

# Compass Disability Network Somerset - Annual Evaluation Report 2017

## Introduction

Compass Disability Network provides consultation and involvement opportunities for disabled people and carers in Somerset. The project is managed by Compass Disability Services.

The purpose of Compass Disability Network is to bring together disabled people and/or their carers to create a strong and empowered voice that is representative of the community. The ultimate aim of the Network is to strive to improve access and inclusion to services for disabled people, which works towards the overall mission of the Compass Disability Services which is to 'To enable and empower disabled people and carers to have independence, choice and control in their lives'.

Consultation and involvement opportunities take a number of forms including consultation and focus groups, questionnaires, disability discussion groups and forums.

Training opportunities for disabled people and carers also take place at intervals dependent on funding.

Compass Disability Network has a total membership of approximately 1250 individual members. Membership is offered free to individual disabled people and carers living in the area.

## Membership

1248 individual members are registered with Compass Disability Network to receive information as follows:

616 individual members receiving information on consultation and involvement.

480 individual members receiving only the Newsletter.

152 individual members living in North Somerset.

In addition to this there are 154 associate members who are not for profit organisations that represent disabled people and carers.

There are also 28 affiliate members - commercial organisations and individuals that are not disabled people or carers but are supportive of their needs and support requirements.

## Representation

Over the year we have continued to provide a range of representation to both public bodies and other organisations. The following work has been undertaken:

**Sustainability and Transformation Plan (STP)** – attendance at planning and engagement meetings on future user engagement for the STP.

**Somerset Mental Health Hub** – Membership and attendance at meetings.

**Somerset Voluntary Community and Social Enterprise Strategic Forum** – attendance at meetings

**Richmond Group** – Attendance at meetings including Community Support Mapping Event coordinating plans for Integrated Personal Commissioning, social prescribing and stronger communities.

**Somerset CCG Engagement Advisory Group** – Attendance by Project Coordinator and working with the Adult Social Care Service User Engagement Group to discuss ways of future joint working.

**SCC Highways** – Taunton Street Design Event.

**Healthwatch Network of Networks** – Attendance at meetings.

## **Consultation**

Funding for the Network project is provided from the following organisations;

- Somerset County Council for consultation work with disabled people and carers across Somerset
- Sedgemoor District Council for disability forums in the Sedgemoor area.
- Taunton Deane Borough Council for the Taunton Deane Disability Discussion Group.
- Awards for All – Big Lottery for the Mendip Disability Forum

In addition to this Compass Disability Network responds to requests from other external organisations on a required basis.

During the contract year 2016-17, consultation groups and/or forums have taken place as follows;

2 - Sedgemoor Disability Forum meetings – May 2016 (Bridgwater), October 2016 (East Huntspill), 35 people attended in total.

2 - Taunton Deane Disability Discussion Group meetings – Sept 2016 and March 2017 (Ruishton Village Hall, Ruishton Nr Taunton). 25 people attended in total.

2 - Adult Social Care Service User Engagement Group Meetings held at Compass Offices, Taunton. 19 people attended this group.

In addition to this a survey based piece of work was carried out:

**Provision of Mental Health Social Work** – (Oct 2016) to obtain views of individuals and carers with lived experience of mental health problems as part of the redesign of Social Work services in Somerset.

46 surveys were completed and a small number of one to one discussions took place at a peer support group.

## **Engagement Outcomes and Information Provided;**

Full report submitted highlighting the key issues for customers receiving home care and what is important to them for future service delivery.

Continuation of established **Service User Engagement Group** providing SCC with a strategic sounding board to help improve and develop services. Topics discussed include;

- Somerset Commitment to Carer's / Carer's Strategy.
- Updates on; Mental Health/Homecare Adult Social Care Innovation / Community Led Support/Transitions
- Somerset Together, Sustainability and Transformation Plan.
- Joint Strategic Needs Assessment (JSNA) Ageing Well.
- Learning Disability Services – Transforming Care.

**Sedgemoor Disability Forum** – input into;

- Sedgemoor District Councils annual budget consultation.
- Engagement with Somerset County Councils Sedgemoor Adult Social Care Team.
- Receiving information from Avon and Somerset Police and Crime Commissioners Office, Sedgemoor District Council ref Health and Wellbeing, National Energy Action, Devon and Somerset Trading Standards service.

**Taunton Deane Disability Discussion Group** - Input into;

- Public Spaces Improvement Project for Taunton, Taunton Deane Borough Councils new website design and layout, Improving Tenants Satisfaction.
- Engagement with Avon and Somerset Police Neighbourhood Inspector for Taunton Deane, Councillor Warmington, Somerset County Council Highways Officer.
- Receiving information from National Energy Action.

### **Networker**

In 2016 it was decided to review the future publication of the Networker magazine due to its increased circulation and shortfall in costs. A consultation with members was carried out during 2016 asking how valuable it was to members. A short newsletter is currently going to members whilst funding is secured for the magazines future publication.

### **Compass Learning & Development Hub**

Compass Learning and Development Hub (The Hub) has now been running for seven years with continued commitment from the Adult Social Care Learning & Development Team. It aims to bring together disabled people and carers who are interested in training, learning and staff development. The project is designed to help inform the learning of adult social care staff in Somerset by drawing on the experience, knowledge and skills of disabled people and carers.

There is a regular quarterly meeting which allows members to meet up and share experiences, with the aim of providing opportunities for staff working in adult social care to reflect on working practices and consider how they relate to people who use the services.

Speakers from a variety of local organisations are invited to attend the meetings to update members and encourage discussions around the issues that carers and service users face.

The Hub project works with the Adult Social Care Learning & Development Team in various ways to ensure that the views and experiences of service users and carers are listened to and best practice around user involvement is shared.

During the past contract year (2016/7) The Hub has:

- Held four core meetings:
  - July 2016 - Review and update of adult social care induction programme including the day designed and delivered by Hub members.
  - Nov 2016 - Richard Lees from SWAN Advocacy attended to talk about the range of services they provide and the client groups they work with. Following this session, a section on advocacy was prepared and included in the next ASC Induction day.
  - Jan 2017 - Jackie Hayes from ASC gave an update of adult social care services in Somerset and the implications of the Care Act.
  - Mar 2017- Sean Taylor from ASC Learning & Development Team explained the Strengths Based Approach to assessments being piloted in the county and invited Hub members to offer their ideas on how staff could be trained to manage this new approach better.
- Held four additional planning and rehearsal meetings to prepare for the upcoming training sessions delivered this year.
- Delivered two full-day induction sessions to staff new to Somerset Adult Social Care Department.
- Provided two representatives from The Hub to attend an ASYE (Assessed and Supported Year in Employment) Panel meeting to moderate portfolio work of Newly Qualified Social Workers, with another attending to observe.
- Developed a new promotional leaflet to explain the work of the Compass Learning & Development Hub and recruited 6 potential new members

### **Public Events/Social Media**

Compass Disability Services attended Taunton Flower Show in 2016 to promote the Network project.

Compass Disability Services promotes its work on Facebook and Twitter and currently has a following of 2733 people (likes and followers) on Facebook and 4301 people on Twitter.

### **Other work**

#### **Mendip Disability Forum**

We continue to provide facilitation support to the Mendip Disability Forum. The Forum continues to be chaired independently and supported by a committee of members with all administration, transport and speaker arrangements carried out by the Compass Disability Network project. We have also been successful in securing funds from the Big Lottery Awards for all for the continuation of the Forum for another year. 4 meetings are held a year including one AGM meeting. An average of 25 people

attended each meeting of the Forum during the period April 16 – March 17.

### **Carers Network for Learning Disability Provide Service (LDPS)**

Due to the establishment of the new Social Enterprise 'Discovery' in Somerset for Learning Disability Services the Carers Network Project has come to an end. During the final year of the contract we continued to work with the Yeovil carers group for individuals with a Learning Disability to ensure their voice was heard with the changes to the service.

## Annual Evaluation Results 2017

### Involvement member's evaluation

A questionnaire is distributed annually to Compass Disability Network members evaluating the service they have received over the last year. The survey is produced in the required formats and members are invited to phone to go through the survey if they wish.

Information in red indicates the results of the 2016 survey for comparison.

566 (1103) questionnaires were sent out all Compass Disability Network Members some of which choose just to receive the Networker magazine.

422 (856) were in written format and 124 (203) were sent an online link to the survey, the remainder received copies in alternative formats (Large Print, etc.)

96 (232) responses were received including; 74 (186) written, 18 (39) online and 4 (7) large print.

Response Rate: 17% (21%)

Responses to each question are shown below together with graphical illustration;

**Q1:** Have you participated in any of our consultation projects or events within the last 12 months?

Answered: 92 (224), Response: 88% (96.6%)

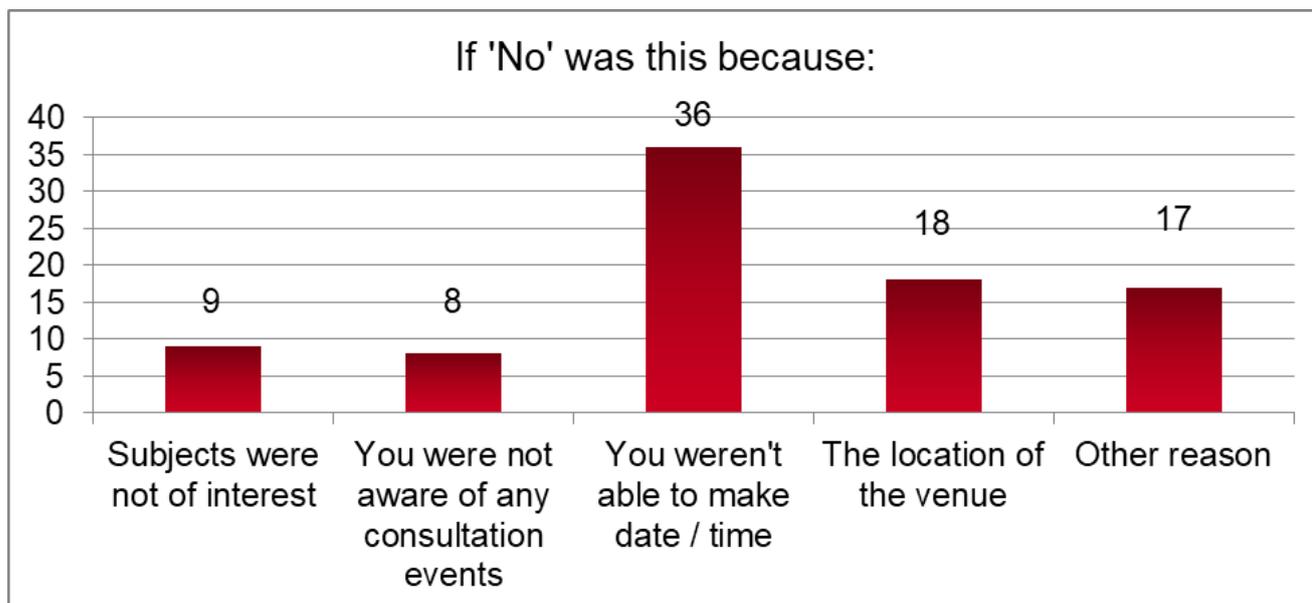
Yes: 26 (28.3%) 67 (29.9%)

No: 66 (71.7%) 157 (70.1%)



If 'No', was this because? (88 reasons submitted – multiple choices allowed)

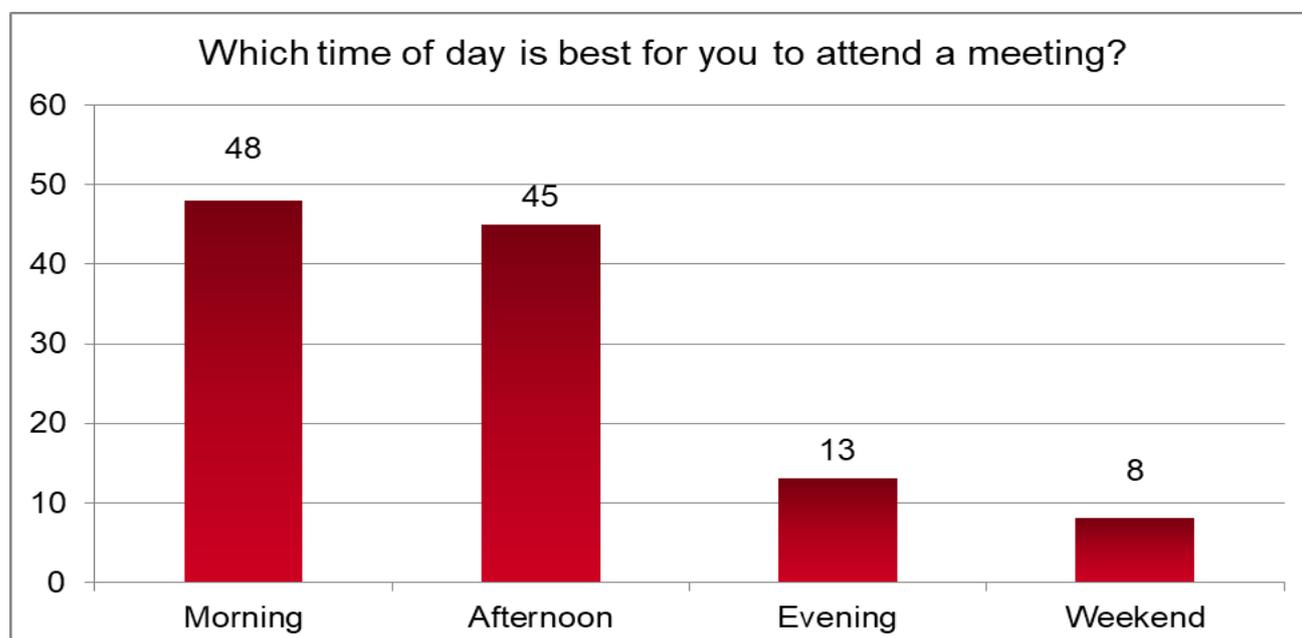
Subjects were not of interest.	9 (10.2%)	16 (9.2%)
Not aware of any consultation events	8 (9.1%)	28 (16.1%)
Weren't able to make time/date	36 (40.9%)	59 (33.9%)
Location of the venue was not suitable	18 (20.5%)	36 (20.7%)
Other reason	17 (19.3%)	35 (20.1%)



**Q2:** Which time of day is best for you to attend a meeting?

Answered: 114 (multiple choices allowed) (213), Response: 85% (91.8%)

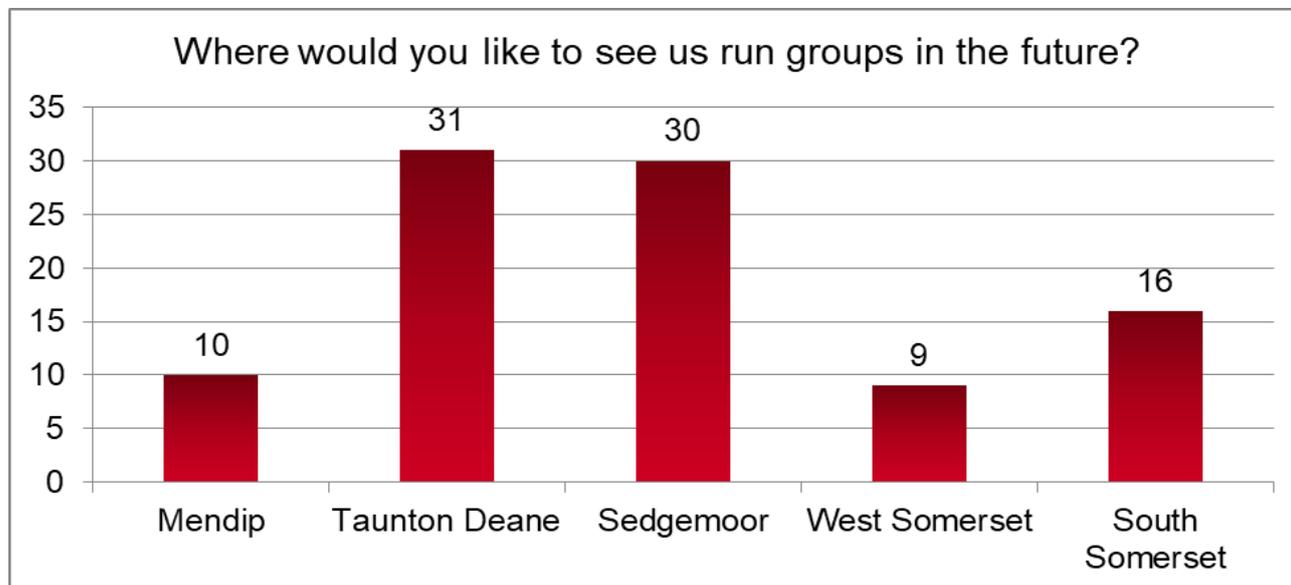
Morning	48 (42.1%)	78 (36.6%)
Afternoon	45 (39.5%)	94 (44.1%)
Evening	13 (11.4%)	22 (10.3%)
Weekend	8 (7%)	19 (8.9%)



**Q3:** Where would you like to see us run groups in the future?

Answered: 96 (274), Response: 100% (86.5%)

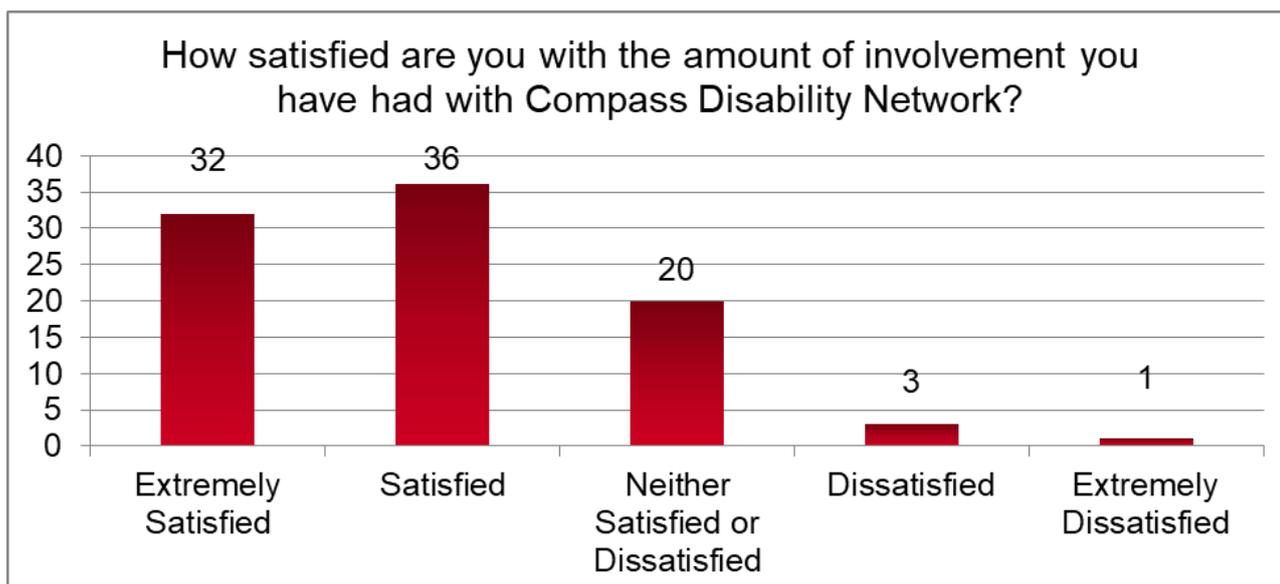
Mendip	10 (10.4%)	41 (15.0%)
Taunton Deane	31 (32.3%)	68 (24.8%)
Sedgemoor	30 (31.3%)	62 (22.6%)
West Somerset	9 (9.4%)	43 (15.7%)
South Somerset	16 (16.7%)	60 (21.9%)



**Q4:** How satisfied are you with the amount of involvement you have had with Compass Disability Network?

Answered: 92 (214) Response: 96% (92.2%)

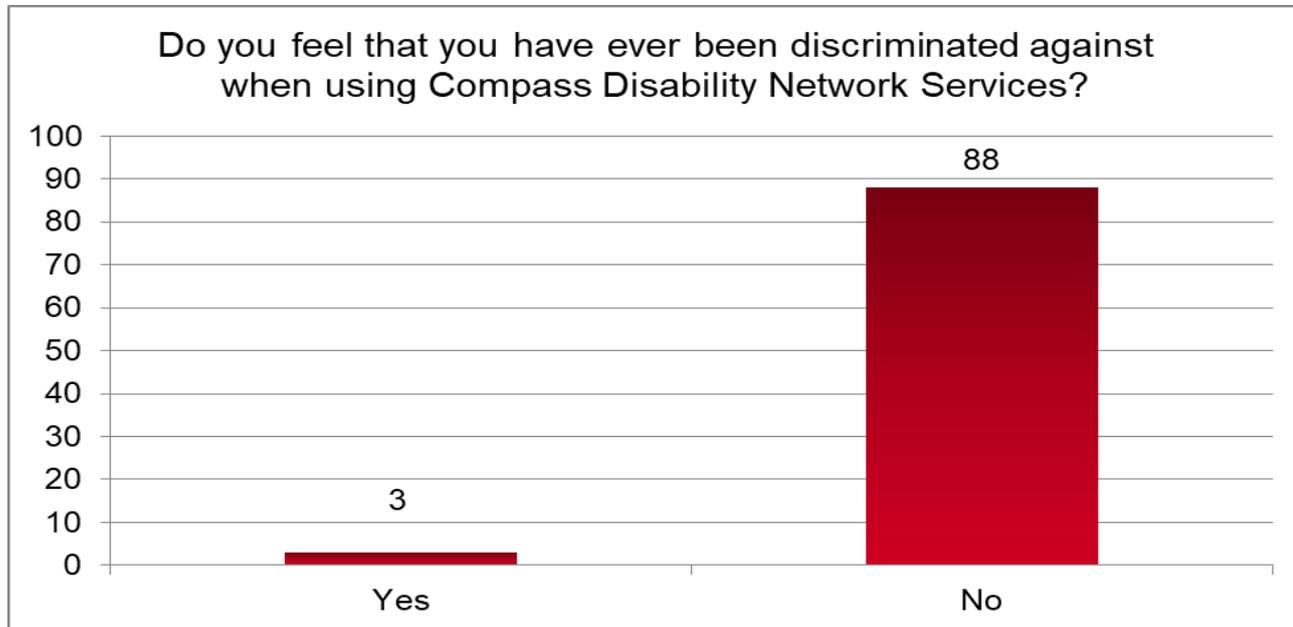
Extremely Satisfied	32 (34.8%)	49 (22.9%)
Satisfied	36 (39.1%)	96 (44.9%)
Neither satisfied nor dissatisfied	20 (21.7%)	58 (27.1%)
Dissatisfied	3 (3.3%)	8 (3.7%)
Extremely dissatisfied	1 (1.1%)	3 (1.4%)



**Q5:** Do you feel that you have ever been discriminated against when using Compass Disability Network Services?

Answered: 91 (170) Response: 94.8% (73.2%)

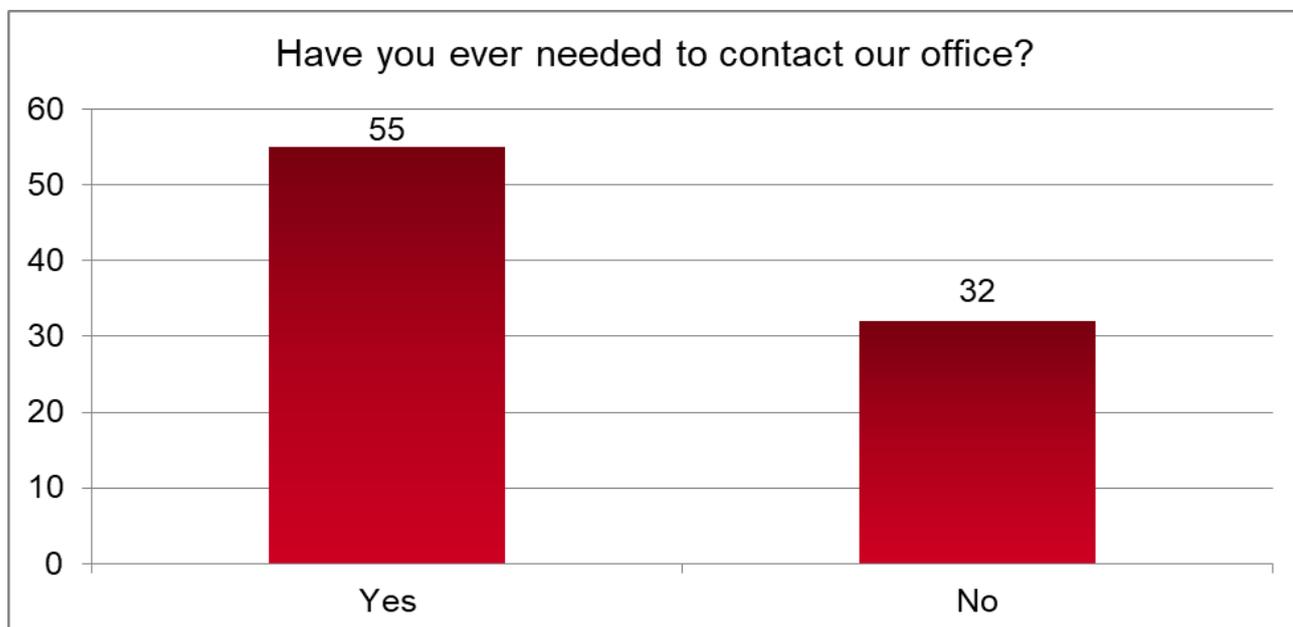
Yes: 3 (3.3%) 4 (2.4%)  
No: 88 (96.7%) 166 (97.6%)



**Q6:** Have you ever needed to contact our office?

Answered: 87 (215) Response: 91% (92.7%)

Yes: 55 (63.3%) 96 (44.7%)  
No: 32 (36.7%) 119 (55.3%)

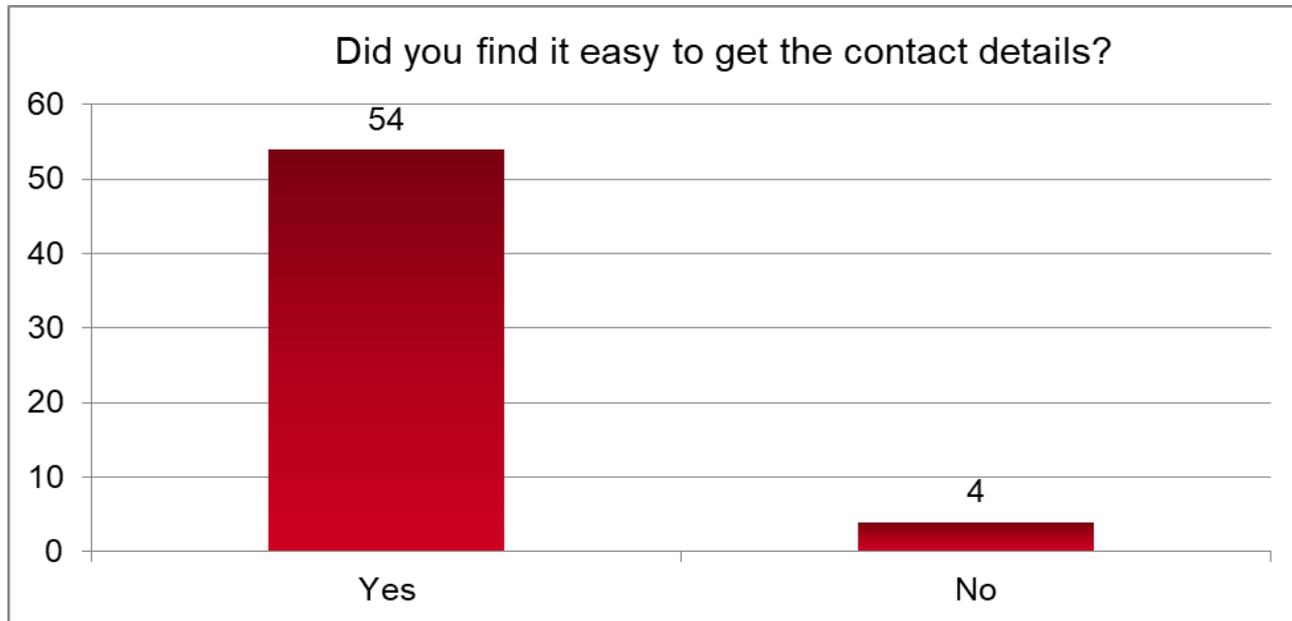


**Q6a:** Did you find it easy to get the contact details?

Answered: 58 (101) Response: 60.4% (43.5%)

Yes: 54 (93.1%) 97 (96%)

No: 4 (6.9%) 4 (4%)

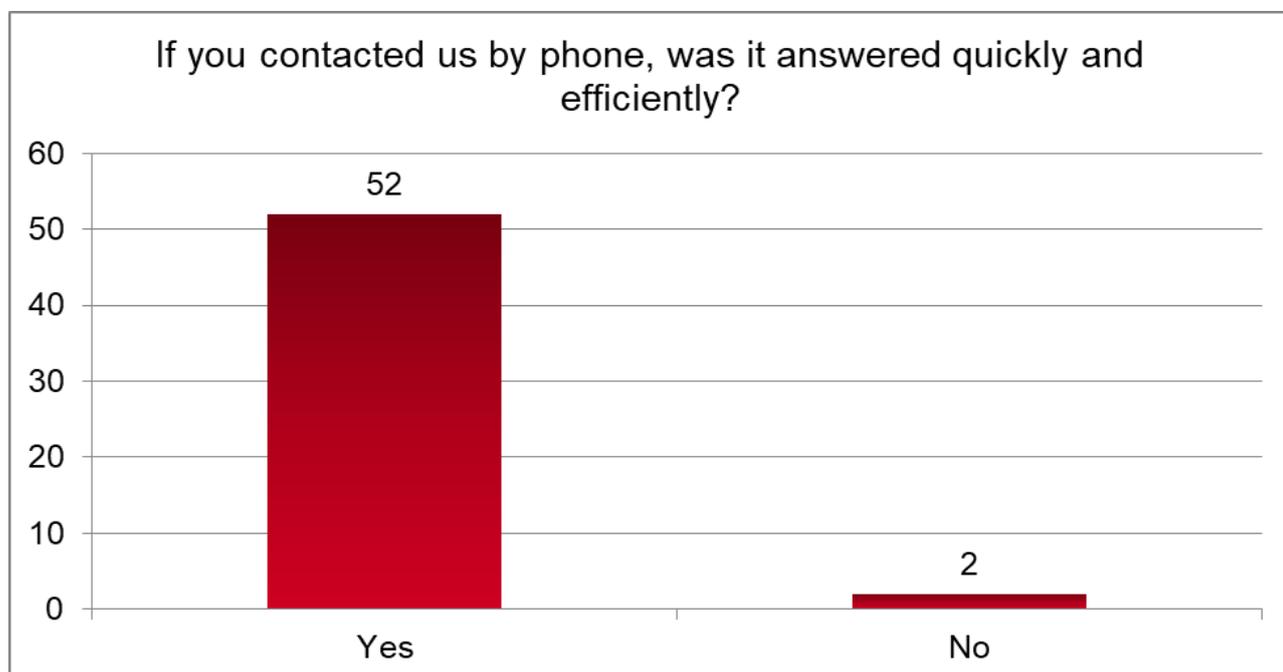


**Q6b:** If you contacted us by phone, was it answered quickly and efficiently?

Answered: 54 (98) Response: 56.3% (42.2%)

Yes: 52 (96.3%) 91 (92.8%)

No: 2 (6.7%) 7 (7.2%)

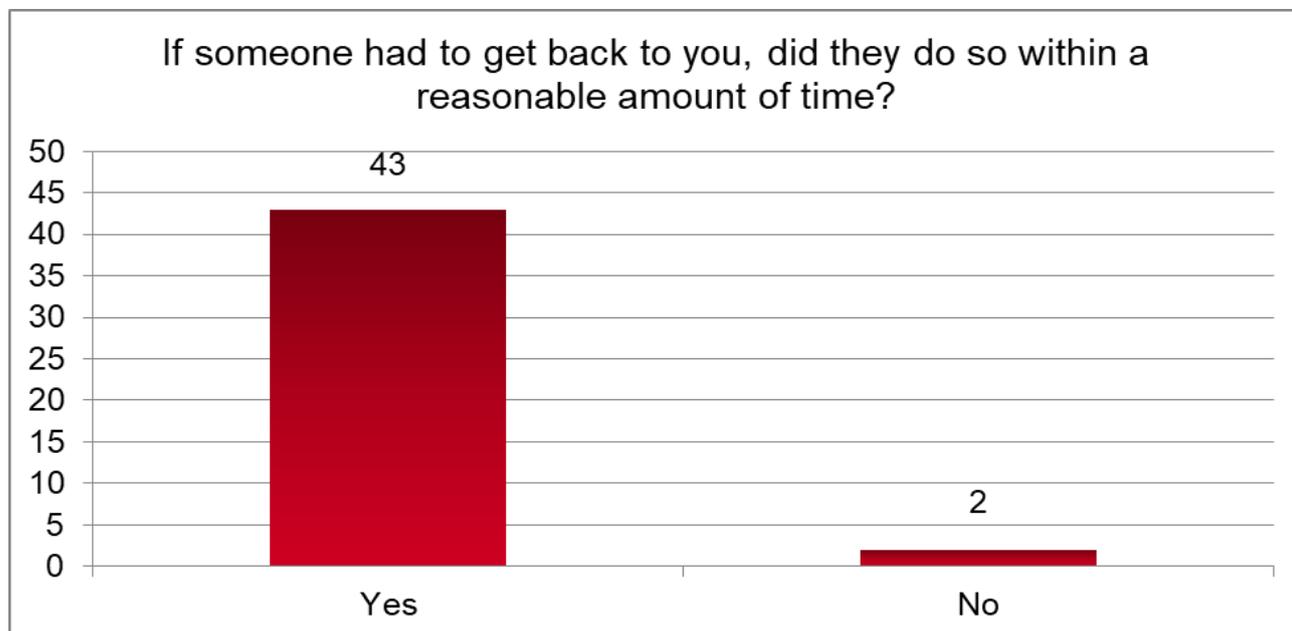


**Q6c:** If someone had to get back to you, did they do so within a reasonable amount of time?

Answered: 45 (71) Response: 46.9% 30.6%

Yes: 43 (95.6%) 65 (91.5%)

No: 2 (4.4%) 6 (8.5%)

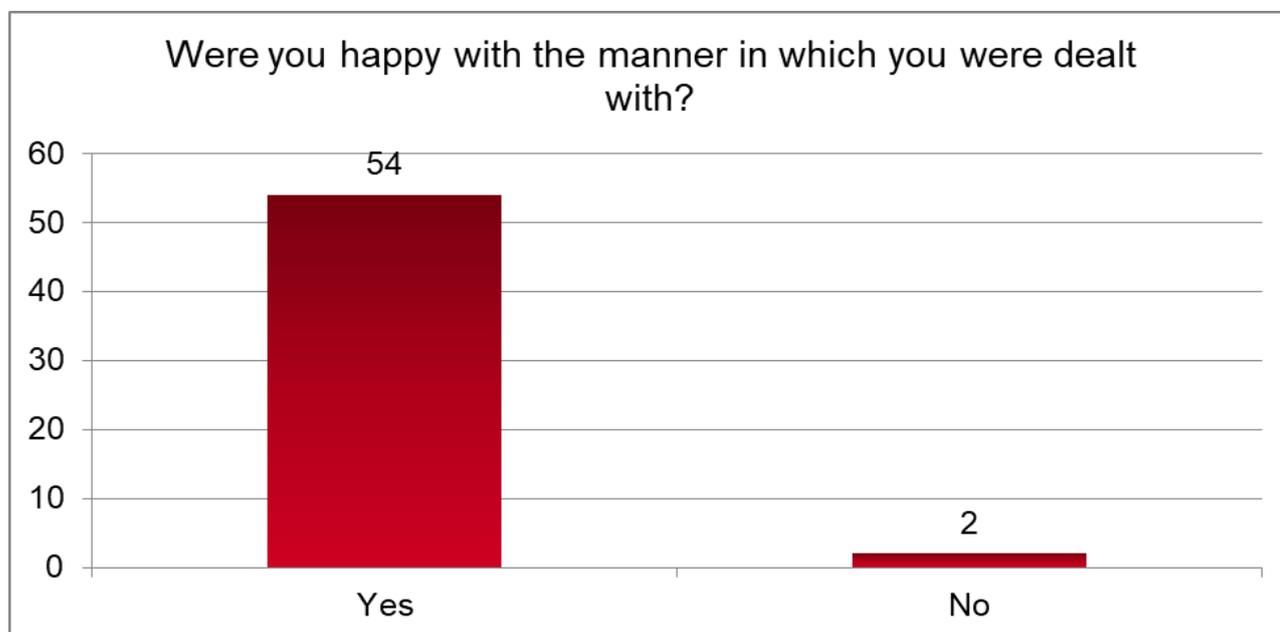


**Q6d:** Were you happy with the manner in which you were dealt with?

Answered: 56 (96) Response: 58% (41.1%)

Yes: 54 (96.4%) 92 (95.8%)

No: 2 (3.6%) 4 (4.2%)

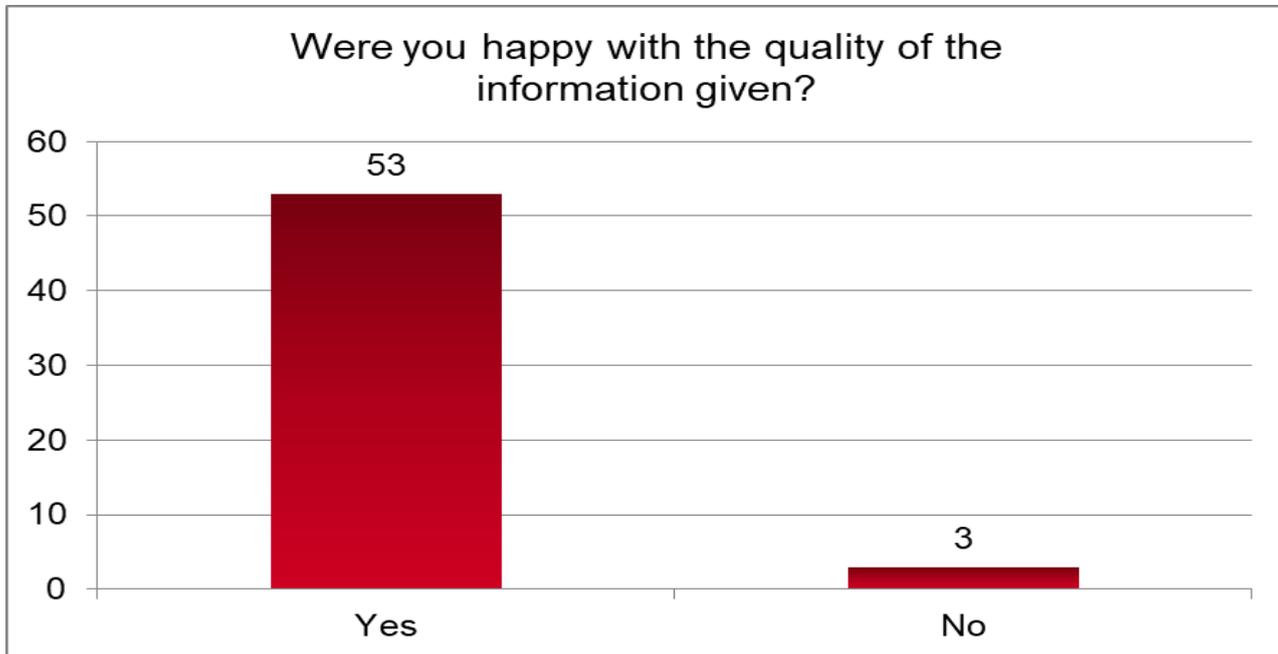


**Q6e:** Were you happy with the quality of information given?

Answered: 56 (88) Response: 58.3% 37.9%

Yes: 53 (94.6%) 81 (92%)

No: 3 (5.4%) 7 (8%)

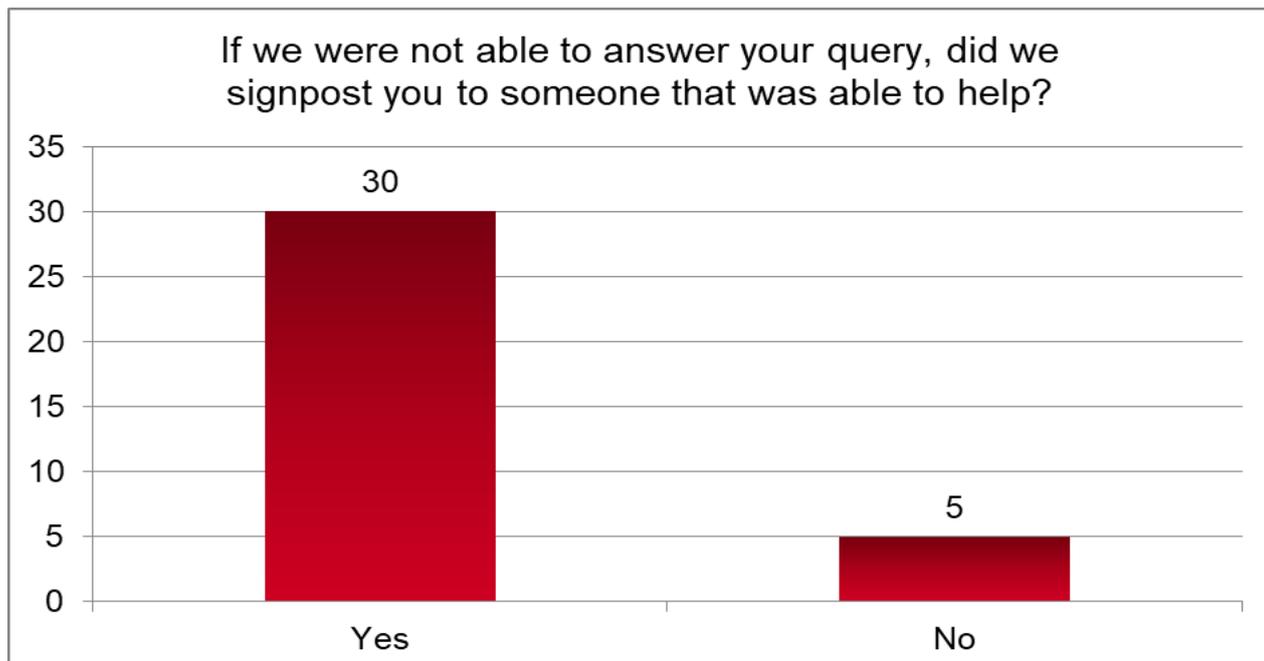


**Q6f:** If we were not able to answer your query, did we signpost you to someone that was able to help?

Answered: 35 (62) Response: 36.5% 26.7%

Yes: 30 (85.7%) 58 (93.5%)

No: 5 (14.3%) 4 (6.5%)

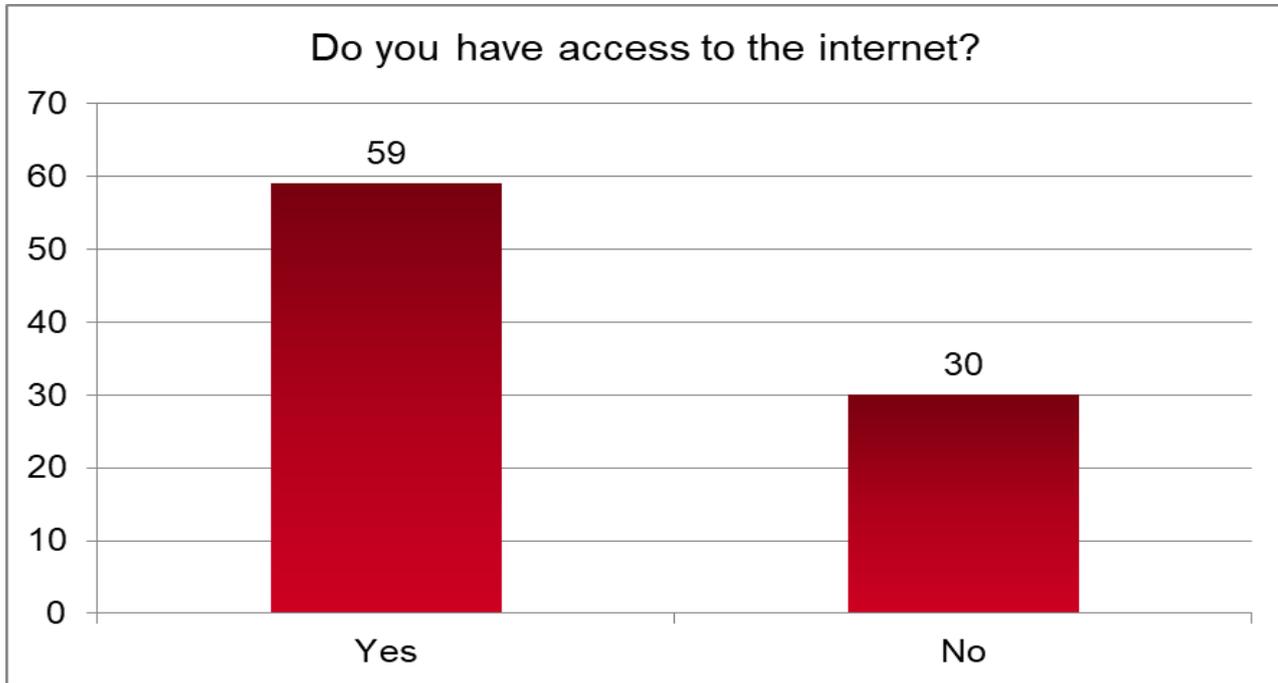


**Q7:** Do you have access to the internet?

Answered: 89 (211) Response: 92.7% 90.9%

Yes: 59 (66.3%) 152 (72%)

No: 30 (33.7%) 59 (28%)

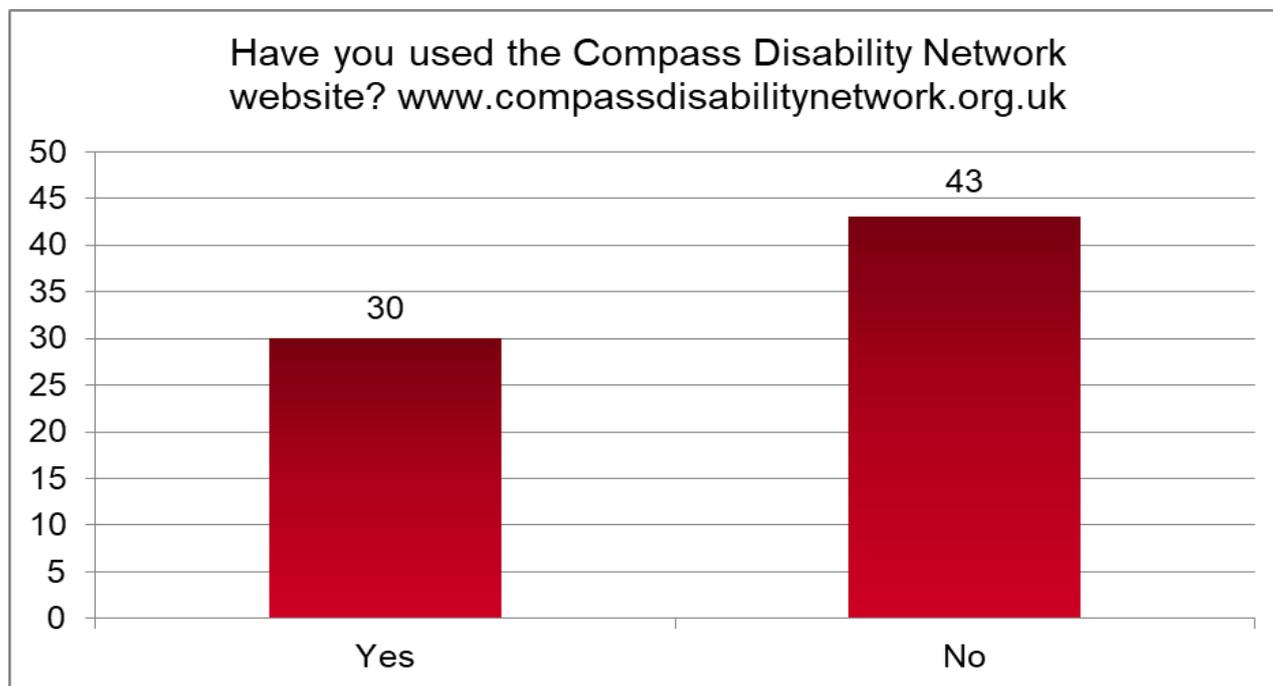


**Q7a:** Have you used the Compass Disability Network website?

Answered: 73 (145) Response: 76% 62.5%

Yes: 30 (41.1%)      61 (33.2%)    56 (38.6%)

No: 43 (58.9%)      123 (66.8%)   89 (61.4%)

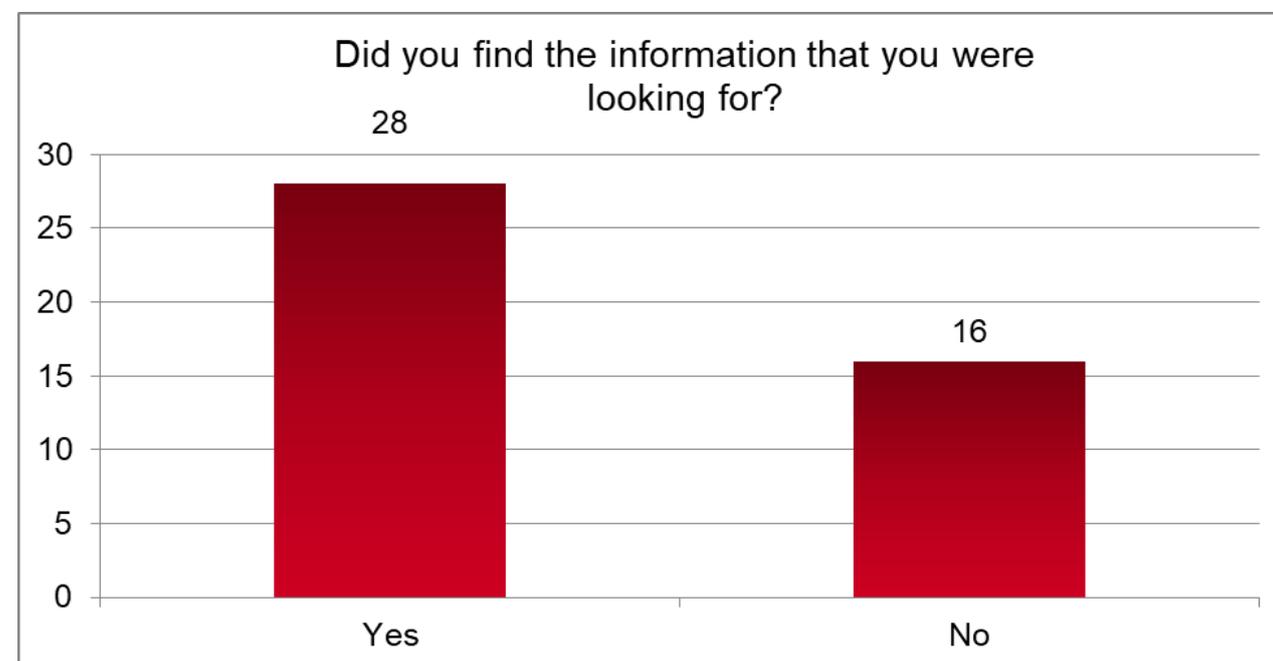


**Q7b:** Did you find the information that you were looking for?

Answered: 44 (93) Response: 45.8% (40.1%)

Yes: 28 (63.6%)      57 (61.3%)

No: 16 (36.4%)      36 (38.7%)

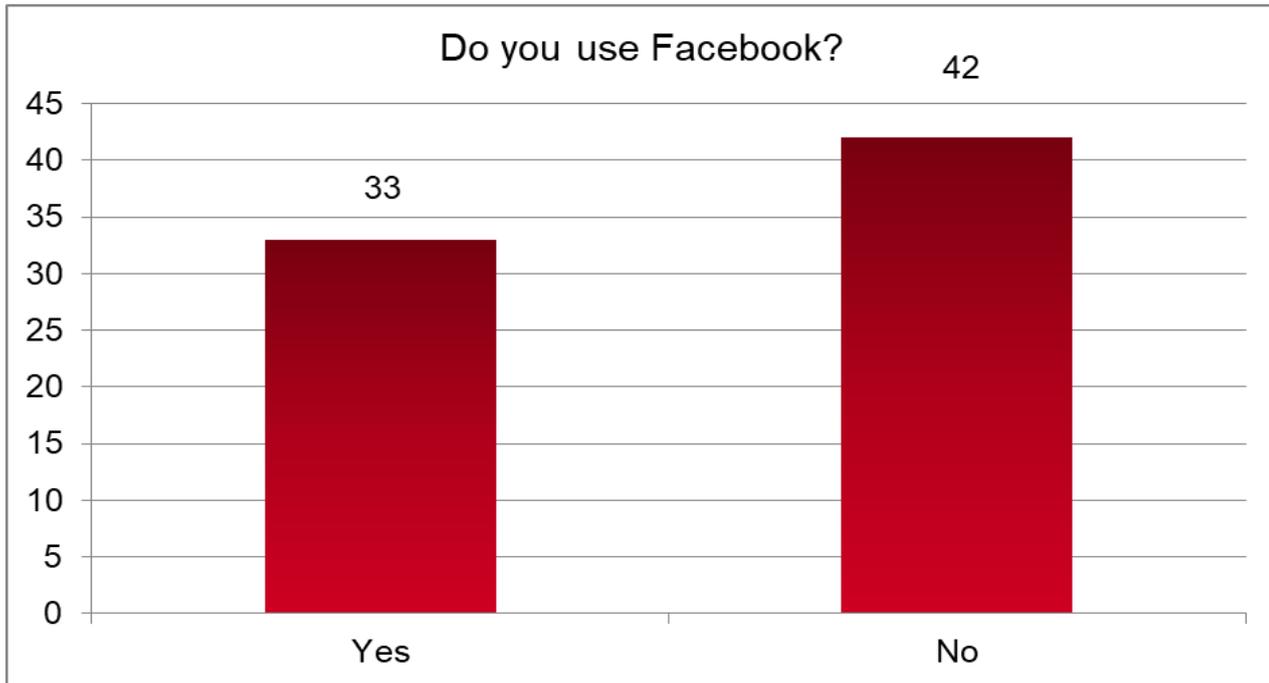


**Q8:** Do you use Facebook?

Answered: 75 (181) Response: 78%

Yes: 33 (44%) 73 (49.7%)

No: 42 (56%) 74 (50.3%)

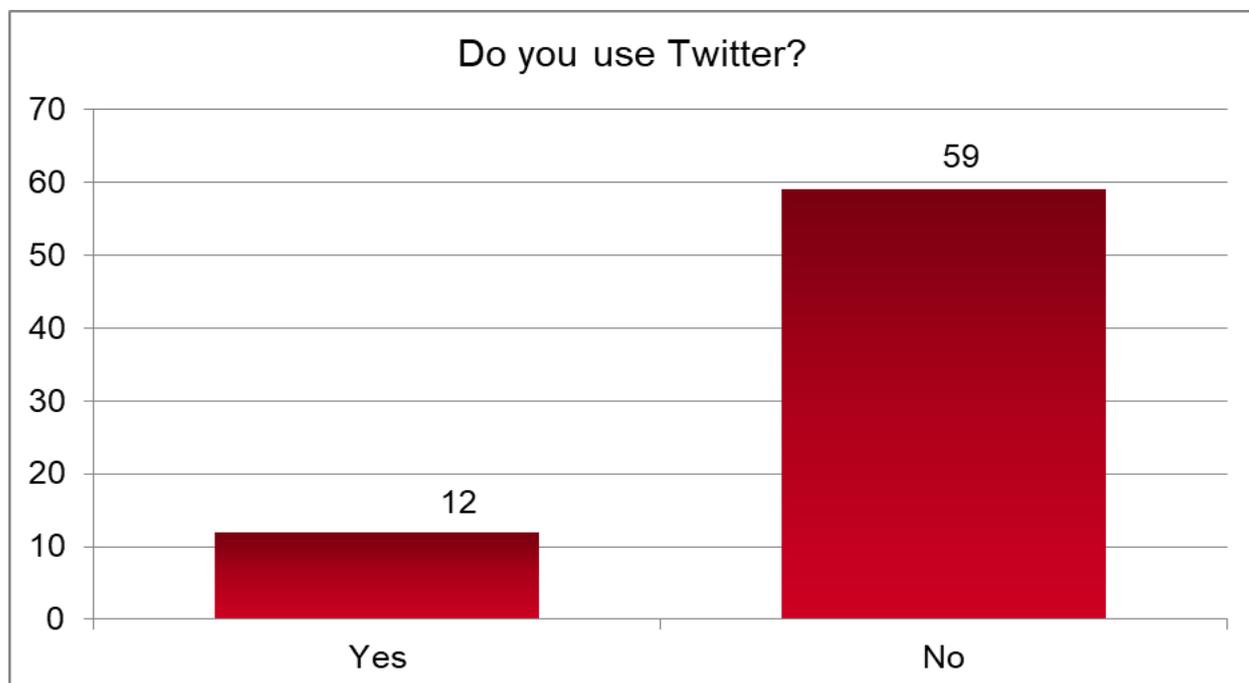


**Q8a:** Do you use Twitter?

Answered: 71 (177) Response: 74% (76.3%)

Yes: 12 (16.9%) 25 (14.1%)

No: 59 (83.1%) 152 (85.9%)

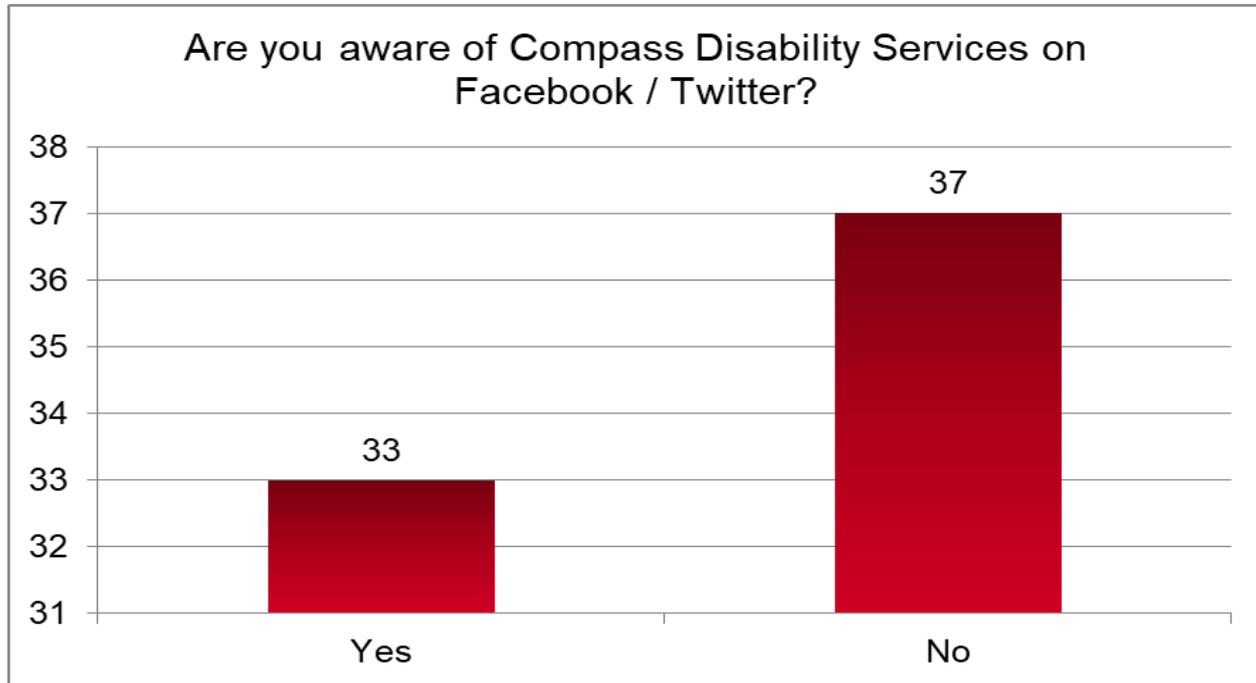


**Q8b:** Are you aware of Compass Disability Services on Facebook/Twitter?

Answered: 70 (169) Response: 73% 72.8%

Yes: 33(47.1%)                      60 (35.5%)

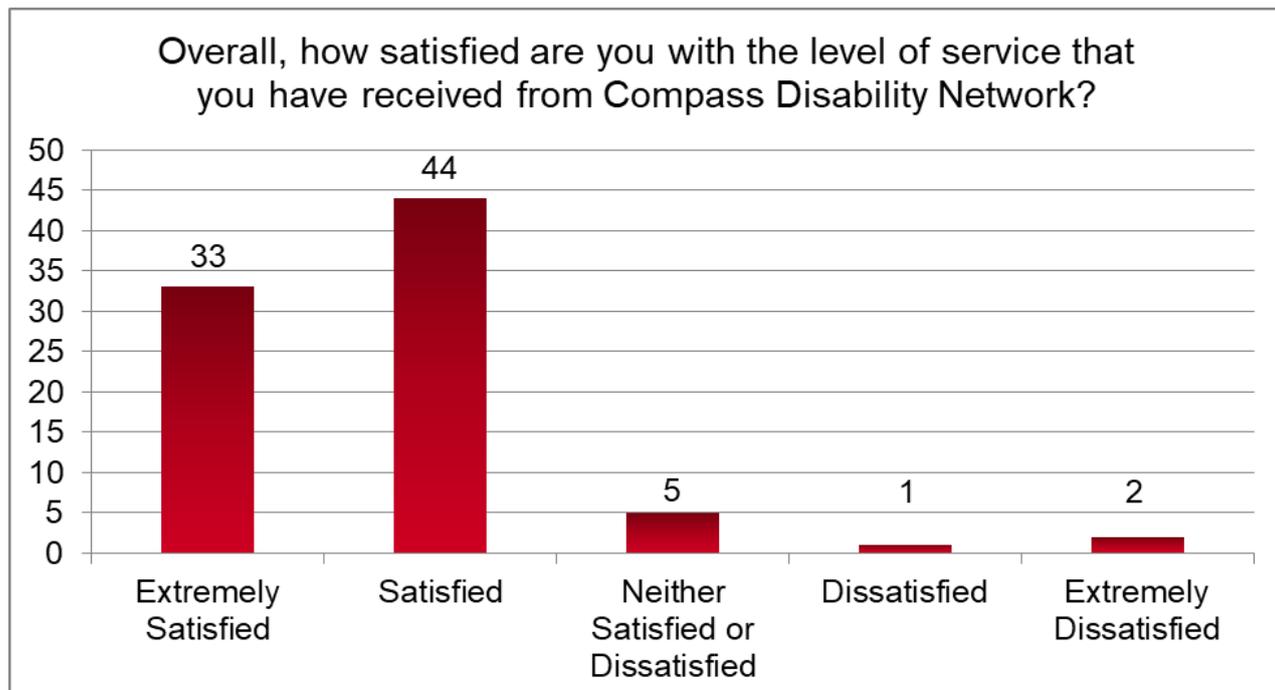
No: 37 (52.1%)                      109 (64.5%)



**Q10:** Overall, how satisfied are you with the level of service that you have received from Compass Disability Network?

Answered: 85 (212) Response: 88.5% 90.9%

Extremely Satisfied	33 (38.8%)	63 (29.7%)
Satisfied	44 (51.8%)	104 (49.1%)
Neither satisfied nor dissatisfied	5 (5.9%)	37 (17.5%)
Dissatisfied	1 (1.2%)	3 (1.4%)
Extremely dissatisfied	2 (2.4%)	5 (2.4%)



## Q11: Is there anything else they would like to see added to our service to improve it?

Responses received are detailed below:

### Forums

- When you have the projects events you could make them longer to take in what the speaker is talking about so they can take more questions on the subject.
- When I last went I couldn't hear the speaker properly as she wasn't using her microphone properly, was waving it around. I think speakers would benefit from practice using a microphone. And, if information could be provided in large print for sight impaired people like myself, it seems it is geared more towards people with physical disabilities rather than sensory. **Speakers attending forums are asked to bring alternative format, member receives info in Large Print from Compass.**

### Communication

- Despite a vast numbers of members not having internet access, I think the future trend will be to focus on encouraging total communications through the compass website for all members and associates.
- Deaf / Communication awareness spread the word! Sign cafes, simple finger spelling - maybe 'action on hearing' contacts.

### Information

- More information on Police Rules and Laws especially Mobility Scooter use.
- I liked the book as I could read it and ask questions.
- Enjoy your newsletter.
- The organisation also needs to update its image to the 21st century. The website, printed materials, newsletter etc. look old-fashioned and unattractive to both current service users and those looking for information on what is on offer.

### Wellbeing

#### • **Activities provided ;**

Since the opening of the Wellbeing Centre, I find compass only focuses on the younger generation. This was not what I believed was going to happen. I do not feel that I have a "place" there anymore. I was under the impression it would be like a social hub for ALL members, ages and abilities. – **Response sent to individual.**

#### • **Wellbeing in other parts of the county;**

Wellbeing activities are very far away. Any chance of organising similar in my area??( Coleford/Frome )? There are many people who attend the Compass meetings and they live in Frome/Nunney etc., and they are going to appreciate similar activities.

- **Volunteers** - On one side I'm alone for long periods, I would like to find out more and what activities I would benefit from and or contribute towards. On the other side there is Compass Wellbeing and all the many & varied activities 7 opportunities that

would enhance my overall quality of life & health. I would like to see a service to bridge the divide an "Enabler" or Link or Bridge to enable me to see closer what could be of significant help to me and others. But any interest or initiative is suppressed by the thought of the first big step being too much and possibly overwhelming. – **Response to individual sent with contacts for community volunteers.**

- **Weight Management** - I would like to lose weight, help my health but nothing here to do that, tried Slimming World but didn't the young girl & neither did the others. Like to go weightwatchers but only online so I would be interested in weight management whatever you are doing.
- **Cooking lessons** and more food in the Restaurant.
- **Groups** - would like to find a group for widows to find a companion
- **Dating** - Yes more dating, with other disabled people, in their own flats, houses or digs.
- **Sign/communication café.**

### **Transport**

- I wish I had transport as no buses, have to rely on husband as only car driver in the family.

### **Parking**

- Better parking would be a help.

### **Independent Living**

- I asked for help with swimming which I would love to do it, but can't pay so much money for someone to come with me.

### **Work**

- More Job's, like cleaning.

### **Location**

- Can we please have venues in Yeovil? I find travelling exhausting due to my Illness and other Venues are too far away.
- Yes. To be able to attend sometime in the future one of your meetings in South Somerset. I have no car and I am disabled.
- Services are focused on the Taunton area and little is on offer in the Mendip area.

### **Specific Queries**

- Member asked if there was a Compass in Dorset – **Info provided on organisation in Dorset.**
- I donated a nearly new adjustable disabled chair to Compass and would have liked some feedback as to how it was used or whether it was unsuitable. If unsuitable I would have had it back as it cost nearly £3000 new. – **Response provided**

- Stop hosting Personal Independence Payment Assessments as they inevitably lead to disability cuts! Why is Compass Disability Services providing the premises in which ATOS carries out biased P.I.P assessments which inevitably result in disabled people losing their benefits? I thought you were for disabled people, not against them! Further comments added;  
I have been receiving your magazine the "Networker" for years, but only recently have had the occasion to use your services. My experience is not good. I have been on Disability Living Allowance for a long time, but it has now come to an end and I have to apply for Personal Independence Payment. As a result of a biased P.I.P assessment carried out on your premises, I'm now to get nothing. Furthermore, I have to give up my Mobility car. Again, why is this happening on Compass Disability Services premises? – **Letter sent with response from Compass CEO.**
- Yes I would - I am severely disabled - severe walking problems. I don't get much help. I have my little car; I could 'not' get around without my car - literally my legs. The help I do not receive are doctor's prescriptions, other health costs like opticians and dentist I do not get any help for. I cannot afford these costs I tried to get help before. And I need a blue badge - I got further health problems with my hips. I do not get any help towards electric vouchers, I am on a key meter but I do not get help for the cold winter months. I have also had depression for a long while. **Information provided on local advice bureau.**

### **Service Feedback**

- Very pleased with your service thank you.
- In all honesty, I find it hard to see where the service can be approved.
- Just Thank You.
- It's nice to know you can ring for help/advice if needed.
- Mandy is doing an excellent job and should be congratulated!!
- I have been a member for a very long time and have in the past been able to with my sister attend a lot of your various meetings and have seen you grow from strength to strength. I have seen quite a lot of new faces, and all the time the forums have been very informative, the catering, which was free then, was second to none. I am now 94 years young and unfortunately I'm very disabled and housebound. I still enjoy hearing from you, I do miss the magazine, but alas all good things come to an end. I wish to be remembered to Mandy Seaman a very nice and informative person. You are all doing a first class job under difficult times. I am sure we are all very grateful to you all.
- No, keep up your good work!
- Very satisfied.
- Thank you and well done to all of you - especially Mandy Seaman, who has given me a lot of support since I've been Chair of Mendip Disability Forum. You are all doing a wonderful job!
- Mandy and her crew always make you welcomed and look after you.

## Carers

- It would be easier to get in touch to talk to someone as sometimes carers can feel very isolated. It is quite difficult being a carer to someone who is trying desperately to live a 'normal' life.

## Other comments received in the 'Further comments' section were:

### Service Feedback

- I think since compass has been going, you have been helping others in so many ways, you can't have too many good people to help many others, and long may it continue.
- Just keep up the good work. Well Done :)
- I feel I am happy with my involvement however I will mention other resident's comments. The impression people have of Compass is that it is for carers! I have tried to explain that you need the views of disabled people to educate carers.....!
- Keep up the good work.
- Thank you for all the interesting 'bits & pieces' I've learnt from your talks.
- Generally doing a good job!
- Very good a big thank you to all you staff down there.
- I attend Sedgemoor Disability Forum twice a year. We are all looked after & for myself the electronic note taking is an absolute winner, the loop is an added bonus. Thank you to everyone. Oh - the newsletter showing all the new café, pool etc. is excellent.
- More events needed.
- I have always been treated well. My husband and I are separated, so don't wish to attend anymore. I wish you well for the future; Mandy was excellent in her job. Good luck you do good job.

### Newsletter

- Very sorry to see the problem with funding for the magazine. I always looked forward to the latest issue and enjoyed the feel good factor to see so much going on for the disabled.
- The newsletter extremely well presented. In addition informative, enlightening as well as edifying with activities and pursuits as well as projects. Well Done.

### Other

- I would like to come to meetings like I used to, but life isn't easy & been fighting to get help, for mum to keep her in her home, active independent. I get very tired and my husband's health not good either. Thank you Mandy Seaman with good advice when phone, all I have time for at the moment.
- I don't know from one minute to another, how extreme my back pain is going to be, so I can't attend anything.
- Do you have any information of books, leaflets, magazines etc. on "Arthritis" you can send me please? And is there a local support group? **Response provided with contact details for local groups**

- I tried to get involved when first joined up; persons giving the interview in my mind where not up to it. I had much experience in the N.H.S. for 14 years - that is why I do not get involved. I do read all the Newsletters.
- Could be more communication with local deaf clubs, lip readers etc. SW for the deaf?? – **Work taking place regarding this.**

## **Summary / Future Developments**

The number of completed responses is down slightly this year from 21% to 17%; however this is still a good rate of return. The total number of surveys distributed was 566 this year compared to 1103 last year, as they were only sent to members of the Network that wish to receive information on consultation and involvement. The remaining members were not sent the survey this time as they had recently received a survey regarding the Newsletter.

The highest response given as a reason that members were unable to attend events was 'unable to make date/time' – 41%.

42% of members preferred a morning meeting followed by 39.5% for afternoon.

Taunton Deane and Sedgemoor were the areas that received the largest response when asked where members would like us to run groups.

When asked how satisfied members are with the amount of involvement they have had with the organisation 74% were extremely satisfied or satisfied, this has increased by 6% on last year. The number of people dissatisfied has remained around the same at 3%.

3 people said they felt discriminated against when using our services. Members were asked to contact us directly if they felt they felt they had been discriminated against. 1 person provided further details regarding dissatisfaction of Pip assessments being "hosted" on our premises. A detailed response has been submitted to the individual from our CEO.

Regarding contact with our office; 96% of members felt that the phone was answered quickly and efficiently, 96% said someone responded within a reasonable time and 95% were happy with the quality of information given.

When asked if we signposted individuals to someone that was able to help, 86% said 'Yes' which is a reduction on last year of 7%.

## **Website/Social Media**

The number of people that have used the Compass Disability Network website has increased very slightly this year along with those that found the information they were looking for when they used the website. There has been an increase in those that do not use Facebook – 56% of those that answered do not use it (up by 6%). Those that do not use Twitter reduced slightly. Again the number of people using Twitter is smaller than those that use Facebook (17% v 44%).

## **Overall Satisfaction**

91% of members that replied were extremely satisfied or satisfied with the level of

service they have received which is a significant increase on the previous year (20%). The number of people that were dissatisfied/extremely dissatisfied was 3.6% - around the same as last year. Those that were neither satisfied nor dissatisfied reduced significantly to 6% from 17.5%.

### **Future Development**

Some of the specific queries raised were responded to directly where contacted details were supplied, this is shown next to the comments.

Comments regarding our Forums will be used for future planning of events.

Feedback was received regarding how information is presented on our website. This has been identified as an area for improvement within the organisation which will be addressed when resources permit.

Lots of useful suggestions for services that could potentially be provided at Compass Wellbeing were submitted and will be used when researching future funding opportunities.

### **Further comments**

A number of positive comments were received regarding our services, including “it’s nice to know you can ring for help/advice if needed” and ‘Very pleased with your service thank you’.

Members continue to mention the Networker and how useful they have found it in the past.

## **Appendices**

**Appendix One - Membership Analysis 2017.**

**Appendix Two – Consultation Meeting Evaluation 2017**

## Appendix One

### Project: CDN Somerset - Membership Analysis 2017

		March 2015	March 2016	March 2017
Number of Associate members		113	109	107
Number of Individual members		679	652	612
Number of memberships deleted since previous analysis	Deceased	13	4	16
	Moved away	6	11	23
	Personal reasons	11	5	22
	No contact	11	1	4
	Duplicate	0	3	0
Members gender analysis	Male	225(33%)	224(34%)	205(33%)
	Female	402(59%)	397(61%)	374(61%)
	Unknown	52 (8%)	31(5%)	33 (6%)
Members age	0-15	1(0.1%)	1(0.2%)	1(0.2%)
	16-25	14 (2%)	14 (2%)	7 (1%)
	26-39	30 (4%)	32 (5%)	33 (5%)
	40-50	81(12%)	74(11%)	60(10%)
	51-64	173(25%)	169(26%)	169(28%)
	65+	377(56%)	359(55%)	339(55%)
	Unknown	2(0.3%)	2(0.3%)	2(0.3%)
	Members disability analysis (Numbers may not equal total number of members as some members have disability multiple disabilities)			
	Learning difficulties	39 (6%)	39 (6%)	35 (6%)
	Mental health	86(13%)	82(13%)	81(13%)
	Hearing	110(16%)	110(17%)	102(17%)
	Physical	500(74%)	492(75%)	461(75%)
	Visual	73(11%)	67(10%)	59(10%)

	Unknown	112(16%)	91(14%)	88(14%)
Members				
Districts	Taunton Deane	192(28%)	185(28%)	173(28%)
	South Somerset	163(24%)	156(24%)	151(25%)
	Mendip	92(14%)	87(13%)	80(13%)
	Sedgemoor	182(27%)	174(27%)	165(27%)
	West Somerset	38 (6%)	38 (6%)	33 (5%)
	Outside county	7 (1%)	5(0.8%)	4(0.7%)
	North Somerset	1(0.1%)	3(0.5%)	1(0.2%)
Members ethnic background				
	White (British)	596	593	554
	White (Other Cultural Background)	4	4	3
	White (Other European)	5	5	5
	Gypsy	0	0	0
	White (Irish)	7	6	6
	Chinese	0	0	0
	Asian / Asian British (Bangladeshi)	0	0	0
	Asian / Asian British (Indian)	0	0	0
	Mixed (White and Asian)	0	0	0
	Asian / Asian British (Other Asian)	0	0	0
	Black / Black British (African)	0	0	0
	Black / Black British (Other Black)	0	0	0
	Black / Black British (Caribbean)	1	1	1
	Mixed (White / Black Caribbean)	0	0	0

Mixed (Other mixed background)	2	2	2
Other Ethnic Group	2	2	2
Undisclosed	62	39	39

## Summary

There has been a 6% (40) reduction in membership numbers in the last year due to a mixture of reasons shown (personal/moved/deceased). A large mail-out towards the end of 2016 gave members a chance to say if they no longer wished to receive information from the organisation which was another factor for the reduction. The total number of Somerset members is now 1096 which includes those that wish to receive the newsletter/magazine.

Whilst the overall total number of members has reduced the percentages in each category remain fairly constant with the previous year.

## Appendix Two

### Project: CDN Somerset - Consultation Meeting Evaluation report April 2017

In the period from April 2016 to March 2017, 6 consultation meetings have been evaluated. 74 Evaluation forms have been completed and analysed.

Information in blue indicates the results of the April 2016 analysis

#### Age Evaluation

16-29 years	0 members	(0%)	(1.1%)
30-39 years	1 member	(1.4%)	(4.3%)
40-49 years	4 members	(5.4%)	(9.6%)
50-59 years	10 members	(13.5%)	(10.6%)
60-65 years	13 members	(17.6%)	(19.1%)
Over 65 years	46 members	(62.2%)	(52.1%)
Undisclosed	0 members	(0%)	(2.1%)

#### Gender Evaluation

Male	24 members	(32.4%)	(30.9%)
Female	49 members	(66.2%)	(62.8%)
Undisclosed	1 member	(1.4%)	(6.4%)

#### Religion/Faith Evaluation

Buddhist	0 members	(0%)	(1.1%)
Christian	54 members	(73%)	(75.5%)
Hindu	0 members	(0%)	(0%)
Jewish	0 members	(0%)	(0%)
Muslim	0 members	(0%)	(0%)
No Religion	4 members	(5.4%)	(10.6%)
Other	4 members	(5.4%)	(2.1%)
Sikh	0 members	(0%)	(0%)
Undisclosed	12 members	(16.2%)	(9.6%)

#### Ethnic Origin Evaluation

Mixed (White and Asian)	1 member	(1.4%)	(0%)
Other Ethnic Group	1 member	(1.4%)	(2.1%)
Undisclosed	2 members	(2.7%)	(5.3%)
White (British)	68 members	(91.9%)	(87.2%)
White (Irish)	0 members	(0%)	(1.1%)
White (Other Cultural Background)	1 member	(1.4%)	(1.4%) (0%)
White (Other European)	1 member	(1.4%)	(2.1%)

## **Of the members who were evaluated**

90.5% (75.5%) were very satisfied with the Pre meeting arrangements, 9.5% (13.8%) were satisfied, 0% (9.6%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (1.1%) were very dissatisfied.

87.8% (67%) were very satisfied with the Venue accessibility, 8.1% (20.2%) were satisfied, 4.1% (10.6%) were neither satisfied nor dissatisfied, 0% (1.1%) were dissatisfied and 0% (1.1%) were very dissatisfied.

81.1% (66%) were very satisfied with the Venue comfort, 16.2% (18.1%) were satisfied, 2.7% (14.9%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (1.1%) were very dissatisfied.

74.3% (59.6%) were very satisfied with the Meeting pace and structure, 21.6% (19.1%) were satisfied, 4.1% (20.2%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (1.1%) were very dissatisfied.

81.1% (61.7%) were very satisfied with the Opportunity to be involved, 16.2% (21.3%) were satisfied, 2.7% (16%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (1.1%) were very dissatisfied.

74.3% (51.1%) were very satisfied with the Did the meeting fulfil your expectations, 20.3% (28.7%) were satisfied, 5.4% (20.2%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

90.5% (81.9%) were very satisfied with the Compass representatives friendliness, helpfulness, knowledge, etc. 9.5% (7.4%) were satisfied, 0% (10.6%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

79.7% (67%) were very satisfied with the Consultants or chairs ability to manage the meeting, 16.2% (16%) were satisfied, 4.1% (17%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

67.6% (44.7%) were very satisfied with the Proposed feedback or follow up, 23% (26.6%) were satisfied, 8.1% (28.7%) were neither satisfied nor dissatisfied, 1.4% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

## **Other comments included:**

"Found Sedgemoor Council Strategy difficult to take in - clarity - no clever."  
(Sedgemoor Disability Forum)

"Parking an issue - gravel, food good." (Sedgemoor Disability Forum, The Canalside)

"Need meeting after 3 months rather than 6 months, not enough bins by me then get thrown over my bungalow" (Sedgemoor Disability Forum)

"More signs indicating you are in the right place" (Sedgemoor Disability Forum, The Canalside).

"Too many people trying to speak over each other. 2<sup>nd</sup> mike was not working properly"

"Speaker needs some voice training?" (Service User Engagement Group (SUEG))

"Arms on chairs would help!" (Sedgemoor Disability Forum East Huntspill)

"Not as well organised as usual" (Sedgemoor Disability Forum)

"Lunch good but heating- am cold" (Sedgemoor Disability Forum, East Huntspill Village Hall)

"1) Screen - all print needs to be clearer - black (bold on white). 2) Carers Booklet - no mention of health visitors 3) Sign language café in Bridgwater suggested in addition to wellbeing centre Taunton." (Sedgemoor Disability Forum)

"I fail to see what my "sexual orientation" has to do with a disability forum – totally irrelevant – personal info!!" (Sedgemoor Disability Forum)

"Cold" (Sedgemoor Disability Forum, East Huntspill)

"Some speakers were rather quick in speech, notetaker struggled a bit. Short video (PCC) no subtitles & print needs to be black" (Sedgemoor Disability Forum)"

"Buffet Lunch excellent" (Taunton Deane Disability Discussion Group)

"National Energy Action really useful - good speaker" (Taunton Deane Disability Discussion Group)

"I would very much like to thank minibus driver - he came back for me! I know no one else thanks him for that!" (Taunton Deane Disability Discussion Group)

## **Summary and Recommendations**

The number of events evaluated during the last year was the same as the previous year at 6. The number of completed forms has reduced this year by 20.

Our work over the last year has involved the local disability forum meetings and the adult social care service user engagement group. One specific piece of consultation work was carried out over a period of a few months gathering data in the form of surveys and providing the option of one to one discussions if required.

There has been an increase in the number of people involved aged over 65 by 10% and a reduction in those aged under 50 (4% for those aged 40-49, 3% for those aged 30-39).

Where responses show neither satisfied or dissatisfied this also may indicate an

incomplete response. The percentage of respondents that were very satisfied has increased this year in all aspects of the evaluation.

Feedback regarding particular venues will be considered when booking future events. Feedback regarding speakers has been given to those in question.