them realise their hopes and dreams	*	82%
Ensures the ongoing growth and development of our family member	87%	81%
Provides ample opportunities for our family member to be involved in the wider community	87%	74%
<b>Total Sample</b>	<b>207</b>	<b>253</b>

\* Not asked in 2012

When those same results are analysed by location, slight variation can be seen. Hawkes Bay staff were less likely to be seen to provide ‘comfortable and warm homes’ and ‘a high standard of care’, relative to other areas. However, these results were still very positive for Hohepa.

## 4.8

### Services Received by Family Member by Location, MTA Scores

	Auckland	Canterbury	Hawkes Bay
Hohepa ensures the home my family member lives in is comfortable and warm	100%	100%	93%
Provides a high standard of care for our family member	96%	99%	91%
Ensures the day-to-day needs of our family member are well provided for	89%	92%	88%
Hohepa ensures our family member has enough privacy and space in their home	89%	92%	88%
I/our family have noticed a change for the better in our family member since they came to Hohepa	74%	88%	84%
Hohepa assists my family member to help them realise their hopes and dreams	83%	80%	83%
Ensures the ongoing growth and development of our family member	82%	81%	81%
Provides ample opportunities for our family member to be involved in the wider community	76%	78%	70%
<b>Total Sample</b>	<b>64</b>	<b>75</b>	<b>114</b>

The results were also analysed by service (Table 4.9). Families and whānau of Hohepa’s residential service users were more likely to have noticed a ‘change for the better’ in family members since they came to Hohepa relative to families of day service users.

## 4.9

### Services Received by Family Member by Service, MTA Scores

	Residential Services	Day Services
Hohepa ensures the home my family member lives in is comfortable and warm	96%	n/a
Provides a high standard of care for our family member	94%	95%
Ensures the day-to-day needs of our family member are well provided for	91%	83%
Hohepa ensures our family member has enough privacy and space in their home	89%	n/a
I/our family have noticed a change for the better in our family member since they came to Hohepa	86%	69%
Hohepa assists my family member to help them realise their hopes and dreams	83%	77%
Ensures the ongoing growth and development of our family member	84%	71%
Provides ample opportunities for our family member to be involved in the wider community	73%	76%
<b>Total Sample</b>	<b>207</b>	<b>253</b>

#### **4.4 Additional Comments**

When asked if they had any additional comments about Hohepa's service and staff not covered in the questions asked, the families and whānau were most likely to note that Hohepa was 'doing a good job'.

A small number of families and whānau suggested some improvements to Hohepa's service provision. These included:

- Improve communication;
- Provide better training to staff and improve the quality of staff;
- Provide better educational models; and
- Improve funding (Table 4.10).

These results were consistent across location (Table 4.11) and service (Table 4.12).

#### **4.10 Comments Regarding Hohepa's Performance**

	2012	2014
Doing a good job	31%	26%
Improve communication	20%	9%
Quality of staff is variable	-	3%
Better training of staff	6%	3%
Improve educational models	-	2%
Better funding/ Transparency of funding	-	2%
Improve staff morale	-	2%
Other	8%	13%
Don't know	32%	46%
<b>Total Sample</b>	<b>207</b>	<b>253</b>

#### **4.11 Comments Regarding Hohepa's Performance by Location**

	Auckland	Canterbury	Hawkes Bay
Doing a good job	31%	25%	25%
Improve communication	8%	5%	12%
Quality of staff is variable	3%	4%	3%
Better training of staff	3%	3%	3%
Improve educational models	0%	1%	4%
Better funding/ Transparency of funding	0%	5%	1%
Improve staff morale	2%	3%	2%
Other	5%	5%	22%
Don't know	53%	55%	37%
<b>Total Sample</b>	<b>64</b>	<b>75</b>	<b>114</b>

**4.12****Comments Regarding Hohepa's Performance by Service**

	<b>Residential Services</b>	<b>Day Services</b>
Doing a good job	26%	28%
Improve communication	10%	7%
Quality of staff is variable	4%	2%
Better training of staff	3%	2%
Improve educational models	3%	0%
Better funding/ Transparency of funding	2%	2%
Improve staff morale	3%	0%
Other	16%	7%
Don't know	43%	58%
<b>Total Sample</b>	<b>196</b>	<b>57</b>

## 5 Governance

**Families and whānau showed a lack of awareness about the Regional Boards and National Trust Boards**

### 5.1 Knowledge of Governance

In 2014, families and whānau were asked what they know about Hohepa's governance model in terms of:

1. How members are selected;
2. How long appointments are for; and
3. Whether they could name any Trust Board Members.

Tables 5.1 to 5.6 demonstrate that there is a significant lack of awareness of how board members are selected, how long they were appointed for and who they are. This lack of awareness was most apparent among day service families. The results were consistent across the locations of the families.

### 5.1 Selection of Trust Board Members

	2014
Voted in/ Ballot	21%
Trust Board selects members/ Self selected	20%
Nominated & Seconded	6%
Not aware	59%
<b>Total Sample</b>	<b>253</b>

### 5.2 Selection of Trust Board Members by Service

	Residential Services	Day Services
Voted in/ Ballot	22%	14%
Trust Board selects members/ Self selected	24%	4%
Nominated & Seconded	7%	2%
Not aware	52%	82%
<b>Total Sample</b>	<b>196</b>	<b>57</b>

### 5.3 Appointment Period

	2014
No limit	6%
1 year	1%
2 years	3%
3 years	19%
4 years	1%
5 years	2%
9 years	1%
Too long	2%
Renewal rights	6%
Not aware	69%
<b>Total Sample</b>	<b>253</b>

## 5.4

### Appointment Period by Service

	Residential Services	Day Services
No limit	7%	0%
1 year	1%	2%
2 years	3%	2%
3 years	22%	7%
4 years	2%	0%
5 years	2%	0%
9 years	2%	0%
Too long	3%	0%
Renewal rights	8%	0%
Not aware	63%	89%
<b>Total Sample</b>	<b>196</b>	<b>57</b>

## 5.5

### Awareness of Trust Board Members

	2014
Simon Martin	16%
Greg O'Connor	10%
Rod deTerte	9%
James Laurenson	3%
Sue Gates	3%
Peter Phillips	2%
Sue Simpson	2%
Other	23%
Not aware	59%
<b>Total Sample</b>	<b>253</b>

## 5.6

### Awareness of Trust Board Members by Service

	Residential Services	Day Services
Simon Martin	20%	2%
Greg O'Connor	12%	4%
Rod deTerte	12%	0%
James Laurenson	3%	2%
Sue Gates	4%	0%
Peter Phillips	3%	0%
Sue Simpson	3%	0%
Other	23%	19%
Not aware	55%	75%
<b>Sample</b>	<b>196</b>	<b>57</b>

**Families and whānau tended to believe the Regional Boards outperform the National Trust Board in terms of understanding families.**

- █ The National Trust Board...
- █ The Regional Board ...
- █ I know who the...

## 5.2 Satisfaction with Trust Boards

Attitudes towards the various governance arrangements were measured by using the same five point scale measuring agreement that was employed previously. A composite ‘more than agree’ (MTA) score has been calculated to make the results easier to interpret.

The results to this section show that families and whānau tend to believe that their Regional Boards outperform the National Trust Board in terms of understanding families. But, close to half of the survey participants were not sure they could easily contact either Board in their times of need (Table 5.7). Respondents were less satisfied with the governance of Hohepa in 2014 than in 2012.

5.7 Governance of Hohepa		2012	2014
Understands the families' point of view		63%	49%
Communicates well and keeps families informed about Governance decisions		62%	52%
Understands the families' point of view		77%	69%
Communicates well and keeps families informed about Governance decisions		73%	54%
National Trust Board members are and could easily contact them if I needed to		50%	43%
Regional Board members are and could easily contact them if I needed to		57%	50%
<b>Total Sample</b>		<b>207</b>	<b>253</b>

Continuing the theme of an uneven user experience, Hawkes Bay families were generally less satisfied with Hohepa’s governance than those from other locations.

The results were also analysed by the types of service used. The families and whānau of day service users were relatively less likely to know how to contact Hohepa’s Boards than other respondents.

## 5.8 Governance of Hohepa by Location, MTA Scores

	Auckland	Canterbury	Hawkes Bay
Understands the families' point of view	50%	56%	44%
Communicates well and keeps families informed about Governance decisions	55%	54%	50%
Understands the families' point of view	73%	71%	66%
Communicates well and keeps families informed about Governance decisions	51%	64%	49%
National Trust Board members are and could easily contact them if I needed to	40%	44%	43%
Regional Board members are and could easily contact them if I needed to	43%	57%	48%
<b>Total Sample</b>	<b>64</b>	<b>75</b>	<b>114</b>

- █ The National Trust Board...
- █ The Regional Board ...
- █ I know who the...

## 5.9 Governance of Hohepa by Service, MTA Scores

	Residential Services	Day Services
Understands the families' point of view	47%	55%
Communicates well and keeps families informed about Governance decisions	51%	60%
Understands the families' point of view	69%	70%
Communicates well and keeps families informed about Governance decisions	54%	59%
National Trust Board members are and could easily contact them if I needed to	46%	26%
Regional Board members are and could easily contact them if I needed to	54%	32%
<b>Total Sample</b>	<b>196</b>	<b>57</b>

Increasing transparency and improving communication were suggested as ways to improve the governance of Hohepa.

### 5.3 Suggested Improvements to Hohepa's Governance

When asked if they had any additional comments about Hohepa's governance not covered in the questions asked, suggestions were similar to 2012. The families and whānau were most likely to note that Hohepa was 'well governed' or 'doing well' on governance.

There were also suggestions given for improving the governance of Hohepa. The most common of these suggestions were:

- Increase transparency; and
- Improve communication (Table 5.10).

Canterbury families were relatively more likely than families from other locations to suggest that improving communication would improve the governance of Hohepa. Although, improving communication was mentioned by those from other locations as a way to improve Hohepa's service.

Families and whānau of residential service users were more likely to note that the service was 'well run' than the families of day service users.

## 5.10 Improving the Governance of Hohepa

	2012	2014
Well run/ dedicated/ professional/ doing well	18%	16%
Need transparency	5%	8%
Improve communication	4%	7%
Members stay too long	3%	3%
National Board needs improving	1%	3%
Need more family involvement/ Parents Association involvement	4%	3%
Regional Board needs improving	2%	2%
Too much bureaucracy	-	2%
Other	7%	6%
Don't know	63%	62%
<b>Total Sample</b>	<b>207</b>	<b>253</b>

## 5.11 Improving the Governance of Hohepa by Location

	Auckland	Canterbury	Hawkes Bay
Well run/ dedicated/ professional/ doing well	6%	17%	21%
Need transparency	6%	8%	8%
Improve communication	2%	13%	6%
Members stay too long	2%	1%	5%
National Board needs improving	2%	1%	5%
Need more family involvement/ Parents Association involvement	0%	3%	4%
Regional Board needs improving	2%	0%	4%
Too much bureaucracy	0%	1%	3%
Other	2%	8%	8%
Don't know	84%	57%	53%
<b>Total Sample</b>	<b>64</b>	<b>75</b>	<b>114</b>

## 5.12 Improving the Governance of Hohepa by Service

	Residential Services	Day Services
Well run/ dedicated/ professional/ doing well	19%	7%
Need transparency	9%	2%
Improve communication	9%	2%
Members stay too long	4%	0%
National Board needs improving	4%	0%
Need more family involvement/ Parents Association involvement	4%	0%
Regional Board needs improving	3%	0%
Too much bureaucracy	2%	0%
Other	10%	4%
Don't know	55%	86%
<b>Total Sample</b>	<b>196</b>	<b>57</b>

## 6 Philosophy

**Families and whānau scored the philosophical foundations of Hohepa very highly.**

The final section of the 2012 and 2014 surveys asked about perceptions of Hohepa's philosophy and approach. This was done by measuring agreement or disagreement with a number of statements. A composite 'more than agree' (MTA) score was calculated to help analyse the results.

Perhaps not surprisingly (given that the families and whānau presumably chose Hohepa because of its commitment to the principles of Rudolf Steiner), these aspects of Hohepa were scored very highly. There is little difference in perception between 2012 and 2014.

6.1 Assessment of the Hohepa Approach		2012	2014
Hohepa delivers a good life for our family member		98%	94%
Our family feel safe knowing Hohepa is providing care for our family member		95%	93%
Our family member is happy and is well supported by Hohepa*		96%	91%
The special character of Hohepa enhances our family member's quality of life		95%	91%
I understand how the Hohepa model and philosophy distinguishes Hohepa from alternative care providers		93%	89%
Hohepa provides our family member with choices about the care and support they receive		83%	79%
<b>Total Sample</b>		<b>207</b>	<b>253</b>

\*In 2012 the statement was phrased 'Our family member is happy and has a good life at Hohepa'.

When the results are analysed by location, some differences can be seen. Canterbury families and whānau were more likely to 'feel safe knowing Hohepa is providing care for their family member' and their family member is 'happy and well supported by Hohepa'. In contrast, Hawkes Bay families and whānau were less likely to indicate that they felt safe knowing Hohepa is providing care for their family member.

6.2 Assessment of the Hohepa Approach by Location, MTA Scores			
	Auckland	Canterbury	Hawkes Bay
Hohepa delivers a good life for our family member	95%	96%	91%
Our family feel safe knowing Hohepa is providing care for our family member	95%	99%	89%
Our family member is happy and is well supported by Hohepa*	89%	97%	88%
The special character of Hohepa enhances our family member's quality of life	85%	92%	93%
I understand how the Hohepa model and philosophy distinguishes Hohepa from alternative care providers	82%	89%	92%
Hohepa provides our family member with choices about the care and support they receive	86%	80%	73%
<b>Total Sample</b>	<b>64</b>	<b>75</b>	<b>114</b>



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Families and whānau of those using Hohepa's residential service were more likely to identify with the Hohepa model and philosophy than the families of day service users.

## 6.3

### Assessment of the Hohepa Approach by Service, MTA Scores

	Residential Services	Day Services
Hohepa delivers a good life for our family member	94%	92%
Our family feel safe knowing Hohepa is providing care for our family member	93%	93%
Our family member is happy and is well supported by Hohepa	92%	85%
The special character of Hohepa enhances our family member's quality of life	92%	87%
I understand how the Hohepa model and philosophy distinguishes Hohepa from alternative care providers	92%	76%
Hohepa provides our family member with choices about the care and support they receive	80%	76%
<b>Total Sample</b>	<b>196</b>	<b>57</b>

## 7 Who Took Part in the Survey?

### 7.1 Support Arrangement of Family Member

	n	%
Residential services	196	77%
Day services	24	9%
Day attendee	16	6%
Transitional service	14	6%
School attendee	2	1%
Home based programme	1	0%
<b>Total Sample</b>	<b>253</b>	

### 7.2 Location of Family Member in Care

	n	%
Auckland	64	25%
Canterbury	75	30%
Hawkes Bay	114	45%
<b>Total Sample</b>	<b>253</b>	

### 7.3 Years Family Member has been with Hohepa

	n	%
< 1 year	30	12%
1 - 2 years	31	12%
3 - 5 years	37	15%
6 - 10 years	30	12%
11 - 20 years	38	15%
21 - 40 years	58	23%
Over 40 years	28	11%
Unsure	1	0%
<b>Total Sample</b>	<b>253</b>	



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