

# Results report for teams that have used the Online Survey of the Green Light Audit

## Read this first

The [Green Light Toolkit](#) helps mental health services review how they can provide effective support to three groups of people:

- autistic people
- people with learning disabilities
- autistic people with learning disabilities.

The Toolkit includes an Online Survey 2022 that can be used to collect views about how the mental health service is doing on this agenda. This report is generated from the results that your team have submitted via the online survey. In order to interpret it, you will need to see the questions from the survey, which can be seen on this [Online Survey 2022 pdf](#).

The Online Survey 2022 has not been formally validated by proven research methods and evidence is not available to establish a linear relationship between better scores and better mental health outcomes. Nor have confounding variables been eliminated, so please check the conclusions with other evidence before deciding on what action to take.

Keep in mind that the Online Survey 2022 asks for opinions, and this is not the same as evidencing specific achievements. It means that a highly aspirational team may do good work but score it down as they are eager to do much, much better, while a complacent team who are not doing very well may submit deceptively high scores, as may a fearful team who are attempting to dodge any possibility of blame. Despite these concerns, we believe that almost all staff give candid and honest answers and then find the results of the survey helpful in selecting tasks and committing to an action plan.

## Number of responses

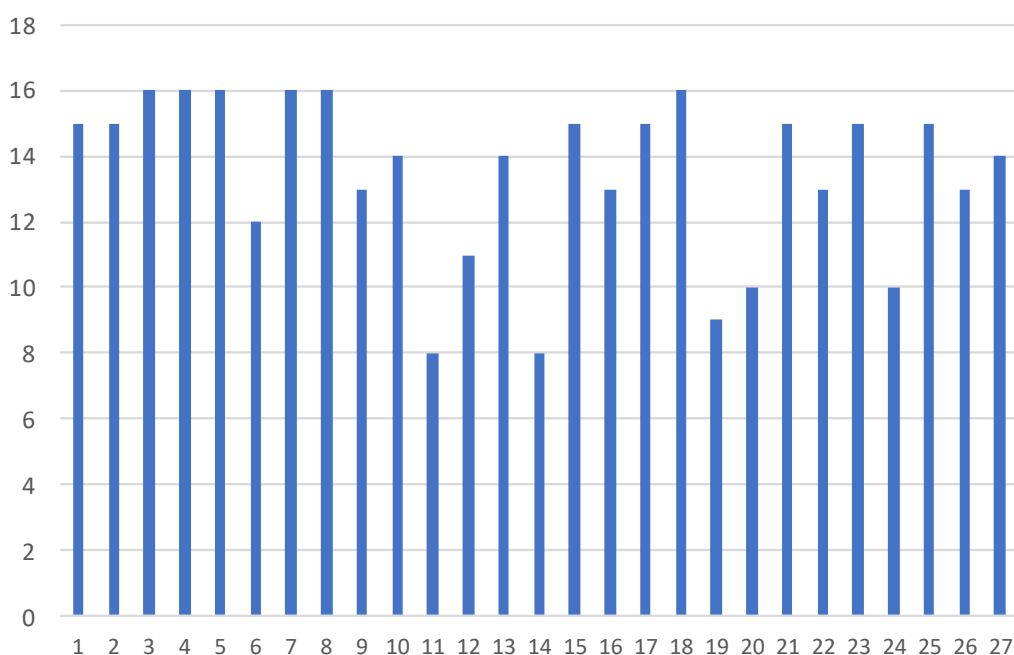
Respondents were invited to complete all questions unless they felt that an item was simply not applicable to them. The bar chart<sup>1</sup> below reports on the number of responses received to each question from your team. Consider the following:

- How does the number of responses compare with the number of people who were asked to complete the Online Survey 2022?
- Are there any questions that often remained unanswered? Why? Does something need to be done to engage people in this issue?

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<sup>1</sup> While a line graph may have been easier to read at a glance, the line would imply that there is some sort of connection between one question and the next one, as if the fractional distance on the line between one question and the next meant something. As this is not the case and the questions all measure separate items, the results are presented as a bar chart.

## Number of responses given to each question



### Mode

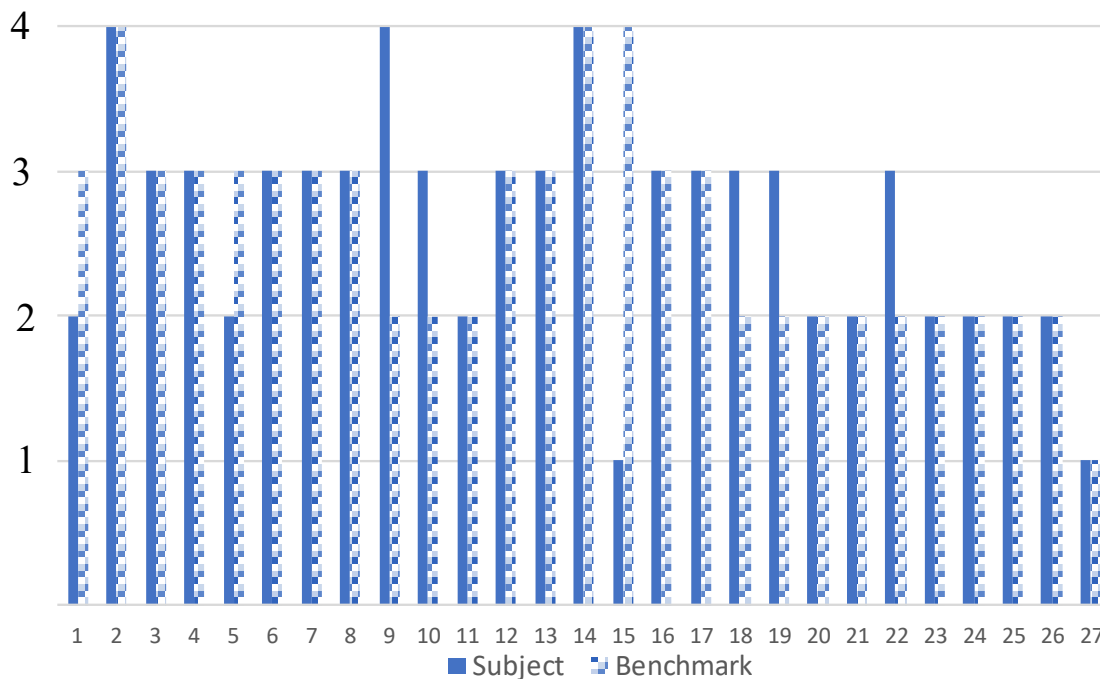
Chart 2 shows the mode<sup>2</sup> for each question – the option that was selected by the largest number of respondents, compared to the mode for the benchmark. The four optional responses set out in the Online Survey 2022 are presented as text made up of a sentence or two describing each option. The four options are ranked from worst to best, so the first option (shown as a 1 on the y axis in the chart below) describes the weakest response from the team, while the fourth option (shown as a 4) describes the best. Consider the following:

- Which questions yielded a good score? As the four options to each question rank from worst to best, tall bars indicate better responses than short ones. Do these findings ring true with the other things that people know about the mental health service?
- Is there anything that needs to be done to keep the areas of good practice doing well? These good practices may fade over time if they are not nurtured.

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<sup>2</sup> In very small datasets the likelihood increases of two or more options being selected the same number of times. In this situation, we take a generous view and report the better score as the mode. A single return can shift the outcome dramatically, as there is no particular reason that the two options that are equally popular will be adjacent items on the scale. The mode is used rather than the median (the midpoint item when all the answers are listed in ascending order) since the median has a central tendency where extreme responses disappear entirely and bland, central and inoffensive responses are salient. The median is also unsuitable as there are only four points on the scale used in the Online Survey 2022 - the median is more applicable when a large number of options are available.

## The option selected by the most respondents was...



- Are there areas where the team is doing better or worse than the benchmark? Can you think of any possible reasons for this?
- Are you satisfied with matching the achievements of the benchmark?

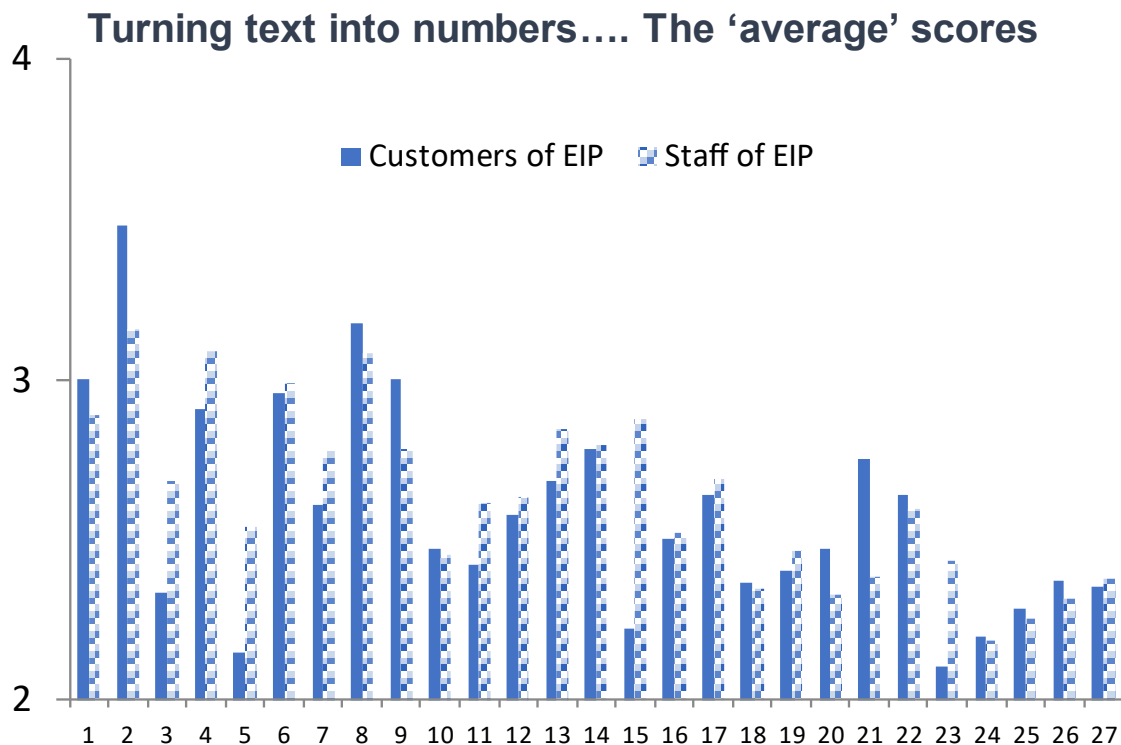
### Average

Chart 4 gives the arithmetic mean<sup>3</sup> of all returns for each of the 27 questions, with the solid bar showing your team’s average scores for each question and lined bar showing the benchmark.

Consider the following:

- Does the general pattern of performance of your team follow a similar shape to that of the benchmark? What does it mean when they are in step or out of it?
- As it would be too challenging to try and build an action plan for all 27 areas, can you pick three to five of the 27 questions where you want to make some definite plans to maintain excellent practice or improve areas of weakness?

<sup>3</sup> Some statisticians vigorously oppose the use of the arithmetic mean here, since the audit questions deliver ordinal data. To use a travel metaphor, if the journey from worst to best score is like going from London to Edinburgh, we don’t know if the intermediate descriptions are like Watford and Luton – both very close to the starting point - or Birmingham and Preston which divide the trip up into equal segments. We don’t really know if they are on the straightest line between the start point and the endpoint, or whether they take the traveller somewhat off route. Further work would have to be done to confirm that the marker points on the journey are evenly distributed in standard intervals. Despite these concerns, the average chart is offered should teams wish to make the assumption that the text can be converted into numbers and added up in this way.



### Repeat the survey

Finally, retain the identifying details of this survey so that in a year's time you can collect a new code for your team, repeat the survey and then make the first one your benchmark. Watch how implementing your action plan affects the scores, while considering some confounding factors, such as:

- Training may raise aspirations beyond the short-term ability of the service to respond, increasing frustration and depressing scores. In the long term this may lead to significant service improvements, but in the short term it can have what appears to be a deleterious effect.
- The first round may engage with enthusiasts who have noticed what has been done to support people with learning disabilities and autistic people. The second round may press reluctant people into completing the Online Survey 2022 too, and they may be less generous in their scoring.

