

## **Compass Disability Network Somerset Membership Evaluation Report 2013**

Information in blue indicates the results of the 2012 survey for comparison.

653 questionnaires were sent out. 211 (32.3%) (178) (29%) responses were received.

Of those returned.

### **Involvement**

74 (35.1%) 61 (34.3%) had participated in a consultation in the past 12 months.

Of those who had not participated the following reasons were given;

14 (6.6%) 13 (7.3%) stated that the subjects were not of interest

10 (4.7%) 5 (2.8%) were not aware of that there had been any consultation events

80 (37.9%) 43 (24.2%) were not able to make the time.

32 (15.2%) 36 (20.2%) felt that the venue was too far / not accessible

**Other reasons for not participating have been collated together below;**

**Personal reasons:**"I work shifts so very difficult to swap/change".

**Health/ Disability:** "Have been ill"/"Too disabled to attend. No longer interested, thank you"/ "Too much pain to get involved with anything"/"I have been ill: I had a stroke"/"Limited mobility therefore I value all information you send to members"/"Bad year health wise"/"Not well"/"Medical reasons"/"Wasn't well"/"Health too variable"/"Due to illness"/"Illness"/"Age and infirmity"/"My disability"/"Illness"

**Time:** "Can't make meetings starting at 10am because I take a long time to get up due to pain".

**Transport:** "Transport costs"/"Transport"/"Can't travel far needs to be Yeovil"/"Parking facilities"/"Transport"/"Not able to travel alone"/"Problems with parking"

**Other:**"I really like to know what's going on but I don't want to get involved at this time"/ "Nothing concerning deaf problems/concerns if you check with "Action for hearing loss" there are many concerns. Campaigns etc. that your organisation could help" /"It's none of the above, is always something else crops up"/"Don't go out much"/"Increasing difficulty walking. Went to a meeting in Burnham-on-Sea at Princess Building - no parking private parking area too far to walk"/"Too busy"/"Housebound due to lack of facilities in Somerset"/"I work full time and go to bed straight after, I have little energy to do anything else"/"Other personal/family problems this year. Head not coping very well."/ "Time - caring for my wife with dementia now in a home."/ "I've been ill this year plus I lost my daughter"/"Address incorrect"/"Have problems being around other people/anxiety/PTSD/agoraphobic"/"It would be practically impossible for me to attend any event due to the time I spend caring for my husband and the difficulty in arranging sitters."/ "Housebound 98% of the time"/"Have limited energy and did not feel I could contribute enough to make the energy expenditure worthwhile."

## Evening/Weekend Meetings

104 (49.3%) 78 (43.8%) People said they would consider attending a meeting if it was held in the evening or at the weekend.

## Where would members like us to run groups in future?

24 (11.4%) 34 (19.1%) People said they would like us to run groups in Mendip

52 (24.6%) 42 (23.6%) People said they would like us to run groups in Sedgemoor

45 (21.3%) 30 (16.9%) People said they would like us to run groups in South Somerset

65 (30.8%) 36 (20.2%) People said they would like to see us run groups in Taunton Deane

18 (8.5%) 15 (8.4%) People said they wanted us to run groups in West Somerset

## Other locations supplied;

"Yeovil" (5 people)/ "Wincanton area"/"Crewkerne"/"Chard" (2 people)

"Bridgwater, Axbridge"/"Burnham-on-Sea (2 people) or Highbridge"/"Woolavington"/

"Wellington" (2 people)

"Frome area"/"Coleford"

"Dorset/Somerset borders"

"Nailsea/Clifton"

"As long as I could get public transport to venue I wouldn't mind."

## General Membership

177 (83.9%) 128 (73.6%) of those that answered are happy with the involvement they have had with the organisation

## Other comments;

"As I am not physically disabled most of the things you do are for them"/"My fears over government PIP scheme"/"Would like to be more involved but venues too far away"/"I find my membership to be valueless"/"Well no but with reservations, I can't say yes or no as yet, mostly I would say yes"/"Personally too ill, unable to attend meetings/apps"/"I would be very happy to become more involved"/"Would like to participate more"/"Cannot attend meetings yet"/"Have repeatedly asked for map showing where venues are!"/"Wish I could personally attend, own health too variable"/"Very Taunton based - little going on in Mendip"/ "I have had difficulties getting to venues"/"Sight loss/travel"/"Would be good to have chance to meet other members"/"Don't get enough info about consultations"/"Incorrect address being used"/"I would be keen to become more involved with this organisation."/ "Very new to the network, I am a full time carer for my wife and also work, not had a lot of time to see what Compass can offer and/or help us"/"Hard of hearing is obviously different to

most other disabilities"/"I could take greater opportunity to get more involved with Compass activities, I would like to participate more in training events."/"Do not feel particularly involved"

**A new section was added to this years evaluation to give people a chance to say which other aspects of the organisation they wished to be involved with, therefore results from last years survey are not available for comparison;**

65 (30.8%) wish to be more involved in consultation work

77 (36.5%) wish to be more involved with completing questionnaires

31 (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.**

### **Satisfaction**

Again, this was a new section added this year therefore last years results are not available;

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

101 (47.9%) were very satisfied with the level of service they have received

73 (34.6%) were satisfied with the level of service they have received.

23 (10.9%) were neither satisfied or dissatisfied with the level of service they have received

2 (0.9%) were dissatisfied with the level of service they have received

1 (0.5%) was very dissatisfied with the level of service they have received.

### **Additional comments;**

"Everybody is very welcoming, thank you"/"The lady who visited was very sensitive to both my needs and my husbands needs as a carer."/"Any thing that ensures the safety of Disabled People from government cuts"/"Apart from the magazine + posted items, I have no contact"/"I must say this Compass Mag for a free one is and has always been very brilliant at signposting - lots of new and relevant services, well done!"/"Your brochure and letters are always of great interest to me"/"I am currently not working and therefore have time I could give to Compass"/ "I do not expect to be able to be involved for some time as I find it difficult getting about"/"Excellent"/"All information you supply is valuable"/"Very satisfied and comfortable with the organisation and the friendly welcome"/"I can only attend meetings rarely as I have a regular voluntary job on Tuesday"/ "Excellent!"/ "Everyone is so kind and helpful"/"Such a fantastic source of information"/"Getting out to meetings, which are so interesting and meeting new and old friends"/ "Have learned a lot from many speakers"/"I am very pleased that the group has been happy to provide a BSL interpreter at group discussions. I am interested in attending more groups with other deaf people"/"We have not used your services yet"/"Being housebound the newsletter gives me a link to the outside world".

"To be told that your point may not be considered before the event not appreciated"/"The Council do not listen".

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

4 (1.9%) 2 (1.1%) members felt they have been discriminated against when using any of our services/facilities

**Comments received are shown below;**

"As new to the area I do not know the geography and so have no idea where venues are. I have frequently requested a map to no avail." – **Individual responses provided.**

"My help on the Carers Steering Committee is not required as I might upset a main funder! (I didn't think committee members came into contact with funders!). I am Carers UK voluntary phone contact, giving people a voice to listen ear." – **Individual responses provided**

"Although the staff are very pleasant, I feel since leaving as a trustee I have been sidelined quite a bit." - **See response in summary**

**Contacting the Organisation**

96 (45.5%) 77 (43.3%) members had made contact with the office in the past 12 months

21 (10%) 11 (6.2%) had contacted the office in person

73 (34.6%) 60 (30.9%) made contact by phone

10 (4.7%) 16 (9%) made contact in writing

30 (14.2%) 28 (15.7%) made contact by e mail

"But Compass Disability phoned me, very impressed as I am deaf"/"I don't think so - pointless given previous experience"/"Filled in a form"/"Does not like Hotmail accounts"/"Can't remember how, but was easy"/

**For those making contact by phone:**

64 (87.7%) 60 (100%) found it easy to obtain the contact details

68 (93.1%) 60 (100%) stated that the phone was answered quickly and efficiently

73 (100%) 59 (98.3%) were happy with the manner in which they were dealt with

67 (91.8%) 56 (93.3%) felt that Compass were able to answer their query

70 (95.89%) 58 (96.6%) were happy with the quality of information they were Given.

30 36 members stated that we had signposted them to someone who was able to help when we had not been able to.

### **Other comments:**

"Not equipped to answer queries"/ "My wives attempt to find information on Caring drew a blank being sent on a wild goose chase of telephone queries"/ "No details available about proof of DLA to gym when changes start - get reduction in fees"/ "I wanted a wheelchair for permanent use - I had to purchase one eventually"/"Wanted information who to contact re having my fusebox lowered in the garage because I can't reach it!"/"Website very poor for sight impaired people. Larger font required. Avoid blue telephone number."/"Unsure of who to forward me on to"/"I know I was happy with the help I got"/"The person I needed was out of the office"/"Was out of their remit".

### **Newsletter**

197 (93.4%) 171 (96.1%) of those that answered felt that the Networker is a useful publication

189 (89.6%) 167 (93.8%) liked the layout and appearance of the newsletter

172 (81.5%) 163 (91.6%) said they thought it was published frequently enough

### **Other comments concerning the newsletter:**

**Frequency:** "I personally feel every 4 weeks"/"I think 4 weekly at the moment because of all the changes that are happening re. benefits etc."/ "I know it must be a financial burden but I find I've lost my link with the Newsletter due to time lapse. 6 letters per year would be a big help, but is there enough material to do this?"/ "Like to see it published once a month (but I do understand about costs)"/ "It would be good to have it monthly as things are changing all the time with disability issues/legislation"/ "Once a month would be nice"/"A fortnightly magazine would be very acceptable"/"I would like a monthly newsletter"/"Would like it published monthly"

### **Information/Content:**

"There so many changes in government policy we need to be kept up to date and the Newsletter does this"

"There is too much self publicity about Compass, little about the many and varied disabled groups in Somerset.

"Hardly anything/information for the deaf community in Somerset"

"Get more in, we need publicity to get anything done"

"Bit long winded/some subjects short and sweet, could be better. Bit boring"

"More organised pages"/ Possibly a Q&A section on different disabilities, from different people."

"More of Mendip as I live here"/"More of same"/"More local news, if possible, I realize the difficulty of this because of the large area covered by the magazine otherwise a

good magazine"/"A little information and activities in Mendip area."/ "More in Mendip if possible"/ A bit more focus on the different regions e.g. South Somerset".

"Up to date thinking and medical opinion on Gulf war veterans illnesses from the use of chemical and biological weapons used in 1991, and the damage and effects of the protection we were given in the form of experimental "secret" vaccinations, nerve agents".

"More news on deaf issues, campaigns - there is hardly anything at the moment, if you look at Devon's living options magazine, there is a lot of information on deaf people."/ "More about deaf awareness + carers"/"Been deaf feel quite alone sometimes + information not good elsewhere so Newsletter helps to keep in touch".

"Access issues"

"Holiday's that members have been on at home and abroad including name of hote,B&B or self catering" /"Holidays for wheelchair users (catagories of disabled access in holiday places)"/

"It would be good to have a place for buying and selling equipment e.g. scooters, wheelchairs etc."/ "Experiences of self propelled wheelchair users"/"Second hand equipment for sale to help others"/"Comments on users of disabled facilities"/"Second hand sales - especially disability related items"/ "Disability items for sale".

"Information about transport in rural areas for disabled people to get to clubs etc."/ "Easy transport, pets"/"Dating, more seaside buses".

"A list of useful numbers such as transport, society clubs, especially for sensory disabilities - coffee mornings/social contact"/ Activity groups for disabled people please (adults)/ "Friendship groups"/"Meeting dates and venues for support groups".

"Advice/tips on money saving"/"Recipes/letters from folk/life etc. Poems."/ "I would like to see competitions and crosswords"/Poetry - news about disabled people and the arts/"

"Job opportunities for the disabled"/"Things to do with getting some work"/"

A little story from someone about how they're coping"/"More letters from people with a disability who have had days out at places of interest and how easy or difficult they found accessibility. I'm always on the look out"/ "More stories on disabled peoples experiences"/"Access issues. Also holidays for wheelchair users (categories of disabled access in holiday places)"/ More reviews on disability equipment and

transport".

"More things about 'invisible' disabilities e.g. brain injury"

"Perhaps more local news, but I appreciate that is only if there is some... I like the way you cover national topics i.e. "Welfare Reform" - well done :-)/ News about tax changes and info on employing your own PA's. Like how and when law changes on Employment "issues"/"More information on disability help lines and phone numbers"Health tips/" Monitor welfare matters at this point in time."/Information on disability rights i.e. movement, housing and equality especially in the light of new benefit shake-up."

"When possible, information about any consultations for public involvement, if the newsletter is not due maybe e-mail those that you have contact details for and wish to be involved."

"Monitoring of any political or statutory events with reference to anything affecting wellbeing. Importance of national events which people may be interested in either as a group or on an individual basis."

**General:**"You can't have enough of a good thing and Network is very welcome"/"I am not aware of having received any such communication"/"I really look forward to receiving it but don't always receive one in the post. Read it at work."/ "My memory lets me down - I need reminders!"/"I have not received this newsletter but would be happy to receive it."/ "Makes you feel upbeat about life."/ "Happy with its content"./ "It has improved much of late."/ "Content good".

## Website

**A new question was added to this years survey as shown below;**  
128 (60.7%) Said they have access to a computer

### **Of those that answered this question;**

49 (23.2%) 44 (24.7%) members have used the Compass Disability Network website  
46 (21.8%) 36 (20.2%) found the information they were looking for.

Other information relating to the website included:

"I was only browsing"/ "Minutes of consultation projects"/ "Does it work - no"/"Possible signposting"/"Medical news"/"Larger print, contact us - higher profile"/"I would like to see the website easier to navigate, it appears cluttered"/ "Re. CDS Social Media - What is there for the really older people. Little seems to target people without a career, especially folk in late 70's into 80's and above."/ "Links to disability forums"

## Social Media

### A new section to this years survey asked if people used Social Media;

61 (28.9%) said they used facebook

17 (8.1%) people use twitter

33 (15.6%) are aware of Compass Disability Services on Facebook/Twitter

## Other Areas

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

48 (22.7%) 44 (24.7%) would like Compass to develop in line with the needs of our users.

30 (14.2%) 27 (15.2%) would like Compass to work alongside the national agenda for disability and develop our services in line with this.

65 (30.8%) 68 (38.2%) would like Compass to ensure users are involved in decision making and policy development at District, County and regional level. Seek and promote opportunities for disabled people to express their views

42 (19.9%) 35 (19.7%) would like to see Compass develop as a Centre for Independent Living.

91 (43.1%) 70 (39.3%) would like Compass to be established as a provider of information for disabled people and carers in Somerset.

46 (21.8%) 34 (19.1%) would like to see educational opportunities to enable disabled people and carers to enhance their quality of life.

40 (19%) 41 (23%) would like Compass to actively seek to expand services to provide further opportunities/services for disabled people and carers.

29 (13.7%) 12 (6.7%) would like Compass to explore the issues connected to disability hate crime, raising awareness of the existence of hate crime in Somerset

66 (31.3%) 57 (32%) would like Compass to actively promote the need for physical access to premises and services in Somerset.

23 (10.9%) 32 (18%) would like Compass to adapt its services to meet the changing needs of the personalisation agenda and the transformation of social care.

44 (20.9%) 29 (16.3%) would like to see Compass actively look to change the negative attitudes and behaviours that disabled people and carers can face.

39 (18.5%) would like Compass to actively support carers to have a life outside of caring including those who do not choose to identify themselves as carers

48 (22.7%) would like Compass to develop opportunities for disabled people and carers to play a full and active part in society.

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

**Access** – "Access to premises. E.g. a ramp or a lift at railway station"/"Access to and in premises"/"Access to services/information"/"Access to public toilets"/"Access to information and provisions available"/"The disabled toilets in Taunton and Musgrove Park Hospital to how not enough toilets in Taunton and what toilets to be kept open."/ "Accessibility and getting around"/"Sometimes I can't get into shops due to no wheelchair access"/"Self propelled wheelchair access to anywhere"/"Accessibility"/"Not being able to get into shops easily because of steps to climb."/ "Access to premises"/"Access to public transport (wheelchair user)"/ "Access"/"Trying to cope with shops etc. Not scooter friendly"/"Access to shops and other places of interest"/"Access to services through BSL, NOT English"/"Physical access within the built environment"/"Making everything accessible"/"Access to certain buildings"/ "Doors which are hard to push open when using a walking aid"/"Being able to access the community"/"Access to public buildings"/No internet - means you are a second class citizen ding shops, hotels etc"/"Lack of accessible premises in smaller towns/villages"/"No internet - means you are a second class citizen"/ "Access to services"/"Accessing buildings"/"Accessibility to places"/"Lack of wheelchair access to so many places"/"Not being able to access some public premises"/"Not being able to access some public premises"/"Access to countryside"/"Doors and doorways"/"Shops access and route around to get to cash desk"/"Wheelchair access to all public places"

**Attitudes and behaviour** –"People look at me"/"Lack of understanding from abled bodies."/ "People lacking understanding what you can do and can't do"/"Understanding - lack of it from others"/"Neighbours made slightly unkind comments when I had a Motability car"/"Total disregard/rudeness of many people in society"/"Not to be "a nuisance" to society (not to be a "sponger)"/"People not seeing that I have something wrong."/ "People not understanding my complaint as I look "normal"/"People stare"/"Attitudes"/"People 'talking down' to you"/"Acceptability"/"Respect"/"Attitude of council workers in main office can be off tone"/"All round attitude of disability in Somerset with carers, neighbours and people at large"/"Alienation"/ "Being rushed when in a queue (Asda, bus, post office etc.)"/ "Lack of recognition of difficulties in daily life"/"Perception of public - re label 'disabled"/"Public attitude - "disabled people who get benefits are scroungers"/"The attitude to disabled people by the general public".

**Benefits** - "Losing my independence through all the benefit changes"/"Faced discrimination by benefit providers due to amount of savings had, and couldn't get help when needed in old age"/"Finance, especially 'welfare' reforms"/"Changes to benefits - How they will affect me"/"DLA"/"Finances - bedroom tax & cost of living, fuel bills etc."/ "Welfare reform""My DLA being taken away"/"Changes to benefits"/"Ending of DLA"/"Reduced benefits for disabled adults who are physically unable to work"/"Government latest proposals"/"ATOS and their attitude to disabled

people"/"Concerns about receipt of DLA and Motability vehicle, made a miraculous recovery when claimed"/(form 780)/ "I have DLA and won't get PIP"/"On ESA and trying to manage on my money"/"PIP (Personal Independence Payment)"/ "Changes to disability benefits"/"Possible loss of mobility allowance"/"Concern about PIP adjustment effects"/"Losing my benefits"/"The anxiety caused by government welfare reforms"/"Form filling"/"Not being able to work if my motability car is taken away"/"Changes in governments attitudes towards disabled issues"/"Understanding benefits"

**Caring** - I am the wife of disabled husband, who cannot walk (just a few steps) as a carer I need to be home with my husband"/"Care for my 85 year old wife"/"I need to have time out to decouple from the caring role to enable me to relax and feel better"/"As a carer you feel responsible for your relative"/"I need someone to talk over my caring issues with"/"Carer support"

**Communication** - I am the carer for my daughter who has a learning and expressive language difficulties, therefore communication and access to activities that are inclusive are very important."/ "Lack of working loop systems/help for deaf in public places - banks - shops"/"I do not talk, someone has to communicate for me"/"Lack of lip reading groups for continuing practise, not just learning the basics"/"Although some shops display they have loops - very often they are not changed up and working properly"/ "I am deaf so I have to wait with another person when I need appointment"/"Deaf awareness EVERYWHERE, shops, employers, businesses, council etc. access to interpreters."/ "Loops that don't work"/"Trouble getting information (about anything) because sometimes can't get the right words out"/"I need anyone to speak more, as I have had a stroke and have arthritis"/

**Disabled Parking** - As ever due to my disabilities not being apparent, the attitude when I park in a disabled bay (he's ok how did he get permit)"/ "Parking in some areas"/"Not enough parking spaces provided"/"On street parking which is becoming less and less due to pedestrianisation of town centres"/"Disabled parking more so in Housing & Private complexes"/"People who have Blue Badges but do not have walking difficulties?"/ "Parking - not enough disabled bays"/ "Parking - no free facilities in South Somerset"/"Parking - able bodied seen to use these parking bays"/ "Disability parking"/"Mobility - Blue badge parking spaces & parking in general"/"Coin operated barriers on car parks for people with arthritis"/"Lack of understanding by public on disabled parking spaces"

**Discrimination** - "Discrimination of disabilities"/"Discrimination".

**Education** - "Having a fair chance at doing things, like a subject at college".

**Employment** - "/Getting out and about e.g. to gain employment, enjoy life"/"Need to know where I can get help with work to help in shops"/"I can only work part time due to M.E. which followed meningitis"/"Jobs"/"Juggling a work and medical balance"/"Assistance to access employment opportunities"/"Having a sympathetic employer to my needs"/"Health and safety restrictions re. work/finding jobs"/"Unemployment"/

**Health** - "Lack of support from GP's and the NHS, the NHS website for GP's is unhelpful and 20 years behind present research on Gulf War illnesses"/"Health issues with getting older"/"Lack of exercise due to sight loss, not able to go out"/"Not having the energy to do everyday jobs"/"Unable to get involved in things due to my illness"/"Not being able to do things as used to"/"Fatigue"/"What energy I have as I suffer with CFS among other illnesses"/"Leisure activities help health in town"/"Incontinence"/"Opening cartons or bottles or tablets"/"Trying not to bash my legs"/"As things change day to day i.e. my writing today"/ "Balance problems due to having MS for 53 years, osteo-arthritis in body"/"My husband is ill, still mobile, tires very quickly"/"Inability to remember names or words when I get tired"/ "Depression - a feeling of uselessness"/"Getting out of hours and weekend GP care"/"I worry about my condition worsening"/"Poor memory and attention. Confusion and bouts of amnesia, easily put under too much stress - even over minor matters"/"Continence issue, especially out of the house"/"Anxiety and depression problems"/"Brain function - concentration, communication"/

**Hidden Disabilities** - People don't recognise "hidden disability"/"Depression"/"Hidden nature of my disability - others can often disable people are critical."/ "For my brother the main concerns are being bullied when he goes out - being rejected by people and walking home alone"/"I am brain injured with no visible signs of a problem so people don't see I have problems"/"Hidden disabilities and how able body people react on a daily basis"/

**Highways** - "Dropped kerbs, or lack of"/"Pavement kerbs"/"Crossing a road where there is traffic"/"Uneven pavements"/"Roads now very bad"/"Lack of decent roads and pavements affecting mobility (S.C.C. Please note!)/ "Pavement parking, blocking paths"/"Access on pavements/roads very poor need more dropped pavements/potholes on roads"/"Pavements bad in wheelchair or trying to walk"/"Parking across pavement ramps".

**Independent Living** - "Lack of adequate support for independent living"/"To keep as independent as possible"/"Having appropriate equipment needed at home"/ "Being able to keep my independent lifestyle"/"Loss of independence"/"Independent Living with changes to my condition with age"/"Getting suitable equipment and adaptations"/"Independence"/"A gradual loss of my independence - where will it end?"/ "Inability to do things on my own. Lack of confidence in myself and of other people" "Losing my independence"/"Our ability to continue living in our own home"/

**Impairments** - "Getting people to understand deafness and it's affect"/"Unable to be in area's with many people in it (shops, meetings etc.)"/ "Not having contact with other 'polio' people"/"Daily living skills with eyesight loss"/

**Isolation** - "Not being able to go out (except by taxi: (Ace drivers are very caring)) unless someone is with me"/ "Inability to get out and about as I like"/"Isolation (some days)"/ "Rural isolate"/"Loneliness"/"Feeling isolated and withdrawn from society. At 65 I live like a 90 year old."/ "Isolation"/"Aloneless"/"Presenting isolation"/

**Mobility** - "Mobility"/"Not to be able to do the every day things as I used to do"/"Lack of mobility"/"Walking, (steps in particular) "Inability to work without zimmer support"/"Fear of falling - on 2 crutches and have poor balance"/"Restricted mobility/balance/co-ordination"/"Mobility in the home"/"Poor mobility"/"Getting about"/"Not being able to get out as much"/"Not being able to walk as far as I would like"/"Stairs"/"Not being able to walk far without crutches"/"Getting out and about"/Getting older, slowing down"/

**Money** -"Cost of extras to make life easier e.g. high garden beds"/"Finance"/"Lack of opportunity to gain money"/"What other help can I get to help my short fall?"/ "Finances - paying for specialist equipment"/

**Pain** -"Chronic pain 24/7"/"Trying to control pain and fatigue"/"Difficulty walking and pains all over my body including dreadful headaches"/"Residual pain re-occurring - a bit worrying"/"Pain levels"/"Having to cope with pain and discomfort"/"Getting extra pain relief from NHS, like acupuncture which need occasionally can provide a welcome break from pain."/ "The pain and fatigue that R.A causes"/"Pain control"/

**Safety** - "Safety in a wheelchair"/ "Feeling safe when out"/"Not having a secure online resource forum that is troll free"/"Payment cards and PIN numbers"/"Trying not to fall"/

**Services** - "Locked public toilet facilities"/"Availability of toilet facilities (m/s)"/"Public Toilets"/ "Services too fragmented"/"Public conveniences (lack of)"/ "How high some cash desks are at shops"/"Availability and signposting of public toilets"/"Poor services for "rare" or less known conditions, left to suffer due to cuts, lack of resources or understanding"/"At present everything seems too centralised"/" The fact that one by one the services offered in Mendip Country Practice are abolished i.e. physio, carers support worker, keep fit for disabled etc. The fact that though there are the venues, the Mendip Council avoids recreational sessions."/ "Being given information regarding services available which would support us"/"Information on what help is provided"/"Need more local outpatient services instead of the difficulty of travelling to Bath or Yeovil."/ "Services - accessing and knowing about relevant services"/

**Socialising** - "Lack of social interaction as lives alone"/"To engage with others"/"Not having contact with other 'polio' people"/"Joining in with other people"/"Sociability"/

**Support and Care** - "Personal care"/"Lack of assistance in the community"/"Having to rely on others daily"/"Not having enough support/understanding"/"Access to suitable carers"/"Care"/"Care providers for personal and domestic care"/"Dressing, shaving" washing"/"Not being able to cook myself a healthy meal"/"FACS criteria - social services not experienced in all conditions and needs"/"Inability to cope with housework and going shopping"/ "Having to spend 50/90% of my time sorting out so called care"/"Not being able to get someone reliable for gardening etc."/ "Having a shower"/"Respite care expanding for the more severely disabled person"/"Support"/"Finding a way to have a peer support group and keep contact with past service"/ "I am slow to do everything, unable to hang up washing or item"/"Inability to get my flat as I would like to have it"/"Being able to afford the care or equipment I

may need"/"Direct Payment for personal care"/"What domestic chores can I do today"/"Physical encouragement and support to engage me in outside activities"/"I guess I can do most things but when you have to eat your pride and ask for help."/ "Reliance on carer".

**Transport** – “At moment I drive but if I didn't or couldn't it would be a major issue."/ "Transport"/"Not all buses are disabled friendly"/"Accessible transport and bus stops etc"/"Transport - as my disability progresses I struggle to drive"/"Lack of public transport services or affordable substitute due to cuts"/"Easy transport"/"Access - especially local buses"/"Using public transport buses trains ok"/"Bus access"/"Transport - not enough consideration given to disabled people"/"Public transport"/ "Lack of public transport"/"Severely bad transport in the area (countryside)/ “That the community transport keeps running e.g. Slinky Bus"/"Ability to travel"/"Access to public transport"/"Public transport at a reasonable distance from home"/

**Other** -"Less chat more action"/"Worry about the future"/"Getting up in the mornings"/"Lack of suitable seating in public areas"/"Promote advocacy"/"Still under retirement age - work"/"Can I do it myself?"/ "Getting out of bed in the mornings"/"Travel, shopping"/"Lack of confidence in myself"/"(In Minehead) no day centres any more"/"Living in countryside getting in shops"/"I do not drive at night"/"Restricted exercise"/"Day services continuing for the more severely disabled person"/"Total reliance on others"/" Public Toilets"/ "Keeping my mental health in check now that I have lost all my voluntary work and am finding it difficult to focus on a future in the world."/ "Keeping warm"/"Shortage or absence of seats in many premises"/"Somewhere to sit in some shops"/ "Regional offices e.g. one in Wellington"/"Orchard Shopping Centre - no seating, only for children. They need to look at Angel Place in Bridgwater"/"Can I help others?"/"Fear of the future"/"Concern for what the politicians will/will not do"/ "Car parking outside my property preventing anyone stopping to pick me up occasionally to be taken shopping""What the weather is like as to what I need to take with me and how will I get about"/"Cold"/"Attending doctors/hospitals/consultants etc, shopping, banking"/"Disabled persons/groups being no more than 'lip service' to decision makers"/ "Reduction of services. I can only work because I have Access to Work provided"/"Volunteering"/ "Trying to lead as normal a life as possible"/"In a new venture you feel alone and vulnerable"/"Not able to get comfortable in bed"/"I find working part time and running a home exhausting, no "me" time".

## Monitoring Information

### Age

6 (2.8%)	5 (2.8%)	members are 16-29 years old
6 (2.8%)	4 (2.2%)	members are 30-39 years old
26 (12.3%)	18 (10.1%)	members are 40-49 years old
39 (18.5%)	29 (16.3%)	members are 50-59 years old
34 (16.1%)	39 (21.9%)	members are 60-65 years old
89 (42.2%)	76 (42.7%)	members are Over 65 years old
11 (5.2%)	7 (3.9%)	members failed to answer this question

### Where do you live?

21 (10%)	32 (18%)	members live in the Mendip area
56 (26.5%)	47 (26.4%)	members live in the Sedgemoor area
50 (23.7%)	35 (19.7%)	members live in the South Somerset area
57 (27%)	43 (24.2%)	members live in the Taunton Deane area
10 (4.7%)	13 (7.3%)	members live in the West Somerset area
17 (8.1%)	6 (3.4%)	members failed to answer this question

### Do you consider yourself disabled?

42 (19.9%)	21 (11.8%)	members said they were not disabled or have left this question blank
169	157	members said they do consider themselves disabled

### Gender

66 (31.3%)	71 (39.9%)	members are male
114 (54%)	100	members are female
0 (0%)	0 (0%)	members identified themselves as transgender
31 (14.7%)	7 (3.9%)	members failed to answer this question

### Religion/Faith

1 (0.5%)	1 (0.6%)	member is Buddhist
141	129	members are Christian
1 (0.5%)	0 (0%)	member is Hindu
0 (0%)	1 (0.6%)	members are Jewish
0 (0%)	0 (0%)	members are Muslim
29 (13.7%)	21 (11.8%)	members are No Religion
11 (5.2%)	11 (6.2%)	members are Other
3 (1.4%)	0 (0%)	members are Sikh
25 (11.8%)	15 (8.4%)	members failed to answer this question

## Sexual Orientation

2 (0.9%)	2 (1.1%)	members identified themselves as bi-sexual
3 (1.4%)	2 (1.1%)	members identified themselves as gay
143	115	members identified themselves as heterosexual
1 (0.5%)	0 (0%)	member identified themselves as lesbian
62 (29.4%)	59 (33.1%)	members failed to answer this question

## Ethnicity

1 (0.5%)	0 (0%)	member identified themselves as Mixed (Other mixed background)
1 (0.5%)	1 (0.6%)	member identified themselves as Other Ethnic Group
188	165	members identified themselves as White (British)
1 (0.5%)	0 (0%)	member identified themselves as White (Other Cultural Background)
2 (0.9%)	0 (0%)	members identified themselves as White (Other European)
18 (8.5%)	12 (6.7%)	members failed to answer this question

## Summary 2013

There has been a slight increase in the number of people that completed this year's survey.

The percentage of people who had participated in a consultation event in the last 12 months has remained constant. From those that didn't get involved, the highest number of people responded to say that they were not able to make the time, the wording of this response was changed this year to 'Wasn't able to make the time' instead of "Date/Timings of the event were not suitable" and there was an increase of 13% year on year of responses to this. Transport continues to be a reason for people not getting involved despite the fact that transport is offered for participants and mileage reimbursements for those making their own way. The only event that transport is not provided for is Disability Somerset the Independent Living Exhibition. We will continue to highlight this in the Networker and other event publicity.

Regarding the comment on involvement that there is "Nothing concerning Deaf problems/concerns" – we have now established more links with deaf people in the area and are encouraging people to raise concerns or issues through our consultation work by getting involved.

One or two members have highlighted that their address details were incorrect, these have been updated and confirmations sent to the individuals.

There continues to be a high number of members expressing an interest in evening or weekend meetings. Our Taunton Deane Disability Discussion Group will be held in the evening in the summer of 2013 as a trial and we will continue to try and incorporate this into future planning of events and meetings.

In terms of the areas where members would like us to run groups, the highest response this year was for the Taunton Deane area, followed by Sedgemoor and then South Somerset. There has been a reduction in members wishing us to hold events

in the Mendip area. We will be investigating funding for forums and groups in the coming area for areas where we do not have current representation and will be inviting existing groups to get involved in the areas where funding is successful.

There has been an increase in the percentage of people that are happy with their involvement they have had with the organisation, 84% compared to 74% last year.

One of the reasons for this could be that we have created a separate evaluation this year for members who only receive the Networker magazine and therefore the members completing this evaluation are more reflective of our involvement membership.

We have added a section to this year's survey to invite people to update their contact details particularly if they wish to have more involvement with the organisation.

Membership records will be updated accordingly to ensure that they receive the most relevant information requested.

It is pleasing to note that in total 83% of those that replied were Very satisfied or Satisfied with the level of service they have received from Compass Disability Network. This was another new addition to this years survey, which will be used to ensure all services are delivered in line with our quality objectives.

Following investigation it appears that there is some confusion over the interpretation of the question regarding discrimination. Individual responses will be provided in this instance where details have been supplied. Regarding the response when an individual has previously been involved as a trustee - all members of the Network are invited to all events that they have expressed an interest in regardless of any previous roles they have carried out.

Regarding the contact made with the organisation there has been a slight reduction in the number of people that found it easy to obtain our contact details, which we will ensure continues to be highlighted on our literature. Although 100% of those that made contact by phone were happy with the manner in which they were dealt with, some of the individual comments in this section highlight a couple of individual concerns. We need to be clear to our membership that Compass Disability Services is not funded to provide an information service. Other points raised will be fed to the Senior Management Team to address any areas for improvement.

### **Networker**

The number of people that feel the networker is a useful publication continues to be high and above 90%. A lower number of people this year said they felt it was published frequently enough.

Where requests have been made for more information on specific topics e.g. deaf issues/transport we will incorporate this into a future publication.

Members would like to see more letters from disabled people which we always encourage, this needs to be highlighted and perhaps publicised more specifically in advance when articles are requested.

A more detailed evaluation of this service is available through the Networker Evaluation report.

## **Website**

We asked a new question in this section of the survey 'Do you have access to a computer' 61% of those that replied said they have access to a computer but only 23% have used the Compass Disability Network website this highlights the need for more promotion and links to our website on our communication. Where comments have been received about the clarity and font size we will be auditing our website to ensure that the accessibility options are clear and we will rectify any contrast issues.

Approximately half of those that said they have use Facebook were aware of Compass Disability Services Facebook page and a relatively small number use Twitter. We will continue to promote our social media links to ensure we raise the profile of Compass Disability Services in this way.

## **Future Developments**

In terms of future developments, the highest response again concerned providing information – 43% of respondents said they would like Compass Disability Services to be established as a provider of information for disabled people and carers in Somerset. This was followed by actively promoting the need for physical access to premises and services in Somerset-31% said they would like to see this given priority and finally the third highest response was that members would like Compass to ensure users are involved in decision making and policy development at District, County and regional level (31%).

Compass Disability Services will be organising Disability Somerset for the third year running in September 2013 which will provide members with an opportunity to access information providers and services of interest.

The Networker is also a useful way of providing information to disabled people and carers in Somerset. This is now available in most Doctors Surgeries and Hospitals and significant number of public events will be attended during the coming year to promote the publication and our services to additional people.

The organisation now has a Volunteer Coordinator who's role will be to re-establish the Voice and Influence Project to ensure that we fully explore and utilise the representation opportunities that exist in Somerset for disabled people and carers.

## **Our Members Concerns**

Regarding our members concerns which affect their daily living;

We now have an established Hate Crime project providing support to individuals who have experienced this. We continue to work very closely with Avon and Somerset Police and other support agencies to promote hate crime and hate incident reporting, while supporting and advising victims e.g how to keep safe, or signposting, liaising with other agencies e.g. bobby van. The Hate Crime project aims to work with victims and agencies to encourage reporting and ensuring hate crimes and incidents are recorded to build a full and accurate picture to better inform future policy with within Somerset and the Avon and Somerset Police districts.

We have been successful in obtaining funding to deliver a course during the summer of 2013 'First steps to a new role' providing assistance to individuals who may need more support regarding employment or volunteering.

Regarding the concerns surrounding Independent Living, Compass Disability Services is investigating different projects/funding which would support individuals to live independently.

The concern over welfare reforms was highlighted by our members this year. Articles have been submitted in the Networker magazine regarding this and we will continue to ensure we keep members updated on this and the organisations that may be available to help.

The subject of 'caring' was a concern this year, one reason for this is that more carers are now known to the organisation through the new Compass Carers service which provides specific support to Carers.

We will also use the concerns in the planning of our future disability forums and groups and invite speakers who may be able to address the concerns raised.