

Compass Disability Network Somerset - Annual Evaluation Report 2014

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 'enable disabled people and carers to have equality of opportunity'.

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 1300 individual members. Membership is offered free to individual disabled people and carers living in the area.

Membership

1300 individual members are registered with Compass Disability Network to receive information as follows:

669 individual members receiving information on consultation and involvement.

425 individual members receiving only The Network Magazine.

206 individual members living in North Somerset.

In addition to this there are 138 associate members who are not for profit organisations that represent disabled people and carers.

There are also 4 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, most of this is provided by our CEO however we have had various members sitting on groups. The following work has been undertaken:

Somerset County Council Smart Offices

Visits to review and advise on the implementation of smart offices, some of the support given has been around use of colour schemes, flooring materials and layout of kitchens etc.

Somerset County Council Brokerage Portal

Being part of the project group who have been developing the spec for a brokerage portal which will be an online access point resource for adult social care.

Somerset County Council Education Department

Being part of the project group looking at the implications of the Children and Families Bill and Education, Health and Care Budgets.

Somerset County Council

Attending a range of meetings regarding the implementation of Personal Budgets and Personalisation in general.

Exmoor National Park

Working with them to develop resources with regards to making events accessible and delivering a training session.

Bishops Palace – Wells

Looking at a range of accessibility issues both physical and websites/literature culminating in the delivery of a day's disability equality training.

Disability Independent Advisory Group – Avon and Somerset Police.

Providing an advisory role to the force on disability related topics.

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.

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

During the contract year 2013-14 13 consultation groups and/or forums have taken place as follows;

3 - Sedgemoor Disability Forum meetings – May 2013 (Burnham on Sea), October 2013 (Bridgwater), February 2014 (Burnham on Sea). 101 people attended in total.

4 - Taunton Deane Disability Discussion Group meetings – June, Sept, November 2013 and March 2014 (Compass Disability Meeting Room, Taunton). 59 people attended in total.

6 – Consultation meetings for Somerset County Council;

- Sheltered Housing Involvement Meeting – June 2013 Ruishton Village Hall.
- Carers in Control of their Support Meeting – Sept 2013 The Meadway Hall, Compton Dundon.
- The Bridgwater Way – Walking and Cycling Workshop – Nov 2013 Victoria Park Community Centre, Bridgwater.
- Support in Sheltered Housing Follow Up Meeting – Nov 2013 The Meadway Hall, Compton Dundon.
- Direct Payments Reference Group Meeting – January 2014 Compass Offices, Taunton.
- Local Account for Adult Social Care Event – March 2014 The Williams Hall, Stoke St Gregory (plus 1 questionnaire piece of work).

A total of 109 people attended these events.

In addition to this 5 interviews took place to consult with young people with autism as part of Somerset County Council's (SCC) preparation of the Autism Strategy.

10 Communication Support /Lip Reading groups were attended to consult on SCC proposals to make some groups self-running.

Use of social media to inform people on SCC consultation work and 1 additional questionnaire sent for SCC regarding Specialised Residential Care services.

Engagement Outcomes and Information Provided;

Input into the review of Sheltered Housing Support as a result of the contract renewal in October 2014.

Carers providing views for the Carers Partnership Board – providing an introduction to personalisation and looking at how to meet their needs in a more personalised way.

Providing a disability perspective on the Bridgwater Way project – feedback provided with actions.

Ongoing meetings have taken place with volunteers to help put together the Local Account report.

Direct Payments Recipients assisting SCC to develop service specification.

Communication Support and Lip Reading information provided and service re-tendered. Proposals to make groups self-running put on hold for the time being.

Sedgemoor Disability Forum – input into;

- Sedgemoor District Councils annual budget consultation, new reception area changes and equalities.
- Engagement with the Office of the Police and Crime Commissioner, Healthwatch and Patient, Public and Carers Involvement Manager from Somerset Clinical Commissioning Group, First Great Western – Mobility and Inclusion, SCC Transporting Somerset, SCC Highways.
- Receiving information on Disabled Facilities Grants, The New Bridgwater

Hospital and Somerset Against Hate Crime Project, Sedgemoor Citizens Advice Bureau.

Taunton Deane Disability Discussion Group - Input into;

- Design and development of the Creechbarrow Road development – opportunities expressed for future input from architect. Development of Station Road swimming pool and suggestions for how to improve access for disabled people with the new Blackbrook Pool. Future group input has been requested.
- Street Trading Policy.
- Design and development of housing for specialist accommodation.
- Engagement with SCC Highways and Healthwatch.
- Receiving information from The Deane Helpline and Taunton & District Citizens Advice Bureau.

Networker

The Networker Magazine is a publication produced by Compass Disability Services. The aim of the publication is to help readers live independent lives by providing information on products, equipment and services as well as keeping up to date with important news. 5000 copies are distributed approximately as follows;

1200 to individual disabled people and unpaid carers.

150 to associate members.

2200 to care homes, active living centres, day centres, care homes and care professionals.

The remainder are distributed to doctor's surgeries and hospitals. All magazines are distributed in the required formats e.g. email large print, cd/tape.

From June 2014 the publication will be combined with the Compass Carers magazine and will move to quarterly instead of bi-monthly. 7500 will then be produced and distribution will include established contacts of Compass Carers project.

The Hub

The Compass Adult Learning and Development Hub (Hub) is a project managed by Compass Disability Services. The purpose of this project is to bring together disabled people's and carer's experience, knowledge and skills to help inform and develop the learning of adult social care staff in Somerset and share best practice around user involvement.

The Hub meets every two months and is made up of disabled people and carers with an interest in or experience of learning and staff development. The aim is to provide opportunities to enable adult social care staff to reflect on working practices and think about how they relate to people who use services.

During the past contract year The Hub has:

- Held six 6 core meetings with 58 members attending in total (8 – 12 people per meeting) covering the following topics:
 - Reflective Practice in Supervision
 - Social Care Governance
 - Review of the Adult Social Care satisfaction survey
 - Somerset County Council's Local Account
 - Hate Crime and the Somerset Hate Crime Support Service
 - Formal review of objectives and outcomes of training delivered by Hub group through the year.

- Held six additional planning meetings to organise and practice the training sessions The Hub group has delivered this year.

- Delivered two full-day induction sessions to staff new to Somerset Adult Social Care Department.

- Held two (of five) sub-group meetings on the topic of Reflective Practice in Supervision with 4 Hub members taking part. The purpose is to review the training course currently delivered to Adult Social Care staff and feed-in the service users' perspective. (The remaining three meetings are scheduled for summer 2014).

- Two representatives from The Hub group have joined the Social Care Governance Board, the first meeting attended by them was held in February 2014, and will take place bi-annually thereafter.

Public Events /Social Media

Compass Disability Services has attended the Royal Bath and West Show, The Taunton Flower Show, Taunton Christmas Lights Switch on and Family Fun Day, French Weir Community Fun Day, Conquest Centre Open Day and Bridgwater Carnival to promote the Network Project.

Compass Disability Services promotes its work on Facebook and Twitter and currently has a following of 1000 people (likes and followers) on Facebook and 2500 people on Twitter.

Annual Evaluation

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. The website 'Survey Monkey' is also used to give individuals the chance to contribute electronically.

The results from the involvement evaluation (i.e. those members who wish to have more involvement with the organisation than just receive the Networker publication) are summarised below, information in blue indicates last year's results;

665 questionnaires were sent out - 169 (25.4%) (211) (32.4%) responses were received.

Of those returned;

57 (33.7%)	74 (35.1%)	had participated in a consultation in the past 12 months.
17 (10.1%)	14 (6.6%)	stated that the subjects were not of interest
6 (3.6%)	10 (4.7%)	were not aware of that there had been any consultation events
54 (32%)	80 (37.9%)	were not able to make the time.
37 (21.9%)	32 (15.2%)	felt that the venue was too far / not accessible

Other reasons for not participating have been collated together below;

Personal reasons: "Carer for my disabled wife"/"Partner sick"/"Too busy"/"I was on a course"/

Relevance: "Subjects were not relevant to my situation"/

Health/Disability: "Illness"/ "Totally disabled"/"Bad year - illness"/"Have Schizophrenia"/"Been in and out of hospital"/"My disability limits my mobility"/"My very weak immune system"/"My health (age 84) and that of my wife (age 86)"/ "Not well."

Times: "Times are too early to travel from my area."

Travel: "Unable to travel"/"The venues are too far away, travelling is very tiring for me"/"Getting there".

Other: "Do not like groups etc. (strangers)"/ "I work during the day and am too tired to do anything else"/"On holiday at the time of interest"/"Confidence issue due to lack of hearing"/"Little relevant experience to make going worthwhile. Don't get out much"/"At the moment, satisfied with information through literature"/"More activities needed in Mendip"/"Only just joined up"/"Limited amount of time available to give and my own views are largely second."

Evening/Weekend Meetings

70 (41.4%) 104 (49.3%) people said they would consider attending a meeting if it was held in the evening or at the weekend.

Where would you like us to run groups in future?

25 (14.8%) 24 (11.4%) people said they would like us to run groups in Mendip

51 (30.2%) 52 (24.6%) people said they would like us to run groups in Sedgemoor

28 (16.6%) 45 (21.3%) people said they would like us to run groups in South Somerset

40 (23.7%) 65 (30.8%) people said they would like to see us run groups in Taunton Deane

14 (8.3%) 18 (8.5%) people said they wanted us to run groups in West Somerset

Other areas supplied were;

"Maglands Road Community Hall, Watchet."/"Yeovil area"/"Langport area"/"Wincanton/Yeovil"/"Wellington"/"Burnham-on-Sea"/"Radstock/Midsomer Norton"/"Wellington"/"Burnham-on-Sea or Berrow."

General Membership

154 (91.1%) 177 (83.9%) of those that answered are happy with the involvement they have had with the organisation

Other Comments;

"I would love to get more involved with the charity - fundraising, holding awareness events etc."/"I would like to attend more often but childcare gets in the way"/"Need the opportunity to attend more local events [Mendip area]"/"Needs to be local to Wellington"/"Pleased to get information without being personally involved"/"I wish I had more time to participate"/"This is mainly because many of the topics don't seem relevant to me and I'm not sure I have the energy to participate more"/ "Not sure - closer relationship with others. Sometimes using the front screen better (poor sight)."

Individuals were invited to say which other aspects of the organisation they wished to be involved with;

45 (23.1%) 66 (30.8%) wish to be more involved in consultation work

64 (33.1%) 84 (36.5%) wish to be more involved with completing questionnaires

25 (11.8%) 33 (14.7%) wished to be more involved with training

Members were given the opportunity to provide their details and records have been updated to ensure they receive further information.

Networker Evaluation

424 questionnaires were sent out to individuals that receive the Networker only. 125 (29.5%) responses were received. (64) (18.3%).

We have combined the evaluation results from the following sections as they appear in both surveys;

The total distributed was 1089 across both databases. 294(27%) total responses were received compared to 275 (26%) last year.

The Magazine

285 (97%) 259 (94.2%) of those that answered felt that the Networker is a useful publication

278 (94.5%) 249 (90.5%) liked the layout and appearance of the newsletter

Other comments concerning the newsletter:

Information/Content: "Again, very little on mental health problems."

"When discussing or writing (e.g. questionnaires etc.) about disability, please include mental health issues as part of this. I'm sure you do but it nearly all seems to be about physical or learning disabilities."

"Information on mental health issues, more stories from disabled people, more information on where to get support using wheelchairs, and more from the younger generation."

"More about invisible illnesses and the effect these have to us. Not being in a wheelchair people think you can't possibly be as ill."

"More 'hidden' disabilities and maybe 'multiple disabilities'. Recognition that all "disabled" have carers on social services input."

"More information on the Hard of Hearing and people who are suffering terminal illness."

"It's more geared for problems other than Autism, more cross section needed"

"Lots on Autism and severe learning difficulties issues rather than physically handicapped only."

"More stories of how Compass Disability Network has helped people and more mentions of Conquest Riding Centre - how they help people through horse riding therapies."

"Readers letters and how their problems were solved by you. Most disabled people are elderly and cannot cope with today's technology."

"I am not being flippant when I say that personally I would like to see a joke or funny story now and again, as in some other organisations newsletters, but I realise that time and space are an issue."

"Kindly include activities etc. in MENDIP. Coleford is a remote village, forgotten

even from God!"

"News for totally disabled."

"A list of ALL charities that can help."

"Computer information."

"That inking and printing should consider more 'chemical free', although you do mine on green I am very grateful."

"Networker very useful. More benefit topic's, letting members know more about "what's available from local authorities as opposed to central government". About why is there secrecy about what benefits are available, why is the .gov site so un-user friendly!"

"About benefits - what's going on."

"More about Mandy."

"It seems to be very Taunton centered."

"Brain injury, very rarely is this included and other invisible disabilities. Remind people not to judge a book by its cover, we have no visible disability but we still have loads of different problems."

"Points for discussion/debate. Letters from members."

"Places of interest which are wheelchair accessible, endorsed by other disabled persons"/"More accessible events in local areas"/"More accessible days out. More accessible places to stay."/ "Holiday lets" "Reviews" of/by local restaurants, shops etc., regarding disabled user experience in Taunton"/"Whether there is any coach travel for days out for wheelchair users."

"Health tips."

"More for South Somerset / North Dorset (i.e. Yeovil / Wincanton area)"/"More things/details etc. for South Somerset"/"More information around Burnham on Sea Highbridge, most information relates around Taunton."

"Perhaps classified adverts for sale of second hand equipment or a section on things for sale - and wanted"/"Items for sale"/"Disabled items for sale"/ Maybe more adverts for second hand medical appliances. Some things bought from new can be very expensive... Just a thought!/"Resale of disability aids – adverts."

"Analysis of items for disabled people i.e. mobility scooters, travel and bath aids, showing size, their weight, climbing degree % or 4 in 10 sort of"

"True stories of how people find and receive help"

"I am the carer of someone with some aspects of brain injury & sight problems. He is not physically affected and tries to do as much as possible - my concerns are how much can I let him try to do alone!. Could you feature something like this."

"Further information for carers, who (like me) may struggle financially, physically or emotionally."

"Carers in this part of Somerset [Wincanton]."

"Summary of discussion or meeting subjects not just speakers names and titles of Topics."

"Recommendations of Mobility shops etc."/ "Would like to see addresses of Mobility shops in Somerset."

"More about how people could get Wheelchair Accessible Vehicles at a cheaper rate than one can get from firms."

"Stuff like bed covers of sheets by Nottingham Rehab Supplies 0845 121 8112 Fax tel 0845 121 8111. I found them very helpful, also they supply NHS when I looked after my mum with Dementia over 10 years."

"News and Features in my area Radstock/Midsomer Norton."

"A crossword puzzle."

"More results from meetings?!"

"Jobs."

"I had hoped to see an article or a mention about local heard of hearing club, informing readers that there is a club for hard of hearing and/or acquired age-related hearing loss. It is not Deaf club, as there is one, I believe, mainly sign."

"More about the users not the carers"

"Please continue updating all concerned with the events taking place in Parliament which affect all aspects of age and disability. It is only through this means that vulnerable people can be kept informed of the changes and seek assistance on matters which affect their daily lives."

"The newsletter looks like a comic with all its bright colours. The contents are mostly photos of past events and pleas for more money. If money wasn't wasted on the appearance of the magazine, there would be more to help the disabled."

"Sometimes I wonder if the magazine is directed at the disabled or the carer."

"More items on depression and living with it. Information on adapting your home - such as having downstairs toilet".

"Short story of a disabled person, life of a person."

"Details of support groups."

"More easy read information for people with learning difficulties."

"More practical tips dealing with DWP and available transport, clubs, facilities"

available, online contacts."

"Information on benefits and help available to disabled people, ATOS medicals and PIP."

"What disability parking is available in other areas as well as here. E.g. West Dorset provide parking permits. Do you know of any publication that can help?."

"More personal stories."

"Information on Multiple Sclerosis."

"Perhaps sport."

"More local news."

"Private adverts - private letters to editor."

General: "It has steadily improved."

"I would like to see more outings even if we had to pay for it."

"I think it is excellent, very informative, and a very useful read. I don't think you can better it."/"I think you have it covered, what more could we want."/"Thank you for this publication"/"Happy as it is"/"I think you cover everything needed"/"It's always interesting to read"/"I think you've got the balance right"/"It's lovely"/"Information very helpful"/"Satisfied with how it is"/"Very helpful magazine"/"It is an interesting and very good disability paper."

"The newsletter magazine always smells in a way that when I read it I'm covering my nose."

"Too glossy and self-promoting, too jazzy."

Website Evaluation

174 (59.2%)	169 (61.4%)	said they have access to a computer
57 (19.4%)	67 (24.4%)	members have used the Compass Disability Network website
55 (18.7%)	52 (18.9%)	found the information they were looking for.

Other information relating to the website included:

"Didn't realise one was available - will have a look."/ "Now I have your website address, I will use it."

"Lots on Autism - helpful medication/mood stabilizer especially."

"Addresses of Mobility shops throughout Somerset. More local events listed."

"More pictures."

"I'm new to computers - I'll improve!"

"Better signposting. Only sometimes can I find information I was looking for."

"Lyme disease awareness or links to appropriate sites and the last remaining charity + rare conditions link."

"It's great."

"Current issues - e.g. benefits, access, new aids etc."

"More about how people could get WAVs at a cheaper rate than one can get from firms."

"Make it easier to navigate. It has a confusing layout with lots of sub sections, and contact details need to be clearer."

"I'm actually not sure that the website is aimed at me anyway.. I thought it was about disabilities.. the carers, those with them, carers etc. etc.. The website seems to tick some stuff really well. But providing for the disabled person themselves seems to not be in its remit so much. My error. If it was supposed to, and I wish it were so, I would have liked articles.. how best/where to complain when pavements/drop down kerbs are blocked have shops got better attitudes to helping meet needs of disabled people. Articles on affordable holidays etc. As I say, I misunderstood what CDNA was about. "

Social Media Evaluation

81 (27.5%)	75 (27.3%)	said they used Facebook
19 (6.5%)	17 (6.2%)	people use twitter
42 (14.3%)	42 (15.3%)	are aware of Compass Disability Services on Facebook/Twitter

Customer Service Evaluation

How satisfied are you with the level of service you have received from Compass Disability Network?

147 (50%)	101 (47.9%)	were very satisfied with the level of service they have received
74 (25.2%)	73 (34.6%)	were satisfied with the level of service they have received.
30 (10.2%)	23 (10.9%)	were neither satisfied or dissatisfied with the level of service they have received.
1 (0.6%)	2 (0.9%)	were dissatisfied with the level of service they have received
0 (0%)	1 (0.5%)	were very dissatisfied with the level of service they have received.

Additional comments;

"Not used service yet"/ "What is the point of these endless questionnaires? Does anything change because of them? I think not."/"Luckily I've never had to use them."/"All the staff I have met have been wonderful to me"/"I haven't really had to use your services but find your newsletter and books very good, thank you."/"Fab service, really appreciated!"/"I have only received this"/"[Monitoring information] I feel the section of gender downwards is completely unnecessary and invasive - irrelevant to Somerset Disabled. I would not dream of asking our clients these questions."/"Keep me as part of the community"/"Very good, I am very happy"/"The charity is a great charity for disabled people/carers to get involved with"/"AAA!!! Extremely satisfied and many THANKS for inviting me to consultation (Bishop Palace Garden) and providing transport"/"It would be good to have full commitment from Compass and not worry about upsetting funders."/"I am a new member and have been impressed by the involvement of severely deaf in group discussions"/"Although too ill to attend, the effort to be involved is second to none, and on green paper (thank you!)/"Mandy Seaman and Staff very helpful, pleasant. Been involved even if can't attend on issues."/"We have a wonderful electronic note taker - many thanks"/"A superb organisation that I would turn to first if I needed advice. The publications are so informative and vital."/"Do not receive any services"/"Grateful for literature"/"I enjoyed the meeting I last came to. The new Hospital talk was particularly helpful. Great hospitality and a very happy meeting."/"Need a Wellington group"/"Since being made redundant on the 27-9-13 I have found I have some spare time and would like to help others of the same, if only, talk on a one to one"/"Do not have contact as too far away"/"Haven't used any"/"Closer relationships if offered with some others"/" Few military veterans attend your meetings. Is this because they choose to stay away, or are they unaware of Compass service?"

Do you feel you have been discriminated against when using any of our services/facilities?

3 (1%) 5 (1.89%) members felt they have been discriminated against when using any of our services/facilities

Comments received are shown below:

"Very good and kind"

"Please more to help the Deaf and those with terminal illness"

"You haven't discriminated but there never seems much attention paid to people with mental health problems. When receiving questionnaires, I often fill them in (or don't) but they usually have no relevance to my situation."

“Richard does not understand (or does not want to investigate) the effects and damaged done to Gulf War 1 veterans by: 1) up to 20 vaccines given over 3 days, many known to be damaging when given in combination with each other, many labelled secret, many not licenced or tested, some containing unlicensed adjuvants (now known to cause auto-immune disease), one “not to be administered to adults”, and all containing preservatives such as mercury and aluminium hydroxide – known neurotoxins. 2) The effect of low levels of chemical warfare agents in the air. 3) The effects of tablet taken orally to protect us from chemical weapons – now known to be as damaging to the neurological system as the chemicals they supposed to protect us from. 4) Effects of uranium plutonium used in artillery shells. 5) Effects of organophosphates and acrylamide monomers.”

Contacting the Organisation

103 (35%)	102 (37.5%)	members had made contact with the office in the past 12 months
23 (7.8%)	22 (8%)	had contacted the office in person
76 (25.85%)	67 (24.4%)	made contact by phone
13 (4.4%)	10 (3.6%)	made contact in writing
20 (6.8%)	32 (11.6%)	made contact by e mail

From those making contact by phone:

(numbers shown are as percentage of those making contact in the last year)

89 (86.4%)	64 (62.7%)	found it easy to obtain the contact details
84 (81.5%)	68 (66.7%)	stated that the phone was answered quickly and efficiently
92 (89.3%)	73 (71.5%)	were happy with the manner in which they were dealt with
85 (82.5%)	67 (65.7%)	felt that Compass were able to answer their query
88 (85.4%)	70 (68%)	were happy with the quality of information they were given
44 (42.7%)	30 (29.4%)	members stated that we had signposted them to someone who was able to help when we had not been able to.

"Texting"

"I have twice written in the last few months requesting publication and awareness made regarding my CEREBELLER ATAXIA (a rare disease which is not government funded for research)."

"I eventually got information from another charity."

"Some are as need/require sign posting - can't cover everything! Still the best service to date!"

"My application for a RADAR key took several weeks for some reason."

"The approach of the manner over the phone."

"They said they'd pass comment/query on but I heard no more."

Strategic Evaluation

Members were asked to select the three areas they would like Compass to concentrate on in the next financial year from our Strategic priorities;

- 203 (69%) would like Compass Disability to focus on promoting peoples independence
- 118 (40.1) would like Compass Disability to focus on 'Staff to be fully aware of the issues affecting disabled people and carers
- 180 (61.2%) would like Compass to provide opportunities for disabled people and carers to influence how decisions that affect them are made.
- 130(44.2%) would like to see Compass provide facilities where disabled people, carers and professionals can test and assess the suitability of equipment for disabled people.
- 92 (31.3%) would like to see Compass provide training opportunities for disabled People and carers.
- 85 (28.9%) would like to see Compass provide training opportunities for employers And professionals who work with disabled people

To the question "What are the three main concerns that affect your daily living as a disabled person", the following were the key responses given together with the comments made;

Access: "Inaccessibility to shops"/"Access"/"Access to buildings"/"Access for disabled into community"/"Access (to shops, community facilities etc.)"/ "Uneven pavements"/"Access to shops/cinema"/"Accessibility"/"People have little regard for disability on pavement etc."/"Shops not for disabled scooters (push doors)"/ "Access and parking"/"Access in the built environment/access to recreation"/"Getting into shops and the local cinema"/"Seating in Taunton town"/"Not been able to get in some shops because they still haven't done anything about the steps which they have done back in 2007. I use a walking aid and find it difficult or I just don't go in them in case I fall."/ "Access to toilets in Bridgwater, they're not clean"/"Accessibility to and in venue"/"Accessiblity to services and facilities"/"Non accessible buildings"/"Being able to get around. Shop rails are too close together"/ "Poor buses - access etc."/ "Access

to outside amenities"/"Being able to enter shops but steps prevent me"/"Doors that are so stiff that it's just about impossible to get through them trying to push a walking aid. I have complained to Nationwide, have been told as it's a listed building they have an automatic door, yet others have one."/ "Access points"/"Access: out 'there', whether in shops, on the street - it's as bad as it's always"/"Poor access to buildings"/"Accessibility of some places"/"Problems in accessing properties"/"Orchard shopping centre floor very slippery when wet - unsafe!!"

Attitudes and Behaviour: "I wish people would listen, my opinion does not matter"/"Standing up out of chairs/feel embarrassed when out"/"Understanding of general public about disabilities"/"Access to the shops and doctors surgery"/"Certain organisations (Jobcentre, Council) who do not understand about disability, and assume if you don't use a wheelchair, don't take medication and don't have support or a carer you have no problems (even with full support of your GP and consultant)."/ "Lack of understanding"/"People to realise it is very hard to manage, have patience"/"Some people don't fully understand me"/ "Full understanding of my rare condition"/"Attitude of people in banking etc. when I am unable to hear on phone"/"Making people aware that being disabled means many things, not just wheelchair users"/"Integration of disabled into society"/"A great lack of experience and understanding of carers with severe Autism and severe learning difficulties and some professionals, also in Adult Services"/"Increasing hostility of public to disabled people as there is an attitude now that we are all benefit scroungers"/"Uneven pavements"/"People casting you as a scrounger"/"Lack of understanding from some individuals"/"Attitudes: still get clobbered by unseeing others as I sit in my wheelchair, or overlooked in a queue."/ "Lack of disability awareness"/"Staff"/"Worry about being judged and not understood"/"General public's perception of disability issues"/"Government casting you as a scrounger"/"No understanding what it's like to live with limitations"/"Not being considered genuinely disabled because I don't use a wheelchair"/"Acceptance for who I am"/"People not understanding"/"People understanding disability, good & bad days, and no one is the same." / "Misunderstanding"/"Brainless individuals who stare at me in my wheelchair"/ "Public to be educated that we have a brain and can talk ourselves."

Benefits: "Benefits"/"Feeling that being on benefits makes you feel that the government push you to being neglected"/"Transfer to PIP"/"Benefits/money"/"Benefits and information on what is available"/"What one is entitled to?"/ "Understanding of benefit entitlement"/"Insecurity over benefits, unable to plan long term future."

Caring: "I am more disabled through helping him"/"Worry about help if my husband can't"/"Looking after my wife"/"As a user and carer sometimes life gets difficult."

Communication: "Communication is hard because of my learning disability"/"Severe Aphasia [a communication disorder, usually resulting from a stroke, which makes it difficult to read write or speak]."/ "Speech"/"My speech I had a bad stroke."/ "Not hearing using the telephone"/ "I am able-bodied, it is a communication issue."/ "Understanding what people are trying to tell me"/"Loop systems not switched on and staff not understanding you or loops"/"Communication"/"Music in public places often

too loud for normal conversation.”

Direct Payments: "Finding effective PA's (use Direct Payment)/ "Training for PA's"/"Concerned what will happen in 2015 when ILF closes and SCC are responsible for providing care especially as SCC budget generally stretched."

Discrimination: "Not having a visible disability, being discriminated against"/"Going places that may cause harrassment / bullying"/"How non-disabled people see and treat me. Discrimination still exists."/ "Fair treatment"/ Discrimination for NOT having a computer and computer skills"/"Discrimination."

Equipment and adaptations: "Having suitable aids to maintain independence – haven't yet found"/"A suitable aid to open toilet cleaner, bleach etc. containers (osteoarthritis)"/ "Not having a downstairs loo"/"Home not adapted for my needs and the only way to make it at all suitable would be to move, but no idea who to approach first."/ "Carry items"/"Prices of disability equipment"/ "What aids and help is available as I cannot get out"/"Knowledge of any support/aids available"/"Equipment."

Frustration: "Not being able to do what was simple tasks before my illness"/ Frustration not being able to do jobs/getting about easily"/"My husband has to do things for me (frustration)"/"Frustration at not being able to do physically what I want."/ "Getting things done on time"/"Being able to do the tasks that need to be done"/"Having to rely on other people for everything"/"Unable to do the things I like doing"/"Unable to do things myself and coming to terms with that"/"Frustration in not able to obtain support"/"Feeling like a burden on everyone around me."

Health: "Tiredness - related to health/disability"/" Weakness in leg, arms and hands"/"Depression"/"Painful feet and hands"/"Balance"/"Fatigue"/"Future health"/"Hands"/"Actual health"/ Some days feel good others you feel listless"/"Urinary problems"/"Hernia"/"My husbands health, can't walk or help as he could before"/"Recent onset of depressive periods"/"Trying to keep on top of my chronic diseases"/"The effect on my ability to function regarding straight forward tasks"/"Panic attacks"/"Tiredness"/"Medical issues"/"Good health and welfare support"/"Inability to sleep well"/"Difficulty for professionals to diagnose symptoms and bring about relief."/ "Suitable diet for someone who can't get to various group meetings and who has no one to cook suitable dishes, but longs to lose 3/4 stone in weight, after having had Polio 74 out of 76 years - most of the time spent in a wheelchair or in bed."

Hidden Disabilities: "Acknowledgement of my invisible disabilities"/"Hidden disability"/"Looking well" though are disabled"/"Hidden disabilities - not understood by friends, work and family. Struggle to understand myself some times and feel alone."/ "Consequences of mood swings impacting on my relationships, work and every area of my life. I'm very lucky to have good friends who understand me, unlike many other people with mental health issues. Also, good employer."

Highways: "Bad state of kerbs and roads"/"Early warning (before previously dropped pavement) of blocked pavements for wheelchairs, mobility scooters etc."/ "Mobility - My wheelchair is great but many pavements are not"/"As a self-propelled wheelchair user the poor standard of pavements"/"Uneven paths making riding on scooter scary"/

Lack of dropped pavements in places"/"Uneven surfaces in Burnham."

Housing: "Housing"/"Housing or finding a home"/"Housing issue."

Impairments: "Mental disability rather than physical so everything is a concern"/"The understanding of my mental health condition."/ "Deafness"/"I am visually impaired and slightly deaf."/ "My short term memory"/"Hearing"/"Sight very poor"/"Many illnesses/conditions are not visible"/"Agraphobia"/"I have bipolar disorder: My mood rarely being in the middle: too high or too low"/ "Voice hearing."

Independent Living: "Lose my independence"/"Having little energy to do the things you need to do (housework, gardening)/ "Being able to be independent or trying to"/"I live alone out of town, maintaining my independence & mobility"/"Not able to drive my car"/"Being independent"/"Autonomy - I've little independence but I still strive for autonomy"/"Lack of freedom"/"Would like to be able to go shopping other than local"/"Not being able to stay in my own home"/"Able to manage cooking"/"Losing my independence"/"Living an independent life the best way I can"/"Having freedom of choice"/"Not able to have a car (stroke)"/"Maintaining independence"/"Losing my independence"/"Keeping my independence as much as possible"/"Loss of independence"/"Losing independence"/"Would like to be more independent and do more myself."

Information: "Research & provide information and advice to help disabled and carers to access anything useful to them."/ "Ask a charity if info on condition can be accessed (flyer) for those who act for that person to assist/understand"/"Knowing what is available"/ "Necessary information."

Isolation: "Loneliness"/"Being isolated"/"Isolation, I have no family at all and only 2 friends"/"I am on my own 4 days a week"/"Living alone"/"Being alone"/"Isolation with the continued cut back in supported services"/"Boredom"/"Becoming isolated due to transport issues"/"Getting left on my own"/"Isolation - only seeing people monthly."

Mobility: "Walking"/"Getting out and about"/"Mobility"/"Getting out the bath"/"What physical ability I have each day"/"My ability of not being able to walk very far"/"Lack of mobility"/"Walking, balance, falling"/"At present, walking"/ "Getting from one room to another even with electric chair"/"Mobility, pain, impaired sight"/"Mobility - knowing others are also suffering"/"Unable to walk distances"/"Limited in walking, have got scooter to get around"/"Standing in queues!"/ "Getting about sometimes"/"Keeping as mobile as I can"/"Mobility - getting around"/"My mobility problems which eliminate my life"/"Getting from house to care and car to house"/"Slowness"/"Mobility is main problem"/"Mobility to carry out operations which were previously not a problem"/"Getting around i.e. getting to town"/"I have problems walking, I have 2 sticks at all times. I have a stair lift and a walk in bath with a seat elevation"/"Balance problems"/"Mobility with help"/"Not being able to do very much because of my disabilities"/"Mobility issues when visiting new places"/"Balance"/"Excessive care and consideration needed walking in the country, using stairs etc. due to damaged left leg."/ "Walking up a gradient."

Money: "Making money stretch to meet my weekly need and equipment

price"/"Finance"/"Worrying about my finances as I am dependent on benefits"/"Money"/"Money benefits been affected"/"Lack of money to employ someone to help with house, cleaning and gardening"/"Money/income/affording my now different way of life"/"DLA - mobility car help, you cannot apply after 65. Why not?"/ "Low income"/"Physically limitations"/"Extra expenditure due to disability"/"Money - I do not always have money because everything is going up"/ "Worry about income"/"Have some more money to live on, to help with rising bills"/"Funding my future care needs"/"Paying bills"/"Paying for prescriptions"/"Finances"/"Limit of savings allowed in relation to payments for care"/"Poverty"/"Knowing my money will not be taken away from me."

Pain: "Pain"/"In a great deal of pain, and almost unable to stand or walk"/"Pain relief"/"Chronic pain due to paraplegia"/"Pain (arthritis)."

Parking: "Parking near enough to reach where I need to go"/"Parking"/"Can't park in disabled bays - who do I moan to? Who cares?"/ "Parking on the pavement."

Personal: "My husband is very heavy has awful temper"/ "Difficulty in being with many people"/"Failing to have someone call to see if you are alright"/"I get a little concerned about being a burden to my wife and family, but I must stress that this is in no way a problem."/ "Relying on others"/"Family"/ "Family life"/"Modern day living is stressful"/"Difficulty with planning ahead"/"Coping."

Safety: "Safety"/"Getting up when I fall"/"Feeling safe when out and about, especially during school holidays"/"Safety of pavements (e.g. pavement parkers) and warning signs - e.g. diversions, repairs"/"Feeling safe and comfortable."

Services: "It's very hard to get services to help because they don't listen"/ "I live in a remote part of the county, although facilities improve in some areas, it seems most activities stop at Taunton!"/"NHS 24 hour help line needed as there is none."/ "Getting assessments implemented"/"Finding disabled toilets when out."/ "Lack of seating in shops etc."/ "Doctors who hide the truth"/"Adequate seating in public and commercial places"/"More help from councils"/"Some authorities starting to charge me to use a toilet!"/ "Lack of understanding in hospital"/"Stop closing public toilets in town"/"Help with opening 'some' doors when shopping"/"Not enough seating in towns/shops./ "Musgrove hospital is the only place for a small time (about 3 months) for a stroke place, only children not for old people! I'm looking still from a stroke 3 years ago (Not NHS, in Taunton)"/ "No facilities or activities for DISABLED PEOPLE in the area"/"Why are public toilets closing down in big cities"/"Getting/accessing treatment, having help to do/getting this."/ "Provision of sufficient, convenient toilet facilities"/"Leisure activities i.e. evening courses"/"Shops"/"Orchard shopping centre floor very slippery when wet - unsafe!"/ "Medical and care services."

Socialising: "Going out in a crowded area on my own"/"Support groups i.e. stroke - not in Street area"/"I would like more social gatherings. I need to meet different people."/ "Lack of like-minded and people with similar disability"/"Making friends - difficulty of making friends"/"Entertainment"/"Mixing with people of my own age"/"Inclusion into all social events/activities."

Support and care: "The lack of resources that will affect me needing help in the future"/"Personal care"/"Being able to manage in the future"/"Getting dressed (bottom half)"/ "Dressing; help with travel - door to door"/"Who is going to look after my meals when I'm bed bound"/"Dressing"/"Mail/bills etc. - keeping up to date/ "Not being able to carry out certain everyday tasks"/"Not as easy to do things as I'm getting older"/"Washing hair"/"Lifting"/"Emotional support"/"More training is needed quick for crisis care"/"Unable to cope in my own home"/"Lack of care (couldn't care less attitude/ "Housework is becoming harder to do"/ "What will happen when my condition gets worse"/"Not been able to do things that I've always done"/"Sorting minor things in the house"/"Cleaning windows"/"Total care"/"Help in the home"/"Good home care"/"How I'm going to manage as I get older"/"Getting people to help me shop/clean etc."/ "Struggle with two handed jobs"/"Managing personal care"/"Access to needed support"/"Organising carers so I've got full cover when I need it, not when they work to suit them."/ "Support/enabling"/"Access to extra home care after surgery"/"Managing everyday tasks"/ "Inability to do "normal" everyday chores"/"Personal care - problem with stability"/"Helpers"/"Cooking fresh food"/"Getting/accessing treatment, having help to do/getting this"/ "Help getting out"/"Carers."

Technology: "Would like to be able to use a computer"/"Discrimination for NOT having a computer and computer skills."

Transport/Travel: "Public transport"/"Limited distance of travel" / "Transport"/"Travel"/"Lack of public transport"/"Transport and access to main line meetings (U3A)"/ "Lack of personal transport"/"I only use the bus"/"Driving"/"Lack of suitable transport"/"The severe lack of transport and the fact that the bus 184 takes 1½ hour to reach Bath."/ "Why did First Buses stop the Exeter run"/"Lack of public (local) transport"/"Can't climb stairs, so it would be nice to have bus route that set the steps down, and enough room to take my four wheeler and pusher."/ "Becoming isolated due to transport issues"/"I rely on public transport."

Vulnerability: "I'm easily tricked by people because I don't understand"/"No sense of danger or hygiene - need 1 to 1 at all times"/"Sorry but just living in general"/"Crisis"/"Vulnerability."

Work: "I would like more work opportunities" /"Employment - or lack of it/barrier to it"/"not able to work"/"I have bipolar disorder: Keeping hold of my part time job, I drag myself in and struggle to do it."/ "Keeping up with others at work"/"Getting in to work or finding a job"/"Being able to work without prejudice"/"Lack of work"/"To carry on working"/"Management of my medication at work"/"Employment"/"Not being able to earn enough due to short working hours because of disability."

Other general comments:

"None - I have very good friends living nearby and they are very helpful and I meet up with them quite often."/ "The future"/"Everything going downhill (aged nearly 90) (filled in by wife, carer)"/"My main concern is crossing the road, busy traffic as I am getting worried about stairs and steps."/ "Leading a meaningful life"/"Self esteem"/ "If there comes a time when I cannot drive it will be shopping, accessing doctors, hospital."/ "Quality of life"/"What would happen to me in this situation"/ "Lack of

confidence, especially to say I do have something wrong with me, help please"/"Insecurity"/"Not being the mother I want to be"/"Self-management in light of constantly changing health services"/"Training"/"Take each day as it comes, do my best"/"Largely housebound"/"Not knowing if I am going to have a good day or a bad day until I am up"/"Making the most of my abilities"/"Loneliness"/"Pressure and stress from other people"/"Medication"/"Lack of research into lifelong disabilities which does have a devastating impact of fatigue on people"/"The not knowing from day to day how my condition is going to affect me and my ability to do things."

Evaluation Summary and Recommendations

There has been a reduction in the number of people that completed this year's involvement evaluation. However there has been an increase in the number that completed the Networker evaluation.

Throughout this year's evaluation comments have been made about Compass Disability Services undertaking specific pieces of work relating to particular impairments or conditions. Where there are organisations in place that address these areas, Compass Disability Services continues to endeavour to work in partnership and signpost. However, as an organisation Compass Disability Services does not have the resources to address or campaign on behalf of specific conditions.

Involvement

The percentage of people that had participated in a consultation event in the last year has gone down slightly. From those that did not participate the main reason given was that they felt the venue was too far away or not accessible to them.

A trial took place last year to carry out one discussion group in the evening. As it took place in the summer many people attended that usually attended during the day, however we received minimum interest from members that work. We will continue to review the provision of evening/weekend groups dependent upon funding and topics.

In terms of the areas where members would like us to run groups, the highest response this year was for Sedgemoor, followed by Taunton Deane and the South Somerset. There has been an increase in members wishing us to hold events in the Mendip area. We will continue to investigate funding for forums and groups in the coming year for areas where we do not have current representation.

There has again been an increase in the percentage of people that are happy with their level of involvement they have had with the organisation, 91% compared to 84% and 74% for the respective years.

Networker

The number of people completing the Networker evaluation has increased quite significantly from 18% to 29%.

The percentage of people that felt the Networker is a useful publication is very high at 97% and again with 94% of individuals that like the layout of the publication it is pleasing to note.

We have highlighted some key information below that members continue to request, although they have appeared in previous editions;

- Information on mental health issues and hidden disabilities.
- An article on the Conquest Riding Centre.
- Information on support groups.
- Articles on Benefits and how disabled people can get help.
- Letters from readers and how problems have been solved by Compass Disability

Services.

- Information on equipment and aids was requested to be provided where possible. We are also hoping to provide information on these at the Disability Somerset exhibition in September.
- Information on Hard of Hearing.
- Information on Autism and Learning Difficulties.
- Information on accessible places to visit/days out and events.
- Further Information for carers.

We will incorporate requests to provide summary information on our meetings instead of just speaker names and topics.

Items for sale, has again been requested in this year's evaluation. Now that the publication is published quarterly the frequency is not enough to ensure this information would be up to date. However we have now engaged with various forms of Social Media to enable people to sell equipment.

Suggestion for new articles included:

Information on Wheelchair Accessible Vehicles and reviews on items for disabled people e.g. scooters, travel and bath aids with ratings out of 10.

Website and Social Media

The number of people that have access to a computer remains the same year on year at around 60%, although the numbers that have used the Compass Disability Network website has reduced slightly.

We will continually review our website and take into account our members views regarding layout and contact details.

The number of people using Social Media has remained constant year on year and is still relatively low. We have been using Social Media on particular pieces of work throughout the year as a useful tool to promote our work through groups which has been successful.

Customer Service

For the first time this year we asked all members (including those that just receive the Networker magazine) to comment on how satisfied they were with the level of services they have received from Compass Disability Network. In total 75% were satisfied or very satisfied or satisfied with the level of service they have received, this is down from 82% last year but could reflect the fact that many people do not have a significant contact with the organisation apart from the Networker. There is some particularly positive feedback in the additional comments regarding peoples experience with the organisation and its staff.

There still appears to be some confusion over the interpretation of the question regarding discrimination. Individual responses will be provided in this instance where details have been supplied.

Regarding contact made with the organisation – we have now introduced a text phone so that members can contact us this way, this will be added to next year's evaluation.

There has been an increase in the percentage of members who said we signposted them to someone who was able to help from 39% to 43% this maybe as a result of increased knowledge of front line staff. Where contact details have been provided from individuals that have highlighted concerns a specific response will be provided. Where messages are passed on, Compass Disability Services endeavours to ensure that all messages are responded to in a timely manner as per our quality objectives.

A range of comments have been provided which often do not give enough information to enable us to act specifically. However the general basis of the comments provided will be fed back to the relevant department.

Strategic Evaluation – Future Development

The top three areas that individuals would like Compass Disability Services to concentrate on in the next financial year were:

- Promoting peoples independence – 69%
- Providing opportunities for disabled people and carers to influence how decisions that affect them are made – 61%
- Providing facilities where disabled people, carers and professionals can test and assess the suitability of equipment for disabled people. – 44%

The information will be used as part of our business planning during the coming year to ensure that we encompass member's priorities in the work ahead.

Members concerns which affect their daily living;

We aim to address many of our members concerns through our involvement work (consultation groups and forums). Through our Disability Somerset exhibition in September we will be aiming to provide a cross section of information and equipment exhibitors to assist people with independent living.

Our Compass Carers project is now well established to provide the necessary support and advice to carers in Somerset.

The comments will also be submitted to our commissioners of services so that they are fully aware of the issues facing disabled people and carers in the area.

Appendices

Appendix One - Membership Analysis 2014.

Appendix Two – Consultation Meeting Evaluation 2014

Appendix One

Project: CDN Somerset – 2014 Membership Analysis

		March 2012	March 2013	March 2014
Number of Associate members		97	99	104
Number of Individual members		621	657	669
Number of memberships deleted since previous analysis	Deceased	27	13	8
	Moved away	16	8	7
	Personal reasons	39	5	6
	No contact	3	6	14
	Duplicate	15	5	3
Members Gender analysis	Male	237(38%)	233(35%)	226(34%)
	Female	367(59%)	384(58%)	397(59%)
	Unknown	17 (3%)	40 (7%)	46 (7%)
Members age analysis	0-15	1 (0.2%)	1 (0.2%)	1 (0.1%)
	16-25	10 (2%)	12 (2%)	12 (2%)
	26-39	34 (5%)	35 (5%)	30 (4%)
	40-50	84(14%)	88(13%)	78(12%)
	51-64	200(32%)	190(29%)	174(26%)
	65+	288(46%)	328(50%)	370(55%)
	Unknown	4(0.6%)	3(0.5%)	3(0.4%)
Members disability analysis (Numbers may not equal total number of members as some members have multiple disabilities)	Learning difficulties	37 (6%)	35 (5%)	35 (5%)
	Mental health	74 (12%)	75 (11%)	80 (12%)
	Hearing	119(19%)	113(17%)	111(17%)
	Physical	511 (82%)	507 (77%)	507(76%)
	Visual	93(15%)	82(12%)	78(12%)
	Unknown	59(10%)	95(14%)	103(15%)

Members districts	Taunton Deane	177(29%)	186(28%)	183(27%)
	South Somerset	160(26%)	160(24%)	166(25%)
	Mendip	82(13%)	85(13%)	89(13%)
	Sedgemoor	158(25%)	171(26%)	176(26%)
	West Somerset	35 (6%)	41 (6%)	41 (6%)
	Outside county	3(0.5%)	8 (1%)	8 (1%)
	North Somerset	1(0.2%)	1(0.2%)	1(0.1%)

Members	White (British)	572	581	588
Ethnic background	White (Other Cultural Background)	4	5	4
	White (Other European)	4	4	4
	Gypsy	0	0	0
	White (Irish)	6	5	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)	3	3	2
	Other Ethnic Group	2	2	2
	Undisclosed	29	56	62

Summary

The analysis shows a breakdown of members who wish to receive information on our consultation work which has slightly increased by 2% in the last year. The total number of members including those that receive the Networker now stands at 1184. Compass Disability Network Somerset currently distributes information to 1184 individuals in total. The number continues to follow a similar trend to last year where there has been an increase in members from the 65 year and above age group (5%) and a slight reduction in the 51-64 age group.

Appendix Two

Project: CDN Somerset - Consultation Meeting Evaluation report April 2014

In the period from April 2013 to March 2014, 13 consultation meetings have been evaluated

231 Evaluation forms have been completed and analysed.

Information in blue indicates the results of the April 2013 analysis

Age Evaluation

16-29 years	4 members	(1.7%)	(2.7%)
30-39 years	6 members	(2.6%)	(2.2%)
40-49 years	28 members	(12.1%)	(9.8%)
50-59 years	42 members	(18.2%)	(13.1%)
60-65 years	46 members	(19.9%)	(20.2%)
Over 65 years	99 members	(42.9%)	(46.4%)
Undisclosed	6 members	(2.6%)	(1.6%)

Gender Evaluation

Male	75 members	(32.5%)	(26.8%)
Female	141 members	(61%)	(65%)
Undisclosed	14 members	(6.1%)	(4.4%)

Religion/Faith Evaluation

Buddhist	0 members	(0%)	(0%)
Christian	174 members	(75.3%)	(74.3%)
Hindu	0 members	(0%)	(0%)
Jewish	0 members	(0%)	(0%)
Muslim	0 members	(0%)	(0%)
No Religion	18 members	(7.8%)	(9.3%)
Other	23 members	(10%)	(3.8%)
Sikh	0 members	(0%)	(0%)
Undisclosed	15 members	(6.5%)	(8.7%)

Ethnic Origin Evaluation

Asian / Asian British (Bangladeshi)	5 members	(2.2%)	(2.7%)
Mixed (Other mixed background)	1 member	(0.4%)	(0%)

Mixed (White and Asian)	1 member	(0.4%)	(0.5%)
Other Ethnic Group	0 members	(0%)	(1.1%)
Undisclosed	5 members	(2.2%)	(3.8%)
White (British)	217 members	(93.9%)	(86.3%)
White (Other Cultural Background)	1 member	(0.4%)	(0.5%)
White (Other European)	0 members	(0%)	(1.1%)

Of the members who completed the consultation evaluation;

77.1% (67.2%) were very satisfied with the **Pre meeting arrangements**, 17.7% (20.8%) were satisfied, 4.8% (7.1%) were neither satisfied nor dissatisfied, 0.4% (0.5%) were dissatisfied and 0% (0.5%) were very dissatisfied.

67.5% (68.9%) were very satisfied with the **Venue accessibility**, 23.8% (20.2%) were satisfied, 6.5% (4.9%) were neither satisfied nor dissatisfied, 1.7% (1.1%) were dissatisfied and 0.4% (1.1%) were very dissatisfied.

68.4% (62.3%) were very satisfied with the **Venue comfort**, 24.2% (25.1%) were satisfied, 7.4% (6.6%) were neither satisfied nor dissatisfied, 0% (1.6%) were dissatisfied and 0% (0.5%) were very dissatisfied.

67.1% (60.7%) were very satisfied with the **Meeting pace and structure**, 25.1% (23.5%) were satisfied, 6.5% (10.4%) were neither satisfied nor dissatisfied, 0.9% (1.1%) were dissatisfied and 0.4% (0.5%) were very dissatisfied.

68% (61.2%) were very satisfied with the **Opportunity to be involved**, 21.2% (21.9%) were satisfied, 10.8% (12.6%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0.5%) were very dissatisfied.

55% (53.6%) were very satisfied with the **“Did the meeting fulfil your expectations”**, 29% (28.4%) were satisfied, 15.6% (13.1%) were neither satisfied nor dissatisfied, 0.4% (0%) were dissatisfied and 0% (1.1%) were very dissatisfied.

81.8% (83.1%) were very satisfied with the **Compass representatives friendliness, helpfulness, knowledge, etc**, 11.7% (7.1%) were satisfied, 6.5% (5.5%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0.5%) were very dissatisfied.

66.7% (67.8%) were very satisfied with the **Consultants or chairs ability to manage the meeting**, 25.1% (20.2%) were satisfied, 7.8% (7.1%) were neither satisfied nor dissatisfied, 0.4% (0.5%) were dissatisfied and 0% (0.5%) were very dissatisfied.

48.5% (48.1%) were very satisfied with the **Proposed feedback or follow up**, 26.4%

(27.9%) were satisfied, 25.1% (19.7%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0.5%) were very dissatisfied.

Other comments included;

"A very interesting and informative meeting. Thank you." (Sedgemoor Disability Forum)

"I found the information given very useful, thanks." (Sedgemoor Disability Forum)

"Well done" (Sedgemoor Disability Forum)

"Car park far too small" (Sedgemoor Disability Forum – The Princess Hall, Burnham on Sea)

"Car park too small, need more spaces" (Sedgemoor Disability Forum – The Princess Hall, Burnham on Sea)

"Learning to hear all about for disability people" (Sedgemoor Disability Forum)

"Venue accessibility: Parking" (Sedgemoor Disability Forum – The Princess Hall, Burnham on Sea)

"Sorry to say this but disabled transport blocked the whole road until finished unloading, then grocery delivery van parked on drop kerb. Took 25 minutes till all was cleared. Good meeting as usual 😊" (Sedgemoor Disability Forum – The Princess Hall, Burnham on Sea)

"Parking an issue" (Sedgemoor Disability Forum – The Princess Hall, Burnham on Sea)

"Lunch was very good. They work very hard." (Ruishton - Extra Care Housing & Sheltered Housing Involvement meeting)

"No loop system for hearing aid wearers" (NB. no one asked on specific requirements prior to meeting) (Ruishton - Extra Care Housing & Sheltered Housing Involvement meeting)

"I think it is up to the town council to understand your needs" (Ruishton - Extra Care Housing & Sheltered Housing Involvement meeting)

"Not enough orange juice" (Carers in control of their support)

"Disrupted in morning from children in next room" (Carers in control of their support)

"Microphone for floor, pre-prepared copy of PowerPoint would have helped. Didn't like children singing. Presentation jargonised. Didn't like manner it was put over. Came away with poor image of Compass" – **further info supplied directly to commissioner** (Carers in control of their support)

"Microphone technique instruction - poor sound" (Taunton Deane Disability Discussion Group)

"First speaker did not use microphone properly" (Taunton Deane Disability Discussion

Group)

"Venue not easy to find. Compass reps friendliness, helpfulness, knowledge etc. very very satisfied" (Sedgemoor Disability Forum - The Canalside, Bridgwater)

"An excellent and enjoyable meeting. Thank you very much." (Sedgemoor Disability Forum)

"This meeting better than last one in that found casual racism at my table hard to take. Did challenge it but rather not suffer it." (Sedgemoor Disability Forum)

"Parking for disabled poor. Not enough disabled bays near entrance." (Sedgemoor Disability Forum – The Canalside, Bridgwater)

"A few more disabled car parking spaces should be arranged on events with more disabled visitors." (Sedgemoor Disability Forum - The Canalside, Bridgwater)

"We could have done with a bit more time to allow for comments" (The Bridgwater Way - Walking and Cycling Workshop)

"Compass representatives friendliness, helpfulness, knowledge etc.: First class as usual." (Support in Sheltered Housing meeting)

"Meeting pace and structure: Need longer" (Taunton Deane Disability Discussion Group)

"Heating rather high - otherwise very good, thank you." (Taunton Deane Disability Discussion Group)

"Carer (staff friendliness, chairing meeting and feedback all answered N/A - not 'Neither')" (Direct Payments Reference Group)

"More parking please" (Sedgemoor Disability Forum)

"Interesting" (Sedgemoor Disability Forum)

"Small car park - difficulty spare. Venue comfort: cold" (Sedgemoor Disability Forum)

"Cold" (Sedgemoor Disability Forum)

"Good meeting Mandy and Staff" (Sedgemoor Disability Forum)

"Access problem was the echo in the room. Was a major problem. Could not hear what was being said by other people on table." (Local Account for Adult Social Care in Somerset – Stoke St. Gregory Village Hall)

"Too much for time available. Difficult to prepare for meeting properly." (Local Account for Adult Social Care in Somerset)

"Encourage people to talk to each other" (Taunton Deane Disability Discussion Group)

"Sports discussions for the future" (Taunton Deane Disability Discussion Group)

Summary and Recommendations

The number of events evaluated during the last year was 13 compared to 15 in the

previous year. However, the number of completed forms and therefore number of people getting involved has increased from 176 to 231. It is good to see that more people are getting involved in events and the evaluation.

The most significant increase in involvement has come from the over 65 age group which has increased by 3.5%. There has been a reduction in involvement in the 50-59 age group which has reduced by 5.1%.

The number of people that report that they were satisfied or very satisfied with all aspects of our consultation events continues to be high.

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

We will be using the comments regarding venues to determine future use or in some cases request help with designating parking spaces for our members. One specific issue at an event details 'children signing in another room' this related to an error at the venue where they did not realise another group would be in another room until the day in question. An apology was made and requests to adjust volume.

Whilst we ask each speaker to use our microphones correctly occasionally during the course of the presentation this can be forgotten and speakers need reminding. Members should also be encouraged to speak up during presentations and ask if they cannot hear suitably.

In some specific cases where comments relate to times of a particular meeting or how a particular presentation was delivered these have been fed back to each commissioner of the event separately.

Support needs such as hearing loops or interpreters are always provided when requested. Event invitations always request individuals confirm any access requirements in advance.