

Compass Disability Network Somerset - Annual Evaluation Report 2016

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

1335 individual members are registered with Compass Disability Network to receive information as follows:

646 individual members receiving information on consultation and involvement.

509 individual members receiving only The Networker Magazine.

180 individual members living in North Somerset.

In addition to this there are 158 associate members who are not for profit organisations that represent disabled people and carers.

There are also 24 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 and assisting with implementation for the new website.

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 2015-16, consultation groups and/or forums have taken place as follows;

2 - Sedgemoor Disability Forum meetings – May 2015 (Bridgwater), October 2014 (East Huntspill), 39 people attended in total.

2 - Taunton Deane Disability Discussion Group meetings – Sept 2015 and March 2016 (Ruishton Village Hall, Ruishton Nr Taunton). 38 people attended in total.

2 – Consultation meetings for Somerset County Council;

- Safeguarding Adults Publicity Campaign – October 2015, SCC Offices
- Dunster Paving – Revised Scheme – October 2015, The Tithe Barn, Dunster.
- 2 Service User Engagement Group Meetings – Compass Offices, Taunton.

A total of 45 people attended these events.

In addition to this a combined questionnaire/engagement piece of work was carried out:

- Care and Support at Home – (Sept 2015) to obtain views on how Somerset County Council plan to commission care and support at home in the future. 70 people took part in this engagement with 5 one to one discussions.

Direct information was distributed informing members of the following consultations:

- Community conversations – May 2015
- Bus Subsidies and Concessionary Fares Consultation Dec 2015
- Libraries and Hubs consultation – Jan 2016

Together with the use of social media to inform people on SCC consultation work.

Engagement Outcomes and Information Provided;

Pre-publicity material viewed and input provided in advance of Somerset Safeguarding Adults Board publicity campaign.

Local disabled people provided input into proposals for changing the paving scheme in Dunster village.

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

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

- Somerset Commitment to Carer's / Carer's Strategy
- SCC's Autism Strategy
- Somerset Safeguarding Adults Board update
- Somerset County Council Learning Disability Provider Service Social Enterprise update.
- Outcomes Based Commissioning
- Updates on Advocacy/ Residential & Nursing/Respite/Community Equipment Services.

Sedgemoor Disability Forum – input into;

- Sedgemoor District Councils annual budget consultation.
- Receiving information on The Somerset My Home My Life Service, Advocacy Support for vulnerable victims of crime and Hate Crime support, Somerset Clinical Commissioning Group – care.data, Sedgemoor Digi-Link, Somerset Choices website, Community Catalysts Micro Enterprise project, Disabled-Go access website.

Taunton Deane Disability Discussion Group - Input into;

- Tone Leisure's new swimming pool at Blackbrook in Taunton.
- Plans to relocate Taunton Deane Borough Council offices with other services at County Hall in Taunton.
- Engagement with Taunton Deane Borough Councils Parking and Community Safety Manager reference charging for blue badge parking in Taunton Deane and West Somerset.
- Receiving information from Somerset Partnership NHS Foundations ref Falls Prevention, Somerset You Can Do service, Hate Crime Support Service and Advocacy service for vulnerable victims of crime, Somerset My Home My Life 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. The publication also provides information on Carer's 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, braille.

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 (2015/16) The Hub has:

- Held four core meetings covering the following topics:
 - Development of a menu of training courses for ASC staff (SCC Learning & Development team)
 - Needs assessments and associated paperwork – what's new since the Care Act (ASC staff)
 - Joint Strategic Needs Assessment for Somerset (Public Health)
 - ASYE (Assessed and Supported Year in Employment) and service user involvement (SCC Learning & Development team)
 - Developing a service user perspective question for the Homecare Tender (SCC Commissioning)
 - Update on direct payments, personal health budgets and the personalisation agenda (Compass Disability Services)
 - Planning future training sessions
 - Reviewing training delivered by Hub members.
- Held four additional planning and rehearsal meetings to prepare for the upcoming training sessions delivered this year.
- Delivered two full-day induction sessions to staff new to Somerset Adult Social Care Department.

- Delivered a presentation from carer's perspective at a Continual Professional Development (CPD) event for Adult Social Care staff.
- 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.
- Took part in an interview with Skills for Care regarding the Learning & Development Team's Skills for Care Accolade nomination.

Public Events /Social Media

Compass Disability Services has attended to promote the Network Project.

Compass Disability Services promotes its work on Facebook and Twitter and currently has a following of 1200 people (likes and followers) on Facebook and 3700 people on Twitter.

New work

Mendip Disability Forum

From Sept 2015 we have been providing facilitation support to the Mendip Disability Forum. The Forum continues to be chaired independently and supported by a committee of members however all administration, transport and speaker arrangements are now carried out by the Compass Disability Network project. We have also been successful in securing funds from the Big Lottery Awards for all for the continuation of the Forum for another year. 4 meetings are held a year including one AGM meeting. 49 people attended the Forum during the period Sept 15 – March 16.

Carers Network for Learning Disability Provide Service (LDPS)

Work has taken place during 2015 to establish a network of carers of individuals who use the Somerset Learning Disability Provider Service. 73 Carers have been receiving information on the process to establish a Social Enterprise with a new provider for the current service. We assisted with the nomination process for representatives that sit on the Shadow Board set up to provide guidance and we have also been working with them to ensure carers views are put forward.

Annual Evaluation Results 2016

Involvement member's evaluation

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

Information in red indicates the results of the 2015 survey for comparison.

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

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

232 responses were received including; 186 written, 39 online and 7 large print.

Response Rate: 21% (17%)

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

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

Answered: 224 191 Response: 96.6%

Yes: 67 (29.9%) 55 (27%)

No: 157 (70.1%) 149 (73%)

If 'No' was this because?

Subjects were not of interest. 16 (9.2%) 21 (14.4%)

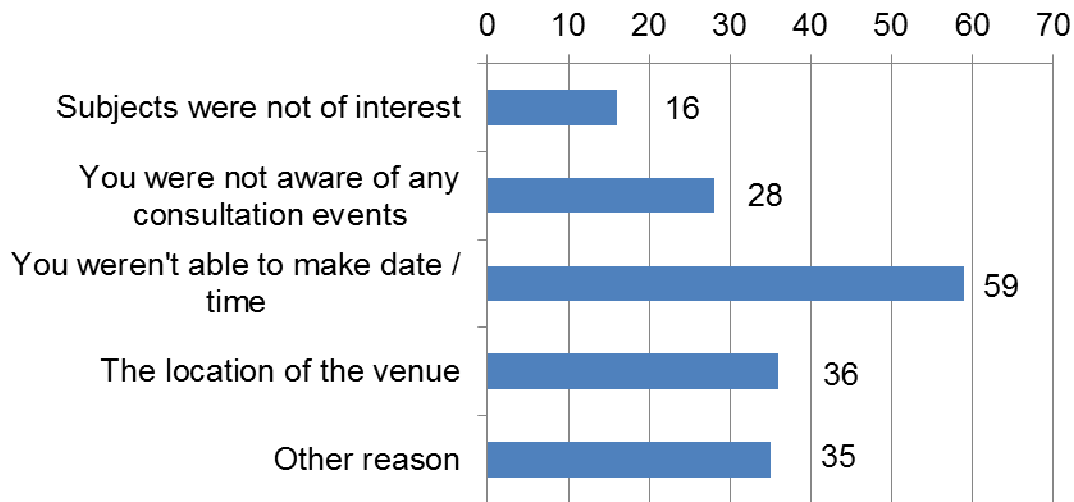
Not aware of any consultation events 28 (16.1%) 15 (10.3%)

Wasn't able to make time/date 59 (33.9%) 78 (53.4%)

Location of the venue was not suitable 36 (20.7%) 39 (26.7%)

Gave other reasons 35 (20.1%) 38 (26%)

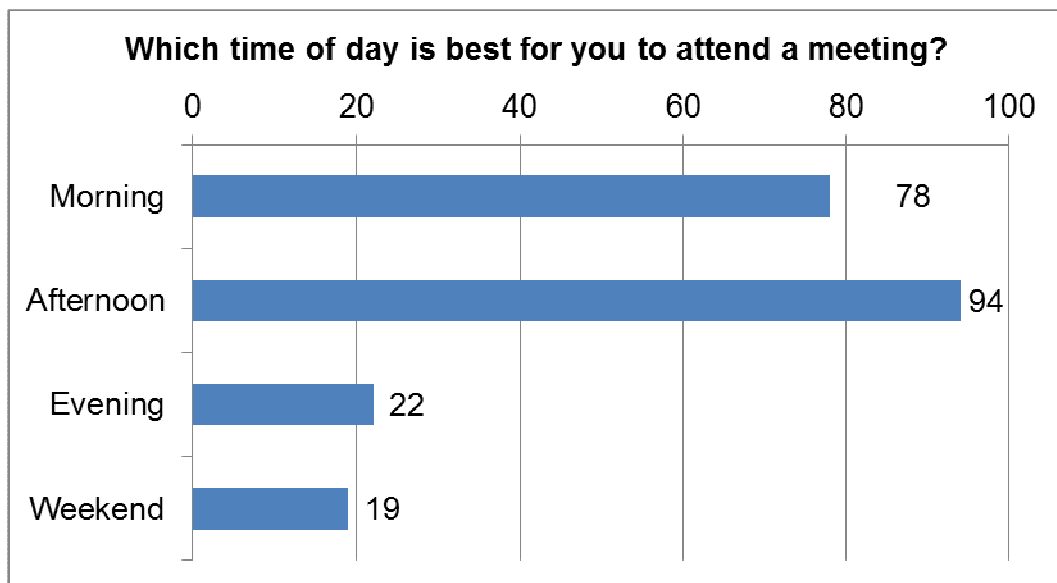
Have you participated in any of our consultation projects or events in the past 12 months (April 2015 - March 2016)?



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

Answered: 213 **215** Response: 91.8%

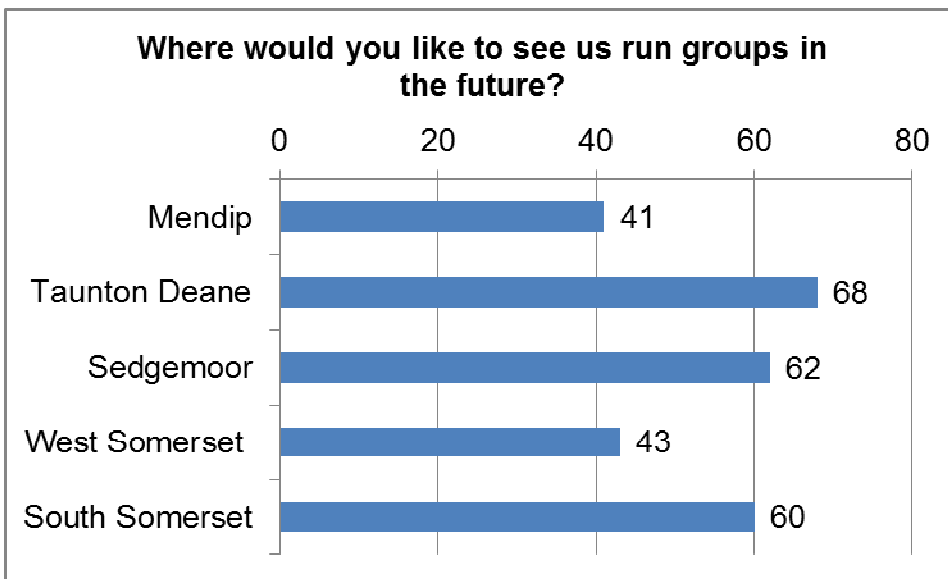
Morning	78 (36.6%)	79 (46.5%)
Afternoon	94 (44.1%)	85 (50%)
Evening	22 (10.3%)	31 (18.2%)
Weekend	19 (8.9%)	20 (11.8%)



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

Answered: 299 **206**

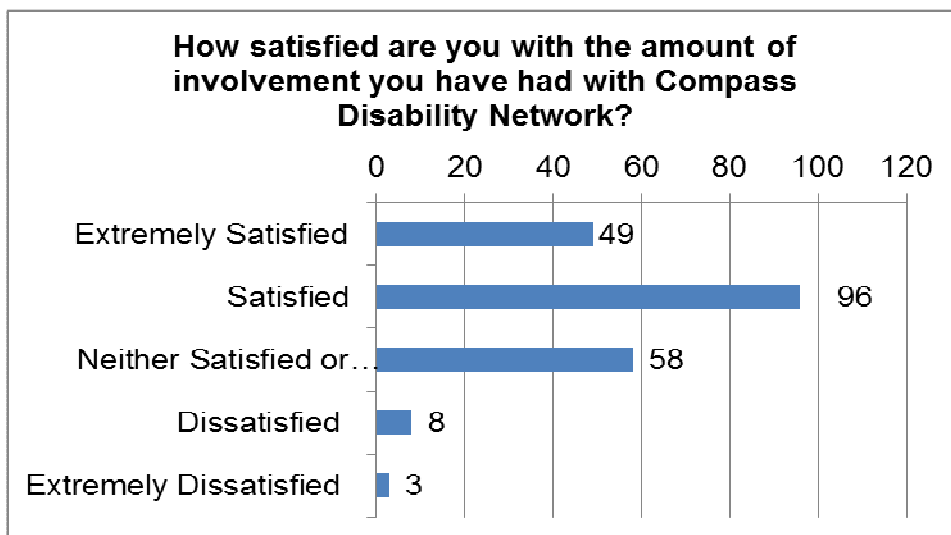
Mendip	41 (15.0%)	25 (13.9%)
Taunton Deane	68 (24.8%)	66 (36.7%)
Sedgemoor	62 (22.6%)	45 (25%)
West Somerset	43 (15.7%)	22 (12.5%)
South Somerset	60 (21.9%)	48 (26.7%)



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

Answered: 214 **192** Response: 92.2%

Extremely Satisfied	49 (22.9%)	34 (17.7%)
Satisfied	96 (44.9%)	79 (41.1%)
Neither satisfied nor dissatisfied	58 (27.1%)	74 (38.5%)
Dissatisfied	8 (3.7%)	3 (1.6%)
Extremely dissatisfied	3 (1.4%)	2 (1%)

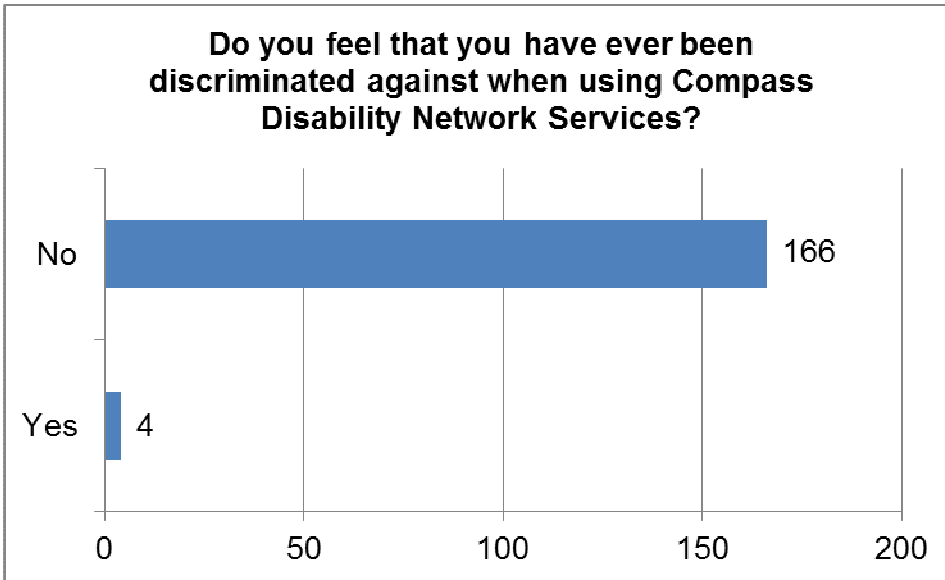


Q5: Do you feel that you have ever been discriminated against when using Compass Disability Network Services?

Answered: 170 **197** Response: 73.2%

Yes: 4 (2.4%) **1 (0.5%)**

No: 166 (97.6%) **196 (99.5%)**

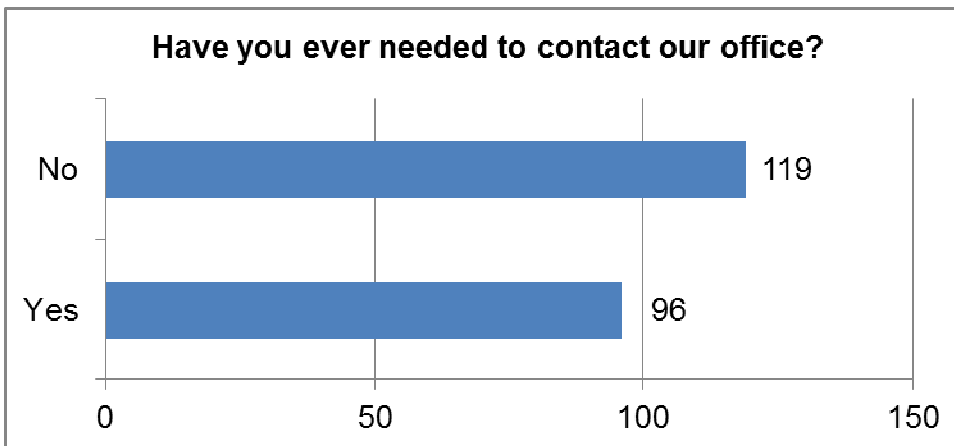


Q6: Have you ever needed to contact our office?

Answered: 215 **199** Response: 92.7%

Yes: 96 (44.7%) **89 (44.7%)**

No: 119 (55.3%) **110 (55.3%)**

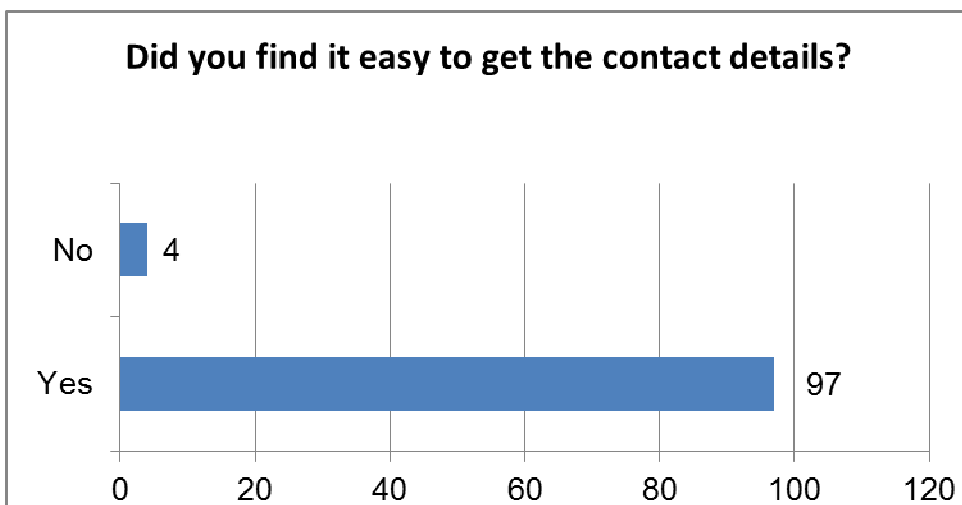


Q6a: Did you find it easy to get the contact details?

Answered: 101 **86** Response: 43.5%

Yes: 97 (96%) **85 (98.8%)**

No: 4 (4%) **1 (1.2%)**

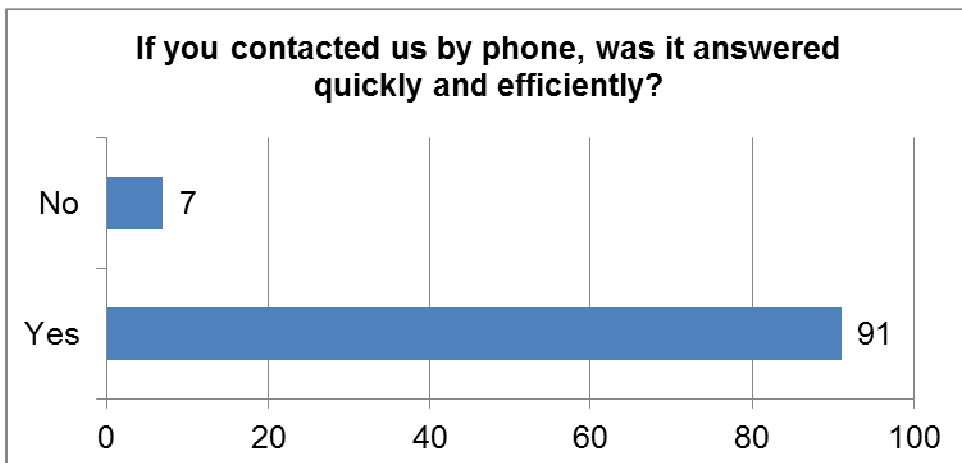


Q6b: If you contacted us by phone, was it answered quickly and efficiently?

Answered: 98 **87** Response: 42.2%

Yes: 91 (92.8%) **85 (97.7%)**

No: 7 (7.2%) **2 (2.3%)**

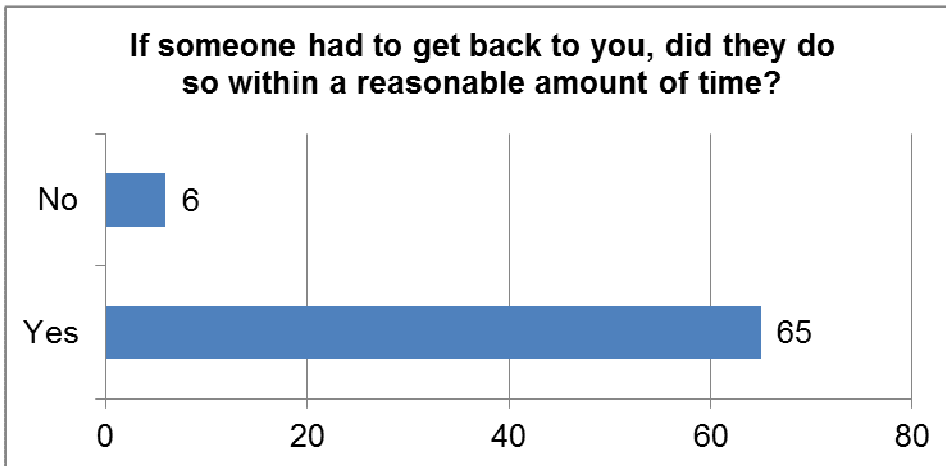


Q6c: If someone had to get back to you, did they do so within a reasonable amount of time?

Answered: 71 **65** Response: 30.6%

Yes: 65 (91.5%) **62 (95.4%)**

No: 6 (8.5%) **3 (4.6%)**

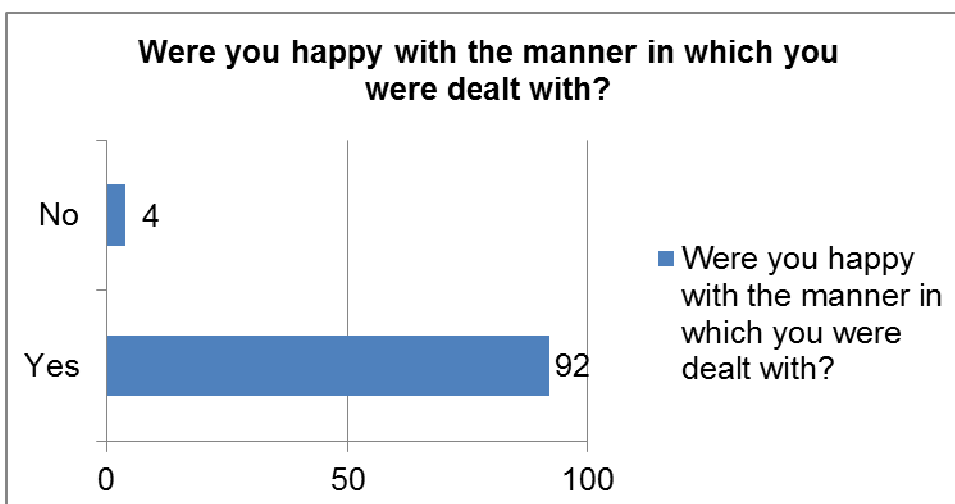


Q6d: Were you happy with the manner in which you were dealt with?

Answered: 96 **89** Response: 41.1%

Yes: 92 (95.8%) **87 (97.8%)**

No: 4 (4.2%) **2 (2.2%)**

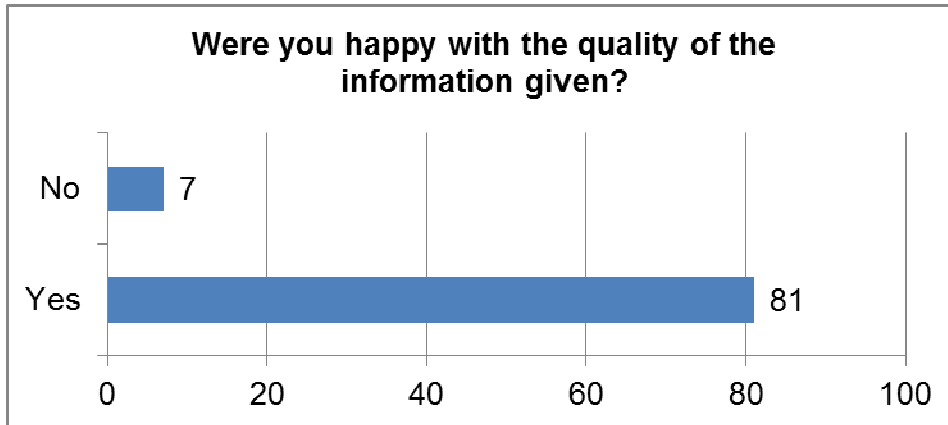


Q6e: Were you happy with the quality of information given?

Answered: 88 **79** Response: 37.9%

Yes: 81 (92%) **79 (97.5%)**

No: 7 (8%) **6 (2.5%)**

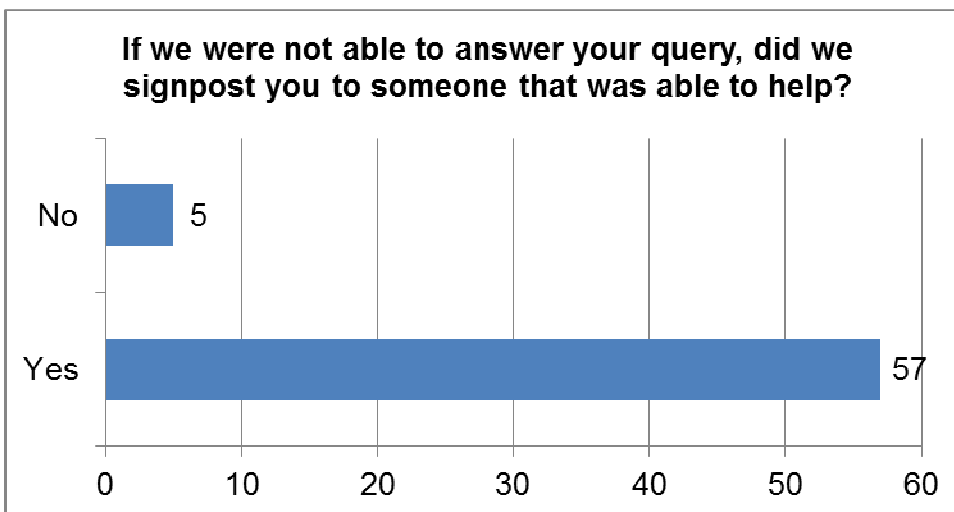


Q6f: If we were not able to answer your query, did we signpost you to someone that was able to help?

Answered: 62 **62** Response: 26.7%

Yes: 57 (91.9%) **58**

No: 5 (8.1%) **4**

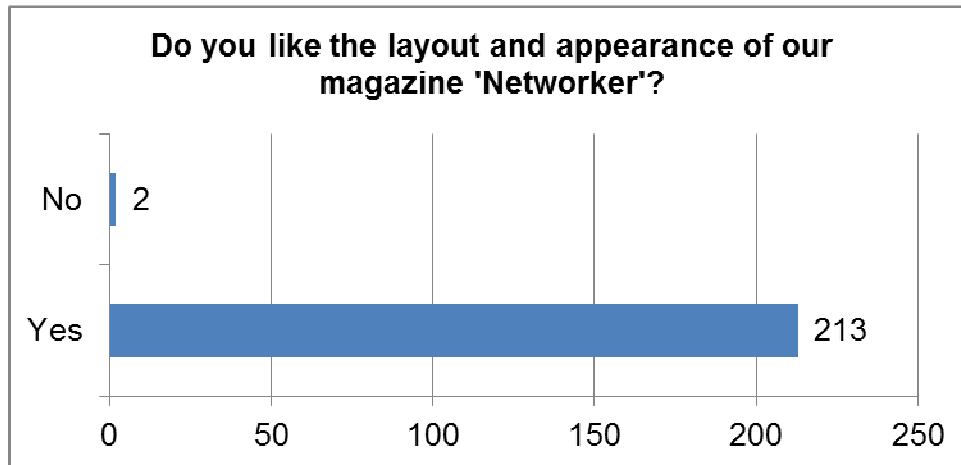


Q7: Do you like the layout and appearance of our magazine 'Networker'?

Answered: 215 **200** Response: 92.7%

Yes: 213 (99.1%) **195 (97.5%)**

No: 2 (0.9%) **5 (2.5%)**

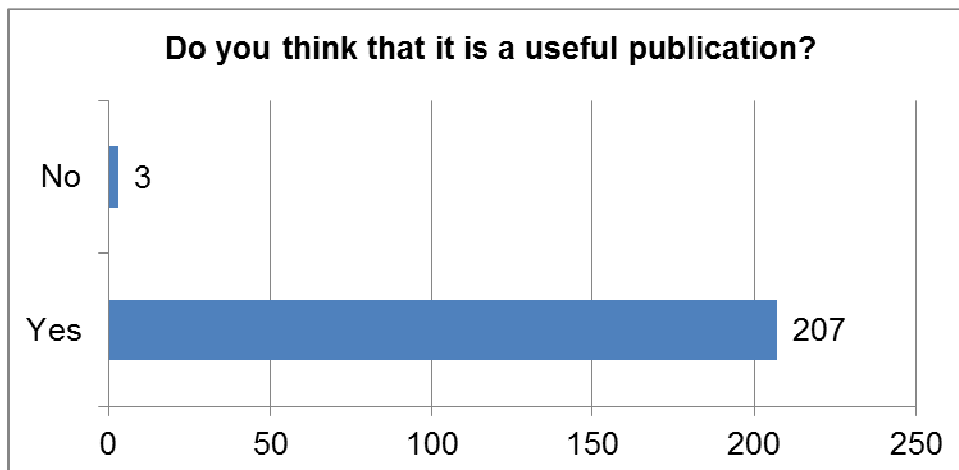


Q7a: Do you think that it is a useful publication?

Answered: 210 **201** Response: 91.3%

Yes: 207 (98.6%) **195 (97.01%)**

No: 3 (1.4%) **6 (2.99%)**



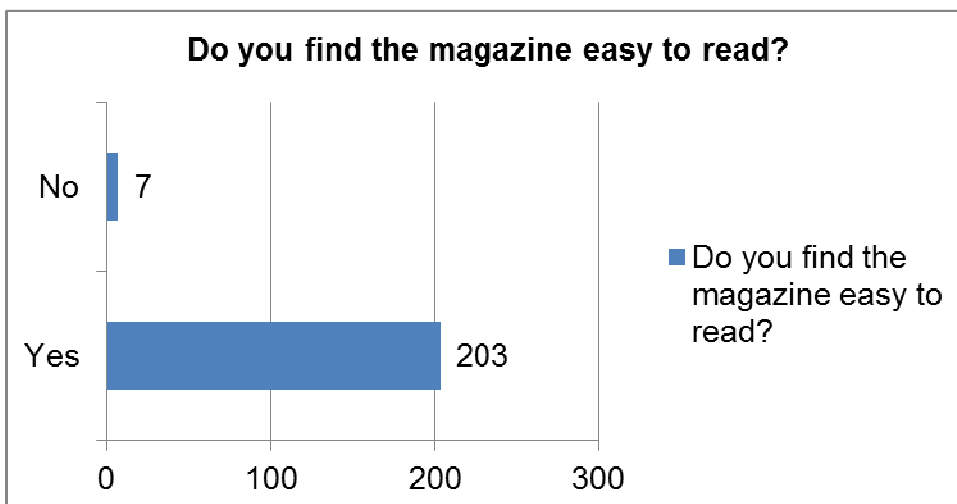
Q7b: Do you find the magazine easy to read?

Answered: 210 **202**

Response: 91.3%

Yes: 203 (96.7%) **193 (95.5%)**

No: 7 (3.3%) **9 (4.5%)**

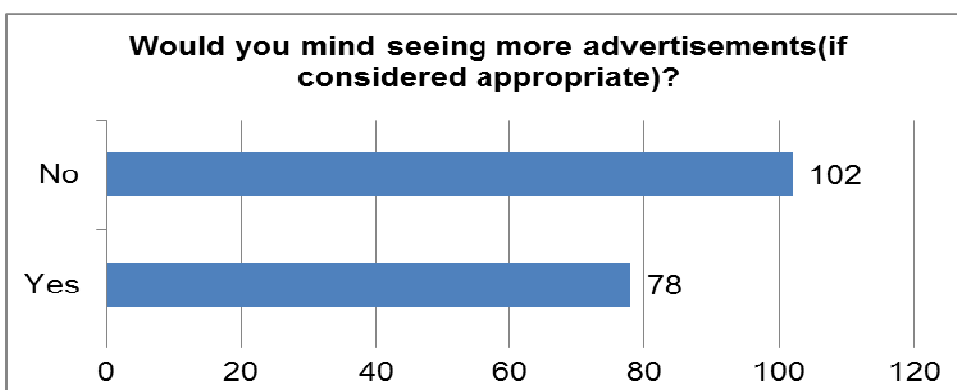


Q7c: Would you mind seeing more advertisements (if considered appropriate)?

Answered: 180 **199** Response: 77.6%

Yes: 78 (43.3%) **77 (38.7%)**

No: 102 (56.7%) **122 (61.3%)**

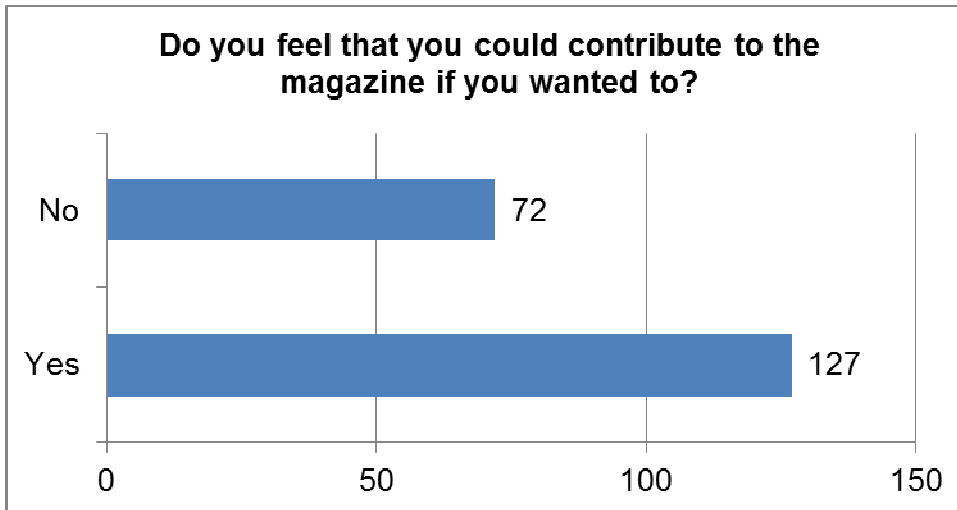


Q7d: Do you feel that you could contribute to the magazine if you wanted to?

Answered: 199 **193** Response: 85.8%

Yes: 127 (63.8%) **135 (69.9%)**

No: 72 (36.2%) **58 (30.1%)**

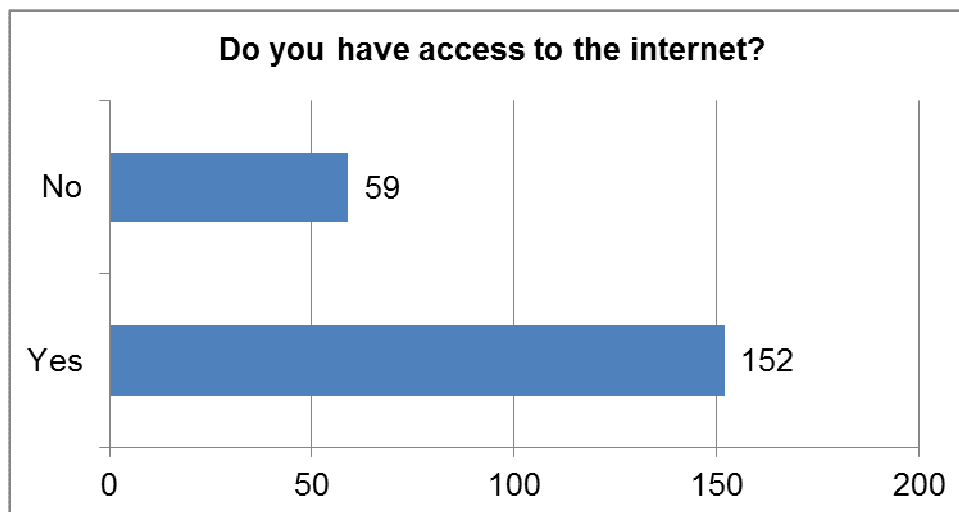


Q8: Do you have access to the internet?

Answered: 211 **198** Response: 90.9%

Yes: 152 (72%) **144 (72.7%)**

No: 59 (28%) **54 (27.2%)**

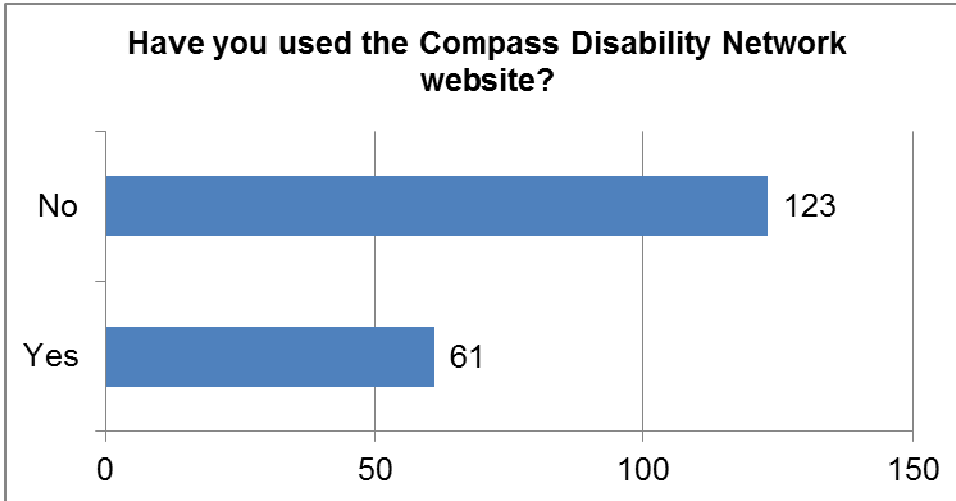


Q8a: Have you used the Compass Disability Network website?

Answered: 184 **145** Response: 79.3%

Yes: 61 (33.2%) **56 (38.6%)**

No: 123 (66.8%) **89 (61.4%)**



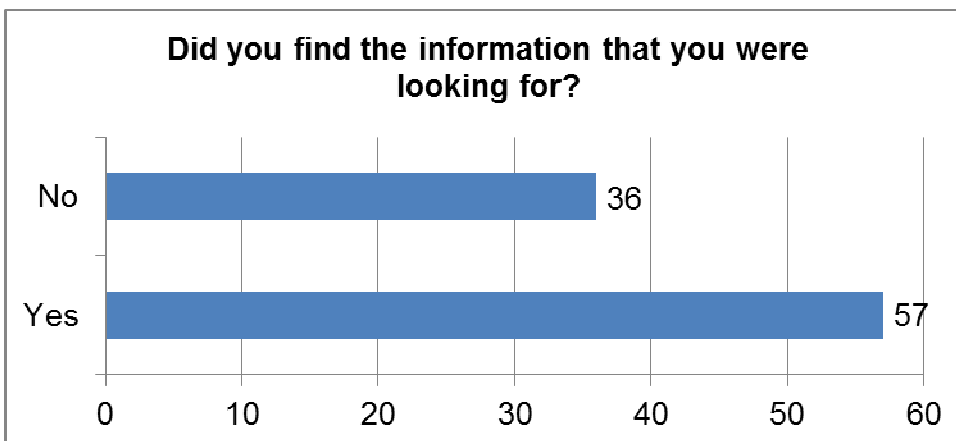
Q8b: Did you find the information that you were looking for?

Answered: 93 **68**

Response: 40.1%

Yes: 57 (61.3%) **55 (80.9%)**

No: 36 (38.7%) **13 (19.1%)**



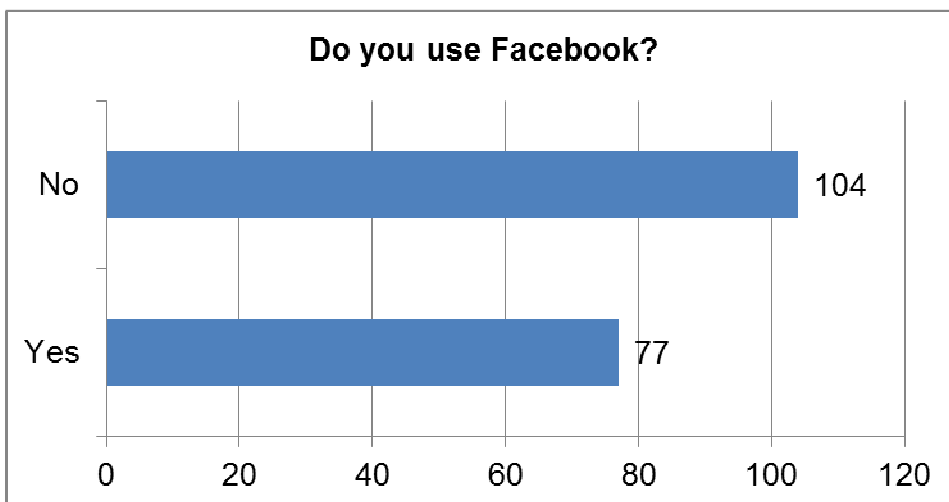
Q9: Do you use Facebook?

Answered: 181 **147**

Response: 78%

Yes: 77 (42.5%) **73 (49.7%)**

No: 104 (57.5%) **74 (50.3%)**



Q9a: Do you use Twitter?

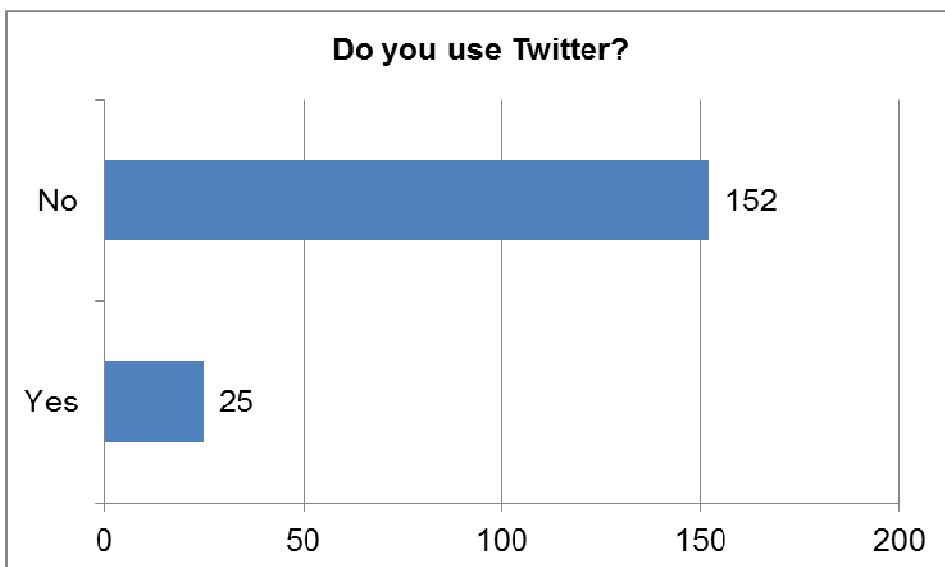
Answered: 177 **145 (62.5%)**

Response: 76.3%

Yes: 25 (14.1%) **18 (12.4%)**

No: 152 (85.9%) **127 (87.6%)**

:



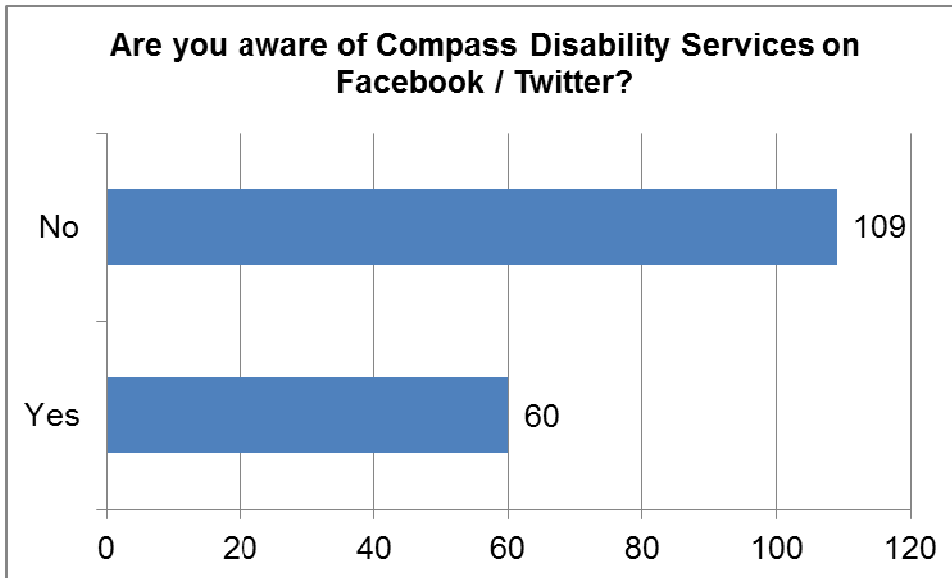
Q9b: Are you aware of Compass Disability Services on Facebook/Twitter?

Answered: 169 **142**

Response: 72.8%

Yes: 60 (35.5%) **49 (34.5%)**

No: 109 (64.5%) **93 (65.5%)**

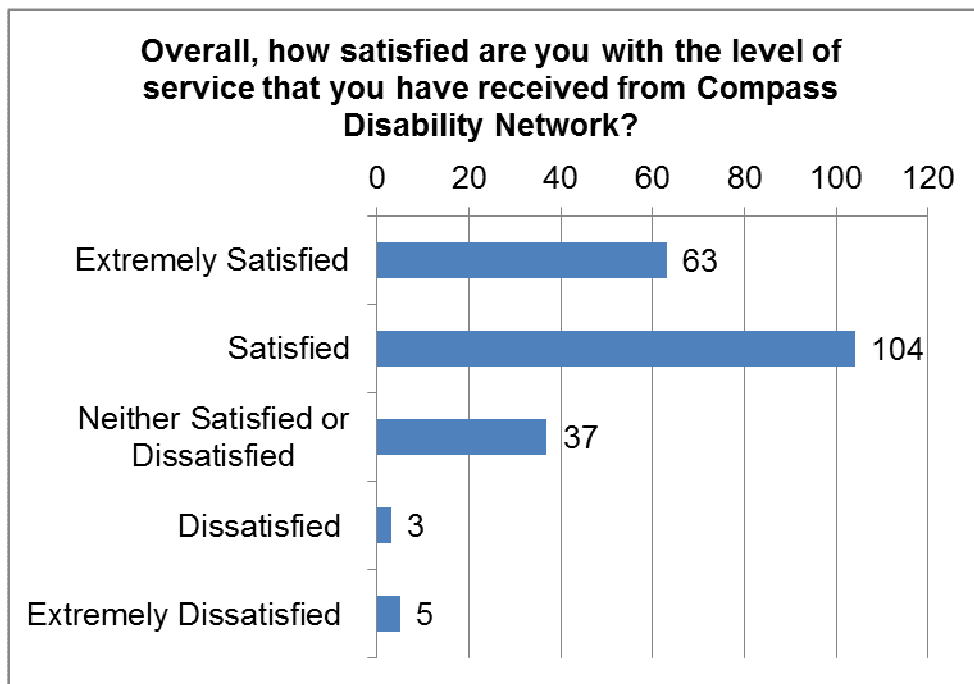


Q10: Overall, how satisfied are you with the level of service that you have received from Compass Disability Network?

Answered: 212

Response: 90.9%

Extremely Satisfied	63	(29.7%)	44 (22.7%)
Satisfied	104	(49.1%)	94 (48.5%)
Neither satisfied nor dissatisfied	37	(17.5%)	52 (26.8%)
Dissatisfied	3	(1.4%)	3 (1.5%)
Extremely dissatisfied	5	(2.4%)	1 (0.5%)



Q10: Is there anything else they would like to see added to our service to improve it?

Responses received are detailed below:

IT/Technology

- I was unaware but am now you mention it, I would like to see a laptop/tablet/modern day technology information or course for those of us at a certain age who have these things but don't really know how to use them.
- If it is possible run a computer course to help users improve.
- I want to learn to use a computer from sept if you knew anywhere in town I can go, we have a laptop not computer here to have more time from then onwards. – Info supplied

Networker

- It would be nice to have an events page listing “what’s on” throughout the regions, For Example places of interest to visit, events, shows and live entertainment etc. that cater for the disabled.
- Maybe have a Q+A page, where readers can ask questions on topics that they do not have much knowledge of find it hard to verbally communicate, and are more comfortable asking in writing via letters or emails.
- Do you have a magazine for the young carers? If not why? Young people need a “voice” where they can associate with one another if not a magazine how about a web page? **Feedback provided on young carer’s service.**

- Yes we would like an advert for a disabled person for to have a friendship club for info outing plus companionship, lonely on your own and trustworthy. Honest.
- Insight to “Invisible conditions” Sign post for severe food intolerances (including nightshades) Article for lesser known not necessarily rare conditions – Hyper mobility – Visual eye stress – Meares Irlen in adults, Patient, reader, carer article?
- I don't read very well so do not use the internet or read the magazines except for relevant articles.
- An index where phone numbers are printed so one can get different Trades and care workers can be contacted when required not agencies as they are expensive, some disabled pensioners can't afford the high prices quoted as they only have their pensions to work with.
- I have no network at all as I do not understand.
- Perhaps more localised e.g. “Reviews of Accessible Restaurants”
- Things that you do in Taunton etc.
- I feel it would be of immeasurable benefit for your magazine to inform disabled prospective drivers that if they fulfil the criteria that Motability have provision to provide free driving lessons.
- More contact with South Somerset company's for very elderly people nearer the Henstridge area.
- A little more on getting access to places for disabled.
- Please consider to add a list of where we can get services and help like guide dogs, hearing dogs, dogs for disabled and other services that readers and members maybe needing contact information.
- Could we have a “For Sale” item on webpage or in magazine? New disability items cost a fortune but are not easy to obtain second-hand.

Carers

- Much more combined work on open days for carers and ex carers to put their everyday experiences to several organisations i.e. St Johns Ambulance, Healthwatch, who need to be included as they are to be the eyes of the people involved, you need to display your programmes like links used to go through i.e. boots, local councils who are often responsible for these areas.

General

- Advance warning of forthcoming events so I can try to attend various events by arranging time off at work.
- Yes I found it impossible to park near the compass office and I suffer with rheum arthritis and it is difficult to walk the station car park. **Reply sent regarding additional parking and reserving spaces.**
- Due to I do not drive sometimes I find it difficult getting to venue, would it be possible to have the information on that day sent to you by email or Facebook. So you are not missing out on anything. Thank you. – **Confirmed with individual.**
- I can't go to meeting because of transport. – **Transport is provided for all our meetings.**
- Would like more opportunity to participate as an individual disabled person and someone who runs poetry workshops in a care home, rather than someone in an official role.
- A lot of consultation projects are too far from Yeovil as travelling makes me ill and has long standing effects on my health.
- The venue for the quarterly meeting could be located into the Taunton area.
- Include all disabilities not just physical disabilities.
- Another view of the Flower Show (for wheelchairs)
- Dating on the internet
- Maybe a list of social workers?
- Stroke survivors (hate this word) could have a voice. I had a stroke 12 years ago and still suffer from mobility issues and speech (worse when tired or in the afternoons).
- Please don't forget the brain injuries people with an invisible disability.
- Remember most of us are pensioners and not computer literate so phone numbers please and post codes help.

Training/ Events

- More training for friends/family and carers.
- Possibly more local forums with a diversity of subjects.

- A training day in each area with obtaining benefits, financial and in kind with input from experts in this field.
- Have more meetings for adults with learning disabilities and or hearing loss.
- Learning skills e.g. assertiveness etc. would be good to enable self-confidence.

Health and Wellbeing

- Health and wellbeing –Exercise and fitness, Hydrotherapy.
- I'm looking forward to the new wellbeing place opening in Taunton.

Wheelchair Services

- Issues to do with wheelchair groups managing how the service is run with users (Millbrook) i.e. unresolved issues in relation to ongoing problems with the wheelchair service operated now by Millbrook.

Feedback

- No Other than short stories, no your magazine is jam packed full of very useful information that is so useful. For aged people such as myself, that are no longer able to get out into the big wide world to converse one to one with other people. A huge thank you to Mandy and the whole team for the effort that you put in to make the magazine such a huge success
- I am happy with all you do
- No – in the last 12 months it has already greatly improved.
- No there has been such a huge improvement from the days of printed sheets.
- Nothing, very good now
- I think you are doing FINE well done.

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

Impairments/conditions

- Unable to go out the house without a lot of help
- Have to read to me as I'm partially sighted
- Great difficulty in anything, partially sighted ,hearing not 100%,unable to walk unaided, legs give out, carers come to bath, wash and dress me.
- I have learning difficulties so It's hard to understand things I need very clear simple language given to me slowly and a little at a time.

- I am very hard of hearing I attend lip reading classes and I am on the committee for the of hearing club however I feel that hearing loss is the Cinderella of disabilities you seem to cater more for physical disability.
- Dementia restricts
- Confined to bed, pressure sore.

Carers

- This was filled in by wife as the while body seems to be worn out and family and I have promised not to put him in a home while I can still manage with him at home, we have two very good daughters and their families but it is virtually impossible to do anything outside our home, we think you do a great job but as things are there isn't much that we can take advantage of – **Information sent on carers support.**
- I got some information from my Doctors surgery as I am an unpaid carer 24/7 and would like to be in contact with one of your carer support workers – **referral made.**
- My husband was injured (severely) in a road crash. Carers in cases like this need to talk about how they feel almost losing someone. It is also helpful if they can be told how any likely legal cases are likely to pan out – **Carers service to respond directly.**

Networker

- Do disabled readers know of the card scheme from local bus company that allows a card to be carried “I have an invisible condition” “visually impaired” etc. Really useful for those that look well and able.
- Mostly it's good to understand things - clear print and pictures, just I struggle.
- The main reason for my lack of participation is my health which is very unpredictable I think the magazine is a good way to keep aware of issues pertaining to those with disabilities.
- I do feel that more pages are given over to carers sometimes.
- Best to have the ad's and still have the magazine (funding).
- Very pleased to receive your publications.

Feedback

- There are 44 flats where I live and 'C' and I seem to be the only ones who respond. People see the networker and that it's just for carers and not them we have people with various disabilities from Parkinson's ,MS, wheelchair bound etc. and how can we get them to share their experiences and needs?
- Grateful for green copies.
- I've been too ill.
- Not good on computers
- I am at the moment not a carer- but I do find the information paper very useful, I pass the paper on to a friend who cares for his wife he would like to be put on your mailing list I am also a helper at After Stroke group so find the magazine most helpful.
- Thank you for all the information you give us and making contact easier.
- I very much admire your excellent work and the kindness, courtesy and help you so willing give to help others in their need.
- The main reason for my lack of participation is my health which is very unpredictable I think the magazine is a good way to keep aware of issues pertaining to those with disabilities.
- Often I am tied up at work.
- Hospital visits and doctor appointments.
- Pleased you have taken over shop mobility, a very useful service, not only to those who use it but also to local shops and ultimately the council. I hope the council will let realistic conditions keep the shop mobility service alive and that the council will realise that not everything can be run to make a profit.
- It would be nice if the speakers could answer the questions raised by the members. Not like the person from Taunton Deane Borough council on disabled parking in Taunton. All she could say to all the questions, I cannot comment was her reply, so it was a waste of time her coming to the meeting.
- Try to avoid meetings in Belvedere Road, be more visible e.g. Holiday Inn or Castle Hotel?
- Too far away, we are right on Wiltshire border.

- You seem to have a very good service, but as I work I am unable to take part in meetings etc., which I always find of great value. I would be really interested in going to evening or weekend events, if there are any.

One member's response;

- No reply to my last communication. 1st communication yes.
- Initial contact ok, second contact change of attitude contradicting what I was initially told.
- Unsure after my recent contact where I was misinformed regarding another service, which I felt treated me appallingly at a time when I was desperately trying to find help and it was obvious to them I was in a stressful situation and was left highly distressed after the phone call. They seriously should not speak to vulnerable people in the manner that I was spoken to.
- CDS itself is much needed and appreciated.
- Don't like to pre talk on phone, I'm not an employee & don't want pay department.
- Mandy is very nice & comes to the point.
- Always given good help when phoned
- Not able to go to venues, only Highbridge or Burnham-on-Sea.
- My husband has back problems so am not able to go any further than our local area.
- Meeting location - Near Wincanton
- No transport – mobility
- I always used to come to your meetings with my sister whenever possible and took part in various discussions, enjoyed meeting various speakers. But after various operations and a lot of falls and the age of 93 years young I am not able to leave my home now and have to have the help of professional carers, so please may I continue to have the magazine. Good luck to you all and if it is not too late, a happy and successful new year to you all.
- I think you do a good job with the resource available, Thank you
- I reread your literature which I enjoy, due to my inability to attend functions – so keep up the good work.
- Meetings in Yeovil

- Would like to become more involved and active as a member of there is anything I can participate in.
- I'd like to see SCC who helps with funding more involved with disabled people and more issues. I have I will fill in any future surveys if it helps have an idea what is it like to do normal things day to day. I am my husband's carer and can't leave him for long periods of time.
- I have just returned from Taunton where I took part in the social workers training evaluation. Thank you for that opportunity. There were points that we made that are worthwhile. If there are other ways I can help then please let me know.
- This is a very good service to know about if disabled elderly need advice even if you can't attend meetings. I have my own scooter you have helped me out with so many things & deserve funding to continue to do so. I hope to be able to come to meetings in the future and explained to Mandy who is excellent at what she does.
- I haven't been to the meeting because of being ill or home help came late.
- Sadly when contacted the agency you suggested they were very unhelpful and were not able to give any advice that was relevant for me.
- I use the magazine as a form of information
- I enjoy reading your magazine and used to go to Mendip D Forum but since health changed I do not go.
- I was pleased to find that your automated telephone response has been shortened
- I find the magazine very informative and easy to read and I pass it to my friends who don't have internet access when I have read it. Thank you.
- Just keep up the good work you are doing
- I find the magazine interesting to read and telephone numbers of different agents useful

Summary / Future Developments

There has been a slight increase in the numbers of completed responses this year at 21% instead of 17% last year.

The highest response given as a reasons that members were unable to attend events was 'unable to make date/time' – 34% gave this as a reason.

44% of members that completed the survey prefer an afternoon meeting, followed by

36% for 'morning'.

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

When asked how satisfied members are with the amount of involvement they have had with the organisation 68% were extremely satisfied or satisfied, this has increased by 9% on last year. The number of people dissatisfied has increased to 3.7% from 1.6% last year. As many members choose just to receive the Networker magazine this could be one reason.

4 people said they felt discriminated against when using our services. Members were asked to contact us directly if they felt they had been discriminated against. No one choose to do this.

96% of our members found it easy to obtain our contact details and it is pleasing to note that 93% said the phone was answered quickly and efficiently and 92% were happy with the quality of information given. This is consistent with last year's results.

Website and Social Media

The number of people that have access to a computer remains the same as last year at 72%. However the number of people that have used the Compass Disability Network website has reduced slightly by 5% and the number of people that did not find the information they were looking for has increased year on year from 19% to 38.7%. No further information is given against this question and it may well be that we do not offer the service/s in question.

The number of people using Facebook has reduced slightly and those that use Twitter has increased slightly to 14.1% from 12.4%. However, the number of people using Twitter is smaller than those using Facebook, where 42.5% of those that answered use it.

Overall Satisfaction

71% of members that replied were extremely satisfied or satisfied with the level of service they have received, this is consistently the same as last year. The number of people that were dissatisfied / extremely dissatisfied was 3.8% an increase of 1.8% on last year but still remains very low. Those that were neither satisfied nor dissatisfied has reduced to 17.5% from 27% last year.

Networker

The percentage of people that felt the Networker is a useful publication is very high again at 98.6% slightly higher than last year, 99.1% like the layout and appearance of it. 57% of members that replied said they wouldn't mind seeing more advertisements in the magazine if appropriate, a small reduction from last year.

The number of members that feel they could contribute to the magazine reduced slightly by 6% to 64%. We must continue to promote this in the publication and with our staff.

Positive comments received included:

"Very pleased to receive your publication", "Your magazine is jam packed full of very useful information..."

Further comments received regarding the publication included:

- Would be good to have an events page of places of interest for disabled people.
- A Q&A page.
- A friendship club for information on outings and companionship.
- Insight into invisible conditions – something that we do try our best to cover.
- An index of different trades and care workers and list of services such as hearing dogs etc.
- Information on free driving lessons via Motability.
- Access to places for disabled people / review of accessible restaurants.
- For Sale items on website or magazine.
- Knowledge of the bus service card scheme.
- Feel that more pages are given over to carers.
- Best to have the ad's and still have the publication (funding).

All feedback received will be used as part of the future planning of the publication. We have often been asked for a 'For Sale' page, which we feel presents problems in time delays between publications. We do have our own Facebook page where individuals can post items for sale and will investigate further options for sharing items for sale via our new Health and Wellbeing Centre.

Future Development

For this year's survey we invited members to say if there was anything else they would like to see added to our service to improve it. Answers were grouped into categories for ease of reading and covered areas such as computer courses, combined open days for carers, more training including assertiveness, local forums in each area, more meetings for adults with learning disabilities and/or hearing loss, exercise, fitness and Hydrotherapy, issues with wheelchair user groups (users have been put in touch with Millbrook directly).

Some of these items will be addressed with the opening of the new Health and Wellbeing Centre at Compass. The remainder will be used as part of our business planning during the coming year.

Further comments and Compass Feedback

Hearing loss and the need to consider other disabilities was highlighted again this year. An article on the local hard of hearing club was put in the recent Networker publication.

Many positive comments were received including "CDS itself it much needed and appreciated", "Always given good help when phoned" "I very much admire your excellent work and the kindness, courtesy and help you so willing give to help those with disabilities". "This is a very good service to know about if disabled elderly need advice even if you can't attend meetings... you have helped me out with so many things & deserve funding to continue to do so..."

Some comments were received about communication one member did not receive a reply and another mentioned that they felt they were misinformed regarding another

service who did not treat them so well. These responses did not have contacts or further information supplied so it is difficult to action without more detailed information. However we will discuss with our Office Support Team the need to check if they are unsure about which organisations to signpost to.

Appendices

Appendix One - Membership Analysis 2016.

Appendix Two – Consultation Meeting Evaluation 2016

Appendix One

Project: CDN Somerset - Membership Analysis 2016

		March 2014	March 2015	March 2016
Number of Associate members		104	113	109
Number of Individual Members		669	679	652
Number of memberships deleted since previous analysis	Deceased	8	13	4
	Moved away	7	6	11
	Personal reasons	6	11	5
	No contact	14	11	1
	Duplicate	3	0	3
Members gender analysis	Male	226(34%)	225(33%)	224(34%)
	Female	397(59%)	402(59%)	397(61%)
	Unknown	46 (7%)	52 (8%)	31 (5%)
Members age	0-15	1(0.1%)	1(0.1%)	1(0.2 %)
	16-25	12 (2%)	14 (2%)	14 (2%)
	26-39	30 (4%)	30 (4%)	32 (5%)
	40-50	78(12%)	81(12%)	74(11%)

51-64	174(26%)	173(25%)	169(26%)
65+	370(55%)	377(56%)	359(55%)
Unknown	3 (0.4)	2 (0.3)	2 (0.3)

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

analysis	Learning difficulties	35 (5%)	39 (6%)	39 (6%)
	Mental health	80(12%)	86(13%)	82(13%)
	Hearing	111(17%)	110(16%)	110(17%)
	Physical	507(76%)	500(74%)	492(75%)
	Visual	78(12%)	73(11%)	67(10%)
	Unknown	103(15%)	112(16%)	91(14%)

Members

Districts	Taunton Deane	183(27%)	192(28%)	185(28%)
	South Somerset	166(25%)	163(24%)	156(24%)
	Mendip	89(13%)	92(14%)	87(13%)
	Sedgemoor	176(26%)	182(27%)	174(27%)
	West Somerset	41 (6%)	38 (6%)	38 (6%)
	Outside county	8 (1%)	7 (1%)	5(0.8%)
	North Somerset	1(0.1%)	1(0.1%)	3(0.5%)

Members ethnic

background	White (British)	588	596	593
	White (Other Cultural Background)	4	4	4
	White (Other European)	4	5	5
	Gypsy	0	0	0
	White (Irish)	6	7	6
	Chinese	0	0	0
	Asian / Asian British (Bangladeshi)	0	0	0

Asian / Asian British (Indian)	0	0	0
Mixed (White and Asian)	0	0	0
Asian / Asian British (Other Asian)	0	0	0
Black / Black British (African)	0	0	0
Black / Black British (Other Black)	0	0	0
Black / Black British (Caribbean)	1	1	1
Mixed (White / Black Caribbean)	0	0	0
Mixed (Other mixed background)	2	2	2
Other Ethnic Group	2	2	2
Undisclosed	62	62	39

Summary

The analysis shows a breakdown of members who wish to receive information on our consultation work which has slightly reduced in the last year, overall membership has reduced by 27. The total number of members including those that receive the Networker now stands at 1159.

Whilst the overall numbers of members have reduced the percentages in each category remain fairly constant.

Appendix Two

Project: CDN Somerset - Consultation Meeting Evaluation report April 2016

In the period from April 2015 to March 2016, 6 consultation meetings have been evaluated

94 Evaluation forms have been completed and analysed.

Information in blue indicates the results of the April 2015 analysis

Age Evaluation

16-29 years	1 member	(1.1%)	(3.1%)
30-39 years	4 members	(4.3%)	(2.5%)
40-49 years	9 members	(9.6%)	(11.2%)
50-59 years	10 members	(10.6%)	(12.5%)
60-65 years	18 members	(19.1%)	(20%)
Over 65 years	49 members	(52.1%)	(49.4%)
Undisclosed	2 members	(2.1%)	(1.2%)

Gender Evaluation

Male	29 members	(30.9%)	(36.2%)
Female	59 members	(62.8%)	(56.9%)
Undisclosed	6 members	(6.4%)	(6.2%)

Religion/Faith Evaluation

Buddhist	1 member	(1.1%)	(0%)
Christian	71 members	(75.5%)	(73.8%)
Hindu	0 members	(0%)	(0%)
Jewish	0 members	(0%)	(0%)
Muslim	0 members	(0%)	(0%)
No Religion	10 members	(10.6%)	(8.1%)
Other	2 members	(2.1%)	(11.9%)
Sikh	0 members	(0%)	(0%)
Undisclosed	9 members	(9.6%)	(5.6%)

Ethnic Origin Evaluation

Asian / Asian British (Bangladeshi)	0 members	(0%)	(0.6%)
Other Ethnic Group	2 members	(2.1%)	(0.6%)
Undisclosed	5 members	(5.3%)	(2.5%)
White (British)	82 members	(87.2%)	(95%)
White (Irish)	1 member	(1.1%)	(0%)
White (Other European)	2 members	(2.1%)	(1.2%)

Of the members who were

75.5% (79.4%) were very satisfied with the Pre meeting arrangements, 13.8% (16.2%) were satisfied, 9.6% (3.8%) were neither satisfied nor dissatisfied, 0% (0.6%) were dissatisfied and 1.1% (0%) were very dissatisfied.

67% (79.4%) were very satisfied with the Venue accessibility, 20.2% (18.1%) were satisfied, 10.6% (1.9%) were neither satisfied nor dissatisfied, 1.1% (0.6%) were dissatisfied and 1.1% (0%) were very dissatisfied.

66% (66.2%) were very satisfied with the Venue comfort, 18.1% (28.8%) were satisfied, 14.9% (5%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 1.1% (0%) were very dissatisfied.

59.6% (66.2%) were very satisfied with the Meeting pace and structure, 19.1% (23.8%) were satisfied, 20.2% (8.8%) were neither satisfied nor dissatisfied, 0% (1.2%) were dissatisfied and 1.1% (0%) were very dissatisfied.

61.7% (70%) were very satisfied with the Opportunity to be involved, 21.3% (21.9%) were satisfied, 16% (7.5%) were neither satisfied nor dissatisfied, 0% (0.6%) were dissatisfied and 1.1% (0%) were very dissatisfied.

51.1% (59.4%) were very satisfied with the Did the meeting fulfill your expectations, 28.7% (29.4%) were satisfied, 20.2% (11.2%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

81.9% (89.4%) were very satisfied with the SAIN representatives friendliness, helpfulness, knowledge, etc. 7.4% (6.9%) were satisfied, 10.6% (3.8%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

67% (76.9%) were very satisfied with the Consultants or chairs ability to manage the meeting, 16% (16.9%) were satisfied, 17% (6.2%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

44.7% (56.9%) were very satisfied with the Proposed feedback or follow up, 26.6% (25%) were satisfied, 28.7% (18.1%) were neither satisfied nor dissatisfied, 0% (0%) were dissatisfied and 0% (0%) were very dissatisfied.

Other comments included:

"Thank you very much" (Sedgemoor Disability Forum)

"Food not suitable for me as no plain sandwiches" (Sedgemoor Disability Forum)

"There were not enough of sandwiches like cheese ham & tom cheese & tom cheese & cucumber" (Sedgemoor Disability Forum)

"The food was not very good / raps were rubbish and very spicy" (Sedgemoor Disability Forum)

"Food very poor" (Sedgemoor Disability Forum)

"more lighting" (Sedgemoor Disability Forum)

"Food not good" (Sedgemoor Disability Forum)

"Excellent food delicious - many thanks" (Sedgemoor Disability Forum)

"Lunch was different, pinwheel tasties were delicious and crisps tasty. More variety of sandwiches would have been good." (Sedgemoor Disability Forum)

"Poor ventilation as well as seating structure. Needed to be more informal seating. A circle?" (Service User Engagement Group meeting)

"Venue bit small" (Service User Engagement Group meeting)

"Could be warmer" (Taunton Deane Disability Discussion Group)

"Seems to be suitable feedback have to wait and see." (Taunton Deane Disability Discussion Group)

"Just wanted to say that this is a very friendly meeting, it has a good atmosphere I prefer it to the Sedgemoor disability forum." (Taunton Deane Disability Discussion Group).

"If I might be involved in the proposal of moving premises to county hall. Name supplied." (Taunton Deane Disability Discussion Group)

"A disruptive user tended to talk over other people, ignore other users and take too much time for questions. I accept their issues but the disruption was considerable." (Taunton Deane Disability Discussion Group)

"Google map wasn't very helpful" (Sedgemoor Disability Forum)

"Pleased to say - given luncheon voucher straight away - and food provided was in no way discriminatory" (Taunton Deane Disability Discussion Group)

Summary and Recommendations

The number of events evaluated during the last year was 6 compared to 10 in the previous year with a reduction in the number of completed forms from 160 to 94.

Some of our work in the last year has been around more focussed topics that have involved one to one discussions and questionnaire feedback e.g. Care and Support at Home Service.

There has been an increase in the number of people involved from the 40-49 age group (increase to 11.2 from 9.6%) and both the 50-59 age group and 60-65 age group. Involvement from those aged over 65 has reduced by 3% 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.

Comments regarding catering have been used and alternative arrangements made.

We encourage members to let us know if the light and heating arrangements aren't suitable to adjust at each meeting. Feedback regarding particular venues will be used to determine where future events are held.