

Compass Disability Network Somerset - Annual Evaluation Report 2015

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

Membership

1283 individual members are registered with Compass Disability Network to receive information as follows:

683 individual members receiving information on consultation and involvement.

516 individual members receiving only The Network Magazine.

193 individual members living in North Somerset.

In addition to this there are 159 associate members who are not for profit organisations that represent disabled people and carers.

There are also 16 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 Somerset Choices website

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.

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 2014-15, 12 consultation groups and/or forums have taken place as follows;

2 - Sedgemoor Disability Forum meetings – June 2014 (Bridgwater), October 2014 (East Huntspill), 54 people attended in total.

2 - Taunton Deane Disability Discussion Group meetings – Sept 2014 and March 2015 (Ruishton Village Hall, Ruishton Nr Taunton). 44 people attended in total.

3 – Consultation meetings for Somerset County Council;

- Transport Needs Consultation – March 2014 North Petherton Community Centre
- Home Improvement Agency & Integrated Equipment Service Focus Group – Compass Offices, Taunton.
- Somerset Direct New Phone System Consultation – Sept 2014 The Meadway Hall, Compton Dundon.
- 5 Service User Engagement Group Meetings – Compass Offices, Taunton and Ruishton Village Hall.

A total of 108 people attended these events.

In addition to this 3 questionnaire pieces of work were carried out:

- Sitting Service Consultation – Oct 2014 distribution to carers as part of public consultation.
- Pharmaceutical Needs Assessment – Oct 2014. 163 people participated.
- Draft Rights Of Way 2 Public Consultation – Dec 2014-Mar 2015. 37 people participated.

Plus One Service User Tender Panel Group arranged as part of Home Improvement Agency and Equipment Service Tender.

Use of social media to inform people on SCC consultation work.

Children and Families Act Information and Consultation Day organised July 2014.

Engagement Outcomes and Information Provided;

Understanding transport needs for disabled people and carers and the use of Demand Responsive Transport/Slinky Services.

Service users were invited to discuss proposals for the future Home Improvement Agency and Equipment service. Also looked at what is important to them to feed into the development of the service specification that SCC go out to tender with.

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

- SCC's Care and Support Charter
- Eligibility for services and assessment process
- Reablement and independent living teams
- Direct payments
- Somerset choices – information, advice and services website.
- Care and Support services delivered within Extra Care Housing
- The Care Act.

Sedgemoor Disability Forum – input into;

- Sedgemoor District Councils annual budget consultation.
- Engagement with - Somerset Partnership NHS Foundation Trust's Patient Experience Manager, Somerset Clinical Commissioning Group – Wheelchair Services, Avon and Somerset Police Neighbourhood Inspector.
- Receiving information on The Community Council for Somerset's Village Agent Project, Home Safety Visits from Devon and Somerset Fire and Rescue Service, Somerset You Can Do, Sedgemoor Lifeline.

Taunton Deane Disability Discussion Group - Input into;

- Taunton Deane Borough Councils Taxi policy.
- Plans to relocate Taunton's Tourist Information Centre.
- Engagement with Somerset Partnership NHS Foundations Trust's Patient

Experience Manager, Taunton Deane Borough Council's Community Development Officer regarding the swimming pool's and dementia awareness, Patient Experience Lead at Musgrove Hospital.

- Receiving information on Somerset Hate Crime Support Service, Somerset Micro Enterprise Project, Disable Facilities Grants and Taunton's Shopmobility service.

Networker

The Networker Magazine is a quarterly 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. In June 2014 the publication was combined with Compass Carers magazine and includes information on support groups in Somerset amongst other pieces of very useful information. 7500 copies are distributed approximately as follows;

2100 to individual disabled people and unpaid carers.

150 to associate members.

4200 to doctor's surgeries, hospitals, care homes, active living centres, day centres, care homes and care professionals.

All magazines are distributed in the required formats e.g. email large print, cd/tape.

The Hub

Compass Learning and Development Hub (The Hub) brings together disabled people and carers that are interested in training, learning and staff development. The aim of the project is 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.

The Hub meets quarterly and aims 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. The Hub project works with the Adult Social Care Learning & Development Team in various ways to hear the voice of service users and carers and share best practice around user involvement.

During the past contract year (2014/15) The Hub has:

- Held four core meetings covering the following topics:
 - Personalised Care and Support Services
 - Social Care Governance
 - Think Local, Act Personal
 - Reviewing a Learning and Development Guide for Personal Assistants
 - Planning future training sessions
 - Reviewing training delivered by Hub members.
- Held four additional planning and rehearsal meetings to prepare for upcoming training sessions delivered this year.

- Delivered two full-day induction sessions to staff new to Somerset Adult Social Care Department
- Held the final three (of five) meetings on the topic of Reflective Practice in Supervision to review this training course which is currently delivered to Adult Social Care staff. (The previous two meetings took place in 2013/14).
- Two representatives from The Hub attended a Social Care Governance Board meeting.
- Two representatives from The Hub attended an ASYE (Assessed and Supported Year in Employment) Panel meeting to moderate portfolio work of Newly Qualified Social Workers.
- One representative from The Hub attended a Quality Assurance Panel meeting to moderate portfolio work of Newly Qualified Occupations Therapists.
- Staff members have attended Somerset County Council's Social Workers conference and Occupational Therapists conference.

Public Events /Social Media

Compass Disability Services has attended The Taunton Flower Show to promote the Network Project.

Compass Disability Services promotes its work on Facebook and Twitter and currently has a following of 2900 people (likes and followers) on Facebook and 3000 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. An online link to the survey is also available for completion – 30 people chose this option.

1190 questionnaires were sent out to – 204 (17%) responses were received.

Of those returned;

55 (27%) had participated in consultation projects or events in the past 12 months

149 (73%) had not participated in consultation projects or events in the past 12 months

Reasons given were:

21 (14.4%)	stated subjects were not of interest
15 (10.3%)	were not aware of any consultation events
78 (53.4%)	were not able to make the date/time
39 (26.7%)	location of the venue was not suitable for them
38 (26%)	gave other reasons

We asked which time of day is best for you to attend a meeting?

79 (46.5%)	Morning
85 (50%)	Afternoon
31 (18.2%)	Evening
20 (11.8%)	Weekend

Where would you like to see us run groups in future?

25 (13.9%)	Mendip
66 (36.7%)	Taunton Deane
45 (25%)	Sedgemoor
22 (12.5%)	West Somerset
48 (26.7%)	South Somerset

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

34 (17.7%)	Extremely satisfied
79 (41.1%)	Satisfied
74 (38.5%)	Neither satisfied nor dissatisfied
3 (1.6%)	Dissatisfied
2 (1%)	Extremely dissatisfied

Do you feel you have ever been discriminated against when using Compass Disability Network Services?

1 (0.5%) Yes
196 (99.5%) No

Have you ever needed to contact our office?

89 (44.7%) Yes
110 (55.3%) No

Did you find it easy to get the contact details?

85 (98.8%) Yes
1 (1.2%) No

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

85 (97.7%) Yes
2 (2.3%) No

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

62 (95.4%) Yes
3 (4.6%) No

Were you happy with the manner in which you were dealt with?

87 (97.8%) Yes
2 (2.2%) No

Were you happy with the quality of information given?

79 (92.9%) Yes
6 (7.1%) No

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

58 (93.5%) Yes
4 (6.5%) No

Do you like the layout and appearance of our magazine 'Networker'?

195 (97.5%) Yes 5 (2.5%) No

Do you think it is a useful publication?

195 (97%) Yes 6 (3%) No

Do you find the magazine easy to read?

193 (95.5%) Yes 9 (4.5%) No

Would you mind seeing more advertisements (if appropriate) in the magazine?

77 (38.1%) Yes 122 (61.3%) No

Do you feel that you could contribute to the magazine if you wanted to?

135 (69.9%) Yes 58 (30.1%) No

Do you have access to a computer to use the internet? 144 (72.7%) Yes
54 (27.3%) No

Have you used the Compass Disability Network website? 56 (38.6%) Yes
www.compassdisabilitynetwork.org.uk 89 (61.4%) No

Did you find the information you were looking for? 55 (80.9%) Yes
13 (19.1%) No

Do you use Facebook? 73 (49.7%) Yes
74 (50.3%) No

Do you use Twitter? 18 (12.4%) Yes
127 (87.6%) No

Are you aware of Compass Disability Services on Facebook/Twitter?
49 (34.5%) Yes
93 (65.5%) No

Members were asked to select the three most important areas that they would like Compass to focus on:

Do you want us to continue to.....

Promote people's independence, choice and control in their lives? 105 (56.5%)

Seek opportunities for disabled people and carers to be involved in decision and policy making at all levels? 62 (33.3%)

Promote the health and wellbeing of disabled people and carers? 82 (44.1%)

Be a useful resource for finding information regarding the needs of disabled people and carers? 83 (44.6%)

Support disabled people and carers to improve their quality of life? 96 (51.6%)

Promote the need for physical access to premises and services for disabled people and carers? 74 (39.8%)

Provide training opportunities for disabled people and carers as well as employers and professionals who work with disabled people? 44 (23.7%)

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

Extremely satisfied	44 (22.7%)
Satisfied	94 (48.5%)
Neither Satisfied nor dissatisfied	52 (26.8%)
Dissatisfied	3 (1.5%)
Very Dissatisfied	1 (0.5%)

Other comments received were:

Networker Magazine

- I am too ill to go to meetings, but the magazine is good.
- Could we possibly see an equal measure of cover for mental health issues as well as physical? With the 'welfare reform' Taunton can only offer CAB as welfare benefits advisors. London, Birmingham, Manchester, etc, finding a solicitor (appreciate no legal aid anymore) is easy. Might you be able to run an article on legal help for welfare benefits from physical and mental health perspective and confirm solicitor in Taunton, Bristol and Exeter?
- Easy read would help people with learning difficulties please. The newsletter is good with colour, lots of pictures. Just some of the wording is hard to read and understand. This questionnaire was hard to read and understand. I had to ask someone to help me.
- Need more information about disability help, sources, and items of use, personal help via bathroom and toilet facilities to use. South Somerset, north of Yeovil does not seem to get any mention.
- Could you please inform readers of Networker about Sedgemoor Slinky bus (info provided). Many thanks.
- Magazine feels very busy
- The magazine production should rely on less colour, thereby saving costs. Rely on twitter, etc., is not the right approach as a good 1/4 of the golden age generation cannot use twitter, etc. - use the telephone as means of communication for on-to-one situations are the best for problems.
- If you choose to include more adverts of services, I think it is also important that the service is also "vetted" i.e. have people had negative experiences of using that company.
- I think it's a good magazine, the staff and others who help put it together work very hard.
- Would you mind seeing more advertisements - no but the advertisements pay for the magazine. What are you doing about the Care Act; Social Care the money is being stopped in some (services) in Somerset.
- I have always been impressed with the info in your magazine and have even has an article in it regarding my condition - cerebella ataxia - which I hope has made people more aware of my rare condition (50th anniversary this year). I think that Compass Disability magazine is very informative, useful and very well put out a but

large bulky perhaps, but other than that keep up the good work as far as I am concerned a well put out mag for disabled people.

- I would like to see more information and articles on Deaf people, and how the Deaf people as carers can integrate more with each other in society as a whole; To meet other Deaf people for friendship; How to cope with isolation; How to cope with being Deaf as a carer; The pitfalls of living in a silent world; The list is endless.
- I contacted you about getting the Cruse telephone number changed in the Networker magazine - it is still incorrect, the number given ceased several years ago, the correct number for all of Somerset is now 01458 898211. Please, please change it as it must be frustrating for bereaved people to be ringing an incorrect number.
- I would like to read about how to apply and get information for services to help disabled people, e.g. dogs for disabled, guide dogs, hearing dogs, etc. Articles on places to visit with disabled access, entrance charges, etc.
- Would like to hear more about info on vehicles to purchase, items which can be found to convert vehicles to WAV at a reasonable price, not to be ripped off with high prices.
- It would be nice to have a comprehensive list of your networks and helplines.
- Find Networker not as relevant now. Somerset Sight would be good to have in there.
- Would like more social and help with sight impairment for those with sight problems to remain independent
- Would like to know about community transport
- I have never heard of your Newsletter/Magazine so haven't had an opportunity to look at it/read it. Could I be on your Distribution List please? I've only really needed to contact you when I was invited to attend a meeting, which was then cancelled. **(Information supplied).**

General / Disability

- I am sorry not to attend events - this is because of my extreme deafness and inability to get around. My wife has just retired and I am coming up for retirement.
- My life is changing from a carer I was to an elderly person, with my own disabilities
- Sack Ian Duncan Smith please!
- I feel that there is more support for physically disabled rather than people (like myself) who are hard of hearing.
- Brain injury people still seem to be ignored. People can't see the injury so don't realise we have a problem it is an injury that so often seems to be overlooked.
- It is still very hard being someone with a "real" visible disability. Many people question your right to have a blue badge etc. Being told no point in applying for a job because even though employer is ok, their insurer will not accept liability, etc. Also if you attempt to work and it fails, takes months of stress to get benefits reinstated.

- My main concern re welfare is lack of toilet facilities, I would suggest a membership card with photo on the front to show to shopkeepers, etc. in emergency. I, and others I suspect, would be happy to pay for the cost plus a small amount of profit for the Network. I know a number of shopkeepers and business that would offer these facilities (and advertise them) e.g. The Gallery in Chard.
- I would like to see more information on: 1) Housing choices for people who acquire impairments later in life and who cannot live in their present homes. Presently guidance is confusing and hard to find. A step-by-step process (agreed by all providing partners) would be a boon.... 2) Funding options for meeting the above scenario. If you are (like me) over 70, wit with reasonable income, it is very difficult to find loan (Mortgage) funding to meet such housing need, in Somerset (information supplied).

Compass Feedback

- I wish to take this opportunity for the good work you do. I can't thank you enough
- I used to be able to come to your meetings with my sister and I loved talking to Mandy. But at age 92 it has taken its toll and I'm now housebound. I look forward to receiving the magazine, it is always so informative and advertisements are always helpful. Thank you for all the good work you are doing and the time you are giving to make it a great service.
- I have found a way of being useful even now I am unable to walk well or drive- - food for my wellbeing! I have also met people more disabled than I am who have shown me how they cope. There is always a good atmosphere at meetings - worth the effort!
- I have always found the Forum meetings very interesting and helpful
- My appreciation for all you provide and the hospitality shown to all who attend meetings. Hoping that the recent cancelled subject on falling can be replaced at a future meeting.
- Keep up the good work. I would love to get involved with Compass and be proactive however I am too scared of repercussions via DWP!
- As I am not able to attend meetings it is nice to know where to get support and Mandy Seaman always rings me back. I have elderly parents, one in a home to deal with as well as myself. I wish I could use a computer, Facebook, twitter, but with everything going on time is hard to fit everything in, I don't have much of a social life but if I can sort parents problems takes pressure and stress off me.
- Health & Social Care members- what they would like from us/Compass Disability. Give suggestions, e.g. literacy and numeracy training, and ask for feedback.
- I have filled in on behalf of my husband, he is partially sighted and everything is deteriorating. He is now 90 1/2 years and finds everything tiring. His legs are now very weak and he has had several falls. He also sleeps most of the time, but if a Disability Somerset Exhibition takes place again this year, he will certainly try to attend as he enjoys seeing the exhibits and knowing what there is to help his day-to-day life. The Compass Disability Networker certainly gives us an interest in what's going on, and I'm able to read to him about various interesting happenings. The pictures on the winter 2014/15 cover, we had watched so it was lovely to see it.

- With regard to why I am not able to attend consultations, I am not always fit enough to travel which makes it difficult to make plans ahead of time. I feel I will be letting others down by pulling out at the last minute.
- Quite Happy
- I have been to J24 show, but there is never anything for people that need oxygen.
- Make a small charge for food at meetings to stop some people coming to meetings just for the food and clean out their bags.
- I can see no problem with Compass at all. Please keep up the good work.
- I would like to attend support groups but I have to work a little which makes it difficult to attend. This is I do find hard as I have a number of medical problems.
- It feels good to have contact now and again with the association. I appreciate this contact and the good work that it does for people in my situation.
- Very good
- Please consider having various projects in Yeovil - it always seems to be forgotten. There are various places available that have wheelchair/toilet access, and Yeovil need something like this very badly.
- I am a carer for my husband who is wheelchair bound, as well as suffering R. Arthritis. I am at present unable to leave my husband for long periods of time, therefore unable to attend either all-day meetings or distant meetings. I did attend one at your Taunton [office] but it was impossible to park so I came home.
- I value information received but unfortunately I am unable to attend meetings as present. Thank you for the continued contact.
- Need more time at meetings, would like to air views more. Find it irritating waiting for automated phone system.
- On Q10, I would have liked to answer more questions, e.g. 1-10 in that order (not just three)
- I am extremely disappointed with the lack of help for Deaf people. I have been to a meeting when there was no speech to text operator and the loop is not sufficient for me as I am now profoundly deaf (response provided).
- Like you said previously it would be nice to see compass out and about a bit more, we lack a lot of support services here in west Somerset. I have done a lot of person work on equality here.
- In some sections, particularly about contacts with Compass, I should have left the answers blank but having answered "yes" or "no" could not remove the check. An "n/a" option would have helped.
- I would just like to thank the team for all their hard work they do every year, which enable people with a disability or carer the chance to have their say within their own community.
- We attend the Yeovil carers group meetings each month and appreciate very much the input Mandy puts in each meeting.
- I am relatively new to the network and am still finding my way around, but I am finding this very easy due to your use of social media as well as the website and office staff if need be. Thank you for working so hard on our behalf.
- Thank you for all you do.

- A very well deserved gold star for everyone with concerns Compass. Thank you very much.

Benefits

- I recently contacted about PIP, can you give me details about what I may be able to claim? (information supplied).
- I could do with any help I can get as I rely 100% on my husband who has had several small strokes so has a degree of brain damage which affects his Memory, Logic and Common Sense. He does literally everything so HOW could we apply to get any help, as I am now 66 years old and deteriorating all the time? (information supplied)

Technology

- Maybe think about IT for the terrified? My age group (over 50s - 60s) often feel intimidated by websites, etc. so we often just ignore the web, which is fantastic but very scary! (information supplied)
- Can't afford monthly line rental for access to internet

Community

- Having a day centre for mixed ages in Minehead as we used to have. Two centres closed down in the last 10 years. They were ideal. We don't have anywhere now. Why do the bigger towns and cities get so much, down here so little.
- Bus passes are good; we need more social personal meeting in a pub or restaurant.
- As a disabled person I would like to find out more about lunch clubs, outings by coach, plus pick up from home, not too far away. There is not much going on in Brean. Trying to find an honest person to talk to or to go out with, non-smoker and drinker.
- I used to go to 3 community centres each week, but due to the community transport imposing a £6 fee, I cannot afford this on top of the club fees. I would like you to put your weight behind this and stop it as disabled and older people cannot go without these clubs. (St Michaels, Galmington - Mondays, Oake Mini Day Centre - Wednesday, Staplegrave Day Centre - Friday)

Evaluation Summary and Recommendations

Although the number of completed responses was low at 17%, this is still a relatively good return rate.

The highest response given as a reasons that members were unable to attend events was 'unable to make date/time' – 53% gave this as a reason.

In terms of the areas where members would like us to run groups, the highest response this year was Taunton Deane followed by South Somerset / Sedgemoor.

When asked how satisfied members are with the amount of involvement they have had with the organisation 59% were extremely satisfied or satisfied. The percentage that are neither satisfied or dissatisfied is also high at 38%, this may be due to the fact that nearly half the membership wish to receive only the magazine. The same survey has

been sent to all members this year.

98% of our members found it easy to obtain our contact details and it is pleasing to note that 98% said the phone was answered quickly and efficiently and 93% were happy with the quality of information given.

Website and Social Media

The number of people that have access to a computer is on the increase at 73% along with the number of people that have accessed the website which has increased year on year. We continue to grow our use of Social Media and nearly half of member that answered use Facebook. A small percentage (12%) use Twitter.

Future Development

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

- Promote peoples independence, choice and control in their lives – 56%
- Support disabled people and carers to improve their quality of life – 52%
- Be a useful resource for finding information regarding the needs of disabled people and carers – 45%
- Promote the health and wellbeing of disabled people and carers – 44%.

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

Overall Satisfaction

71% of members that replied were extremely satisfied or satisfied with the level of service they have received. A very low number were dissatisfied / very dissatisfied at 2% and those that answered 'neither' (27%) could be attributed to members that may have chosen not to have specific involvement.

Networker

The percentage of people that felt the Networker is a useful publication is very high again at 97.5% this is consistent from the previous year. 61% of members that replied said they wouldn't mind seeing more advertisements in the magazine if appropriate.

We value contributions from members and it is good to see that many members feel they can contribute (70%) however we must continue to promote this in the publication.

Comments received at the end of the survey regarding the magazine included a request for information on;

- Mental Health Issues
- Welfare Benefits
- Community Transport
- Disability Help / Personal Help.
- Articles on Deaf people and Deaf people as carers
- Assistance dogs.

- Vehicles to purchase.
- Somerset Sight / help with sight impairment.

Many positive comments were received and we will continue to use the feedback and requests for articles to assist us with the future planning of the publication. It is good to see that members have noted the articles which have highlighted particular conditions and we would welcome suggestions and ideas for future articles.

Regarding the comment about easy read, as Somerset Advocacy are the main Learning Disability organisation in Somerset, the Compass Disability Network has not actively pursued the development of the project in this area. As with many requests there is a resource implication; however the comments will be used to inform our business planning process ahead.

Compass Feedback

Many positive comments were received about Compass. We understand that parking can sometimes be an issue at our offices and have tried to find alternative solutions on site to assist at peak times. We continue to try and offer other ways that members can get involved with the organisation as it is acknowledged that individuals cannot always attend a meeting.

We understand that automated phone systems can be frustrating and have tried to ensure we minimise the number of options available. As we have finite resources this is one way of helping to get calls directed to the right area timely and effectively.

Communication support is something we always offer at our meetings however this must be booked in advance to ensure that we are using our funds suitably.

Where specific requests have been received via the evaluation for information on day centres, community transport etc. we have responded individually to our members with this information.

Appendices

Appendix One - Membership Analysis 2015.

Appendix Two – Consultation Meeting Evaluation 2015

Appendix One

Project: CDN Somerset - Membership Analysis 2015

	March 2013	March 2014	March 2015
Number of Associate Members	99	104	113
Number of Individual Members	657	669	679

Number of memberships deleted since previous analysis:

Deceased	13	8	13
Moved away	8	7	6
Personal reasons	5	6	11
No contact	6	14	11
Duplicate	5	3	0

Members gender analysis

Male	233(35%)	226(34%)	225(33%)
Female	384(58%)	397(59%)	402(59%)
Unknown	40 (7%)	46 (7%)	52 (8%)

Members age analysis

0-15	1 (0.2)	1 (0.1)	1 (0.1)
16-25	12 (2%)	12 (2%)	14 (2%)
26-39	35 (5%)	30 (4%)	30 (4%)
40-50	88(13%	78(12%	81(12%)
51-64	190(29%	174(26%	173(25%)
65+	328(50%	370(55%	377(56%)
Unknown	3 (0.5)	3 (0.4)	2 (0.3)

Members disability analysis (Numbers may not equal total number of members as some members have multiple disabilities):

Learning difficulties	35 (5%)	35 (5%)	39 (6%)
Mental health	75 (11%)	80(12%)	86(13%)
Hearing	113(17%)	111(17%)	110(16%)
Physical	507(77%)	507(76%)	500(74%)
Visual	82(12%)	78(12%)	73(11%)
Unknown	95(14%)	103(15%	112(16%)

Members districts

Taunton Deane	186(28%)	183(27%)	192(28%)
South Somerset	160(24%)	166(25%)	163(24%)
Mendip	85(13%)	89(13%)	92(14%)
Sedgemoor	171(26%)	176(26%)	182(27%)
West Somerset	41 (6%)	41 (6%)	38 (6%)
Outside county	8 (1%)	8 (1%)	7 (1%)
North Somerset	1 (0.2)	1 (0.1)	1 (0.1)

Members ethnic background

White (British)	581	588	596
White (Other Cultural Background)	5	4	4
White (Other European)	4	4	5
Gypsy	0	0	0
White (Irish)	5	6	7
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	1	1	1

(Caribbean)			
Mixed (White / Black Caribbean)	0	0	0
Mixed (Other mixed background)	3	2	2
Other Ethnic Group	2	2	2
Undisclosed	56	62	62

Summary

The analysis shows a breakdown of members who wish to receive information on our consultation work which has slightly increased 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 continue 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 2015

In the period from April 2014 to March 2015 10 consultation meetings have been evaluated.

160 Evaluation forms have been completed and analysed.

Information in blue indicates the results of the April 2014 analysis

Age Evaluation		2015	2014
16-29 years	5 members	(3.1%)	(1.7%)
30-39 years	4 members	(2.5%)	(2.6%)
40-49 years	18 members	(11.2%)	(12.1%)
50-59 years	20 members	(12.5%)	(18.2%)
60-65 years	32 members	(20%)	(19.9%)
Over 65 years	79 members	(49.4%)	(42.9%)
Undisclosed	2 members	(1.2%)	(2.6%)

Gender Evaluation			
Male	58 members	(36.2%)	(32.5%)
Female	91 members	(56.9%)	(61%)
Undisclosed	10 members	(6.2%)	(6.1%)

Religion/Faith Evaluation			
Buddhist	0 members	(0%)	(0%)
Christian	118 members	(73.8%)	(75.3%)
Hindu	0 members	(0%)	(0%)
Jewish	0 members	(0%)	(0%)
Muslim	0 members	(0%)	(0%)
No Religion	13 members	(8.1%)	(7.8%)
Other	19 members	(11.9%)	(10%)
Sikh	0 members	(0%)	(0%)
Undisclosed	9 members	(5.6%)	(6.5%)

Ethnic Origin Evaluation		2015	2014
Asian / Asian British (Bangladeshi)	1 member	(0.6%)	(2.2%)
Mixed (Other mixed background)	0 members	(0%)	(0.4%)
Mixed (White and Asian)	0 members	(0%)	(0.4%)

Other Ethnic Group	1 member	(0.6%)	(0%)
Undisclosed	4 members	(2.5%)	(2.2%)
White (British)	152 members	(95%)	(93.9%)
White (Other Cultural Background)	0 members	(0%)	(0.4%)
White (Other European)	2 members	(1.2%)	(0%)

Of the members who were

79.4% (77.1%) were very satisfied with the Pre meeting arrangements, 16.2% (17.7%) were satisfied, 3.8% (4.8%) were neither satisfied nor dissatisfied, 0.6% (0.4%) were dissatisfied and 0% (0%) were very dissatisfied.

79.4% (67.5%) were very satisfied with the Venue accessibility, 18.1% (23.8%) were satisfied, 1.9% (6.5%) were neither satisfied nor dissatisfied, 0.6% (1.7%) were dissatisfied and 0% (0.4%) were very dissatisfied.

66.2% (68.4%) were very satisfied with the Venue comfort, 28.8% (24.2%) were satisfied, 5% (7.4%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

66.2% (67.1%) were very satisfied with the Meeting pace and structure, 23.8% (25.1%) were satisfied, 8.8% (6.5%) were neither satisfied nor dissatisfied, 1.2% (0.9%) were dissatisfied and 0% (0.4%) were very dissatisfied.

70% (68%) were very satisfied with the Opportunity to be involved, 21.9% (21.2%) were satisfied, 7.5% (10.8%) were neither satisfied nor dissatisfied, 0.6% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

59.4% (55%) were very satisfied with the Did the meeting fulfill your expectations, 29.4% (29%) were satisfied, 11.2% (15.6%) were neither satisfied nor dissatisfied, 0% (0.4%) were dissatisfied and 0% (0%) were very dissatisfied.

89.4% (81.8%) were very satisfied with the Compass representative's friendliness, helpfulness, knowledge, etc, 6.9% (11.7%) were satisfied, 3.8% (6.5%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

76.9% (66.7%) were very satisfied with the Consultants or chairs ability to manage the meeting, 16.9% (25.1%) were satisfied, 6.2% (7.8%) were neither satisfied nor dissatisfied, 0% (0.4%) were dissatisfied and 0% (0%) were very dissatisfied.

56.9% (48.5%) were very satisfied with the proposed feedback or follow up, 25% (26.4%) were satisfied, 18.1% (25.1%) were neither satisfied nor dissatisfied, 0% (0%)

were dissatisfied and 0% (0%) were very dissatisfied.

Other comments included:

"Access to parking near to venue not good (The Canalside, Huntworth)" (Sedgemoor Disability Forum)

"Our Leo's taxi could not get in to Car Park" (Sedgemoor Disability Forum)

"Very happy! Think more Deaf awareness - always helpful - generally! Thanks" (Home Improvement Agency & Integrated Community Support Equipment Focus Group)

"Very friendly people, supportive, informative people." (Somerset Direct - New phone System)

"We could have benefitted with more time with each speaker" (Taunton Deane Disability Discussion)

"Vegetarian diet was excellent. This venue was fine" (Taunton Deane Disability Discussion Group)

"Very good venue and thank you for the wonderful taxi provision - A1 from Taunton." (Taunton Deane Disability Discussion Group)

"Suggest West Buckland Village Hall, Oake Village Hall" (Taunton Deane Disability Discussion Group)

"The facilitator was excellent in bringing the views from our table into a cohesive format." (N.Petheron:Transport Needs Consultation)

"So many views/questions - not enough time, over running" (Taunton Deane Disability Discussion Group)

"Help people to make friends - or contact others by phone?? Suggestion." (Taunton Deane Disability Discussion Group)

"Radio microphones need batteries changing very frequently" (Taunton Deane Disability Discussion Group)

"Lovely lunch" (Taunton Deane Disability Discussion Group)

"Could have been longer with Lucy as she has a very large role to cover. Could have been longer with people's points, not simply two per table that were not written up. How will Lucy ensure the learning from this will be acted on?" (Taunton Deane Disability Discussion Group)

"No Mobile Phone service" (Sedgemoor Disability Forum)

"Found loo door very difficult using my electric wheelchair" (Sedgemoor Disability Forum) East Huntspill Village Hall

"Very Good" (Sedgemoor Disability Forum)

"Flipchart needs to be bigger and clearer - could not see!!" (Sedgemoor Disability

Forum)

"Should be a better way of ensuring everyone can have a say - usual people tending to dominate." (Service User Engagement Group)

"Too many individual cases when it should be general." (Taunton Deane Disability Discussion Group)

"Old age can separate one sometimes" (Taunton Deane Disability Discussion Group)

"The venue / room at Ruishton echo's too much, it effects our hearing aids." (Service User Engagement Group - rearranged meeting March).

"Sound system rubbish missed a lot! Audience questions often inaudible." (Service User Engagement Group March)

Summary and Recommendations

The number of events evaluated during the last year was 10 compared to 13 in the previous year with a small reduction in the number of completed forms from 176 to 160. We will continue to ensure that evaluation forms are available at all our events.

There has been an increase in the number of people involved from the 16-29 age group (increase to 3.1 from 1.7%) and for the second year following a reduction in involvement from the 50-59 age group which has reduced by 5.7%. Involvement from those aged over 65 has increased by 6.5% to 49.4%.

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

There continues to be a high level of satisfaction from our members who have attended events.

Problems experienced with our own PA system at one meeting have been rectified by ensuring replacement batteries are always on hand. Members are encouraged to speak up if they cannot hear a particular speaker. Speakers occasionally need to be reminded to use the microphones more closely to ensure they are heard.

Comments regarding venues will be used to determine future use or in some cases request help with designating parking spaces for our members. Availability of accessible venues in suitable locations remains an issue which we continue to review.

Where a meeting may of overrun we would seek agreement from the group to do this to ensure as many individuals as possible have a chance to raise an issue.