

Somerset Access and Inclusion Network Membership Evaluation Report 2010

Information in blue indicates the results of the 2009 survey for comparison.

764 (688) Membership Evaluation Questionnaires were sent to all individual members in the relevant format (Large print, Braille, Tape etc) those with a visual impairment were invited to complete the exercise by phone.

249 (32.6%) (242) (31.1%) completed questionnaires have been returned.

Of those returned.

Involvement

77 (30.9%) 59 (24%) had participated in a consultation in the past 12 months

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

23 (14%)	58 (24%)	stated that the subjects were not of interest
14 (8.5%)	12 (5%)	were not aware that there had been any consultation events
72 (43.9%)	53 (22%)	stated that the date/timings of the event were not suitable
51 (31.1%)	4 (2%)	felt that the venue was too far / not accessible

Other reasons given included;

"Lead a busy life & do not seem to have time"

"Meetings are of marginal interest, some conflict with work I do, I feel there is an overemphasis on monitoring, information, advice, liaison, evaluation, discussion. With a proliferation of newsletters and meetings which seem to be a PR exercise with few answers"

"Consultation subjects had nothing to offer me"

"At present I am coping well, I may need your service at a later date."

"Not able to get there suffer with C.O.P.D"

"Do not travel well."

"I work nights so not available during the day."

"All events are too far from Yeovil, I can't make the journey why is everything in Taunton nothing in Yeovil"

"My own Mobility"

"Have large electric wheelchair need mini bus with tail lift to travel"

"Extremely busy caring for someone."

"Pressure of other commitments."

"Most of the time I am in too much pain to travel."

"Health of my husband."

"Some Taunton meeting considered too expensive and I have had a few falls which have meant I was unable to attend."

"Seemed to be based on people in wheelchairs or have full time carers- not my type of condition"

"Have started working so difficult to attend"

"Very poor hearing and disabled"

"Have had personal problems so could not attend."

"Too much politics in this."

"Waiting for hospital appointments"

"On dialysis three times a week too exhausted to attend meetings."

General Membership

110 (44.2%) 86 (36%) wished to be involved in future consultation events

46 (18.5%) 33 (14%) wish to be involved in representation

215 (86.3%) 213 (88%) wish to receive information (i.e. newsletters)

135 (54.2%) 105 (43%) wish to attend information events

Are you happy with the amount of involvement you have had with the organisation?

198 (87.2%) 185 (76%) of those that answered are happy with their amount of involvement

Other Comments included;

"West Somerset lacks disabled persons consultation groups" – info sent ref groups in the area.

"I would like to be involved with something more local to Wincanton where I live." – info sent on South Somerset Disability Forum

"Asked for transport questionnaire to be sent to me but never received it" - Questionnaire was sent and verified with postal log – response given to member

"Personal setbacks too ill to attend sadly"

"Most events too far away"

"Most of the meetings are for physical disability I'm hard of hearing"

"Disability, distance and transport"

"I would like to get more involved or be considered for any suitable employment"

"I am limited to times I can go to or be involved."

"Thank you for all you do, very much appreciated"

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

10 (4%) 6 (2%) members felt they have been discriminated against when using any of our Services /facilities

Comments received are shown below;

"Date and timings of meetings as I work."

"Would like more on mental health disability"

"Events are mostly in South Somerset"

"Mandy terminated me from events." – This related to oversubscription of an event and member being added to a waiting list.

"The telephone number you use starting with 03 is costly to ring"

Contacting the Organisation

94 (37.8%) 69 (29%) members had made contact with the office in the past 12 months

Of these

26 (27.7%) 52 (75%) had contacted the office in person
65 (69.1%) 59 (86%) made contact by phone
18 (19.1%) 16 (7%) made contact in writing
22 (23.4%) 13 (5%) made contact by email
59 (62.8%) 12 (5%) of those contacting the office found it easy to find the contact details

For those making contact by phone:

Of the 64 people that answered this question

64 (100%) 59 (95%) state that the phone was answered quickly and efficiently

In response to the question 'Were you happy with the manner in which you were dealt with?'

Of the 62 people that answered this question

62 (100%) 62 (100%) were happy with the manner in which they were dealt with

Of the 61 people that answered this question

60 (98.4%) 61 (97%) felt that SAIN were able to answer their query

Of the 58 people that answered this question

58 (100%) 62 (98%) were happy with the quality of information they were given

Of the 43 people that answered this question

43 (100%) 0 (0%) members stated that we had signposted them to someone who was able to help when we had not been able to

Other comments;

"your meetings take place the same time as my lip reading session and I phoned the office to say this"

"Communication has always been excellent."

"Have a sain CD?"

"I could not understand the Asian accent but other wise fine"

"You seem to have three different telephone numbers why is this? This is a bit confusing for people"

Newsletter

232 (99.1%) 220 (98%) of those that answered felt that the Networker is a useful publication
219 (97.3%) 211 (96%) liked the layout and appearance of the newsletter

Do you feel it is published frequently enough?

213 (95.5%) 207 (96%) of those that did answered feel it is published frequently enough
160 (64.3%) 143(59%) would like to see more articles on members' experiences
155 (62.2%) 137 (57%) would like to see details on events and what's on
107 (43%) 85 (35%) would like space for classified adverts
143 (57.4%) 123 (51%) would like to see more readers' comments and letters

Other comments concerning the newsletter;

"I would like to see it published every fortnight, if possible"

"I think the layout is still a bit too fuzzy some people may find it difficult to read, I find it distracting having too much colour, different fonts and articles that aren't in clearly defined spaces."

"Don't think publication is useful, it's published too often, and think we should keep our costs down by not publishing it."

"Would be better ever 6 weeks"

"the ink is very strong for members with sensitivities"

"more on mental health issues"

"Every 4 weeks would be good every 8 weeks is too long for urgent info"

"A section for members to meet up and have a chat"

"Testing / feedback on disability equipment."

"More pages and a chance to respond?"

"It should be published if any emergency events occur."

"Advice is needed all the time so more regular newsletters would be help full."

"Useful telephone numbers."

"Just seems to be minimum contact and more adverts etc"

"Quarterly would be better to publish newsletter"

"Email format needs to be looked at, when sent to visually impaired people it can't be Read very well and misses out bits of the text,"

"It seems fine to me"

"You don't cover enough stories"

"Sain/ Compass/ Feds/ etc All these different names are very confusing to me what do each dept do?"

"Info on holidays"

"West Somerset is lacking in the area you cover"

"We would like to advertise hard of hearing club in your networker"

"Medical equipment i.e. wheelchairs for sale etc from members not just commercial"

"Poetry"

"Event diary of what has/ will be done as some people would like to be involved more but may need more notice"

"Adverts are necessary but please do not let them become the newsletter."

"I think the newsletter is a god send! Thank you"

"Details for help groups for more disabilities"

"Action groups on disabled matters"

"Laws affecting disability (monitoring changes in the law)"

"Easy access walking, especially in town centres"

"Peoples emails could be included in the newsletter that are visually impaired"

"Articles about South Somerset not just Sedgemoor and Taunton"

Website

52 (20.9%)	33 (14%)	respondents have used the SAIN website
37 (71.2%)	5 (2%)	found the information they were looking for
37 (71.2%)	52 (21%)	respondents felt that there should be more local information
27 (51.9%)	34 (14%)	would like to see more national information
26 (50%)	41 (17%)	would like to see information on holidays
25 (48.1%)	30 (12%)	respondents felt a chat forum for members was a good idea

Other comments relating to the internet included;

"Details on how to contact other members like facebook."

"Update the site regularly."

"Information on education"

"Information on social venues, Places to eat, public pool etc."

Other Areas

109 (43.8%) would like to develop Compass Disability Services as a Centre for Independent Living that will support people with direct payments/personal budgets and providing facilities to try disability equipment.

51 (20.5%) would like services to be developed that compliment existing employment training schemes to support disabled people towards employment.

46 (18.5%) would like 'provide opportunities for disabled people to become representatives of other views' given a priority

120 (48.2%) would like to see information and advice services a priority

54 (21.7%) would like to see work to address the reporting of hate crimes against disabled people a priority

100 (40.2%) would like to see work on a regional and national level to promote the needs of disabled people given a priority

47 (18.9%) would like Compass to work to increase the amount of services it provides ensuring the needs of users are met

84 (33.7%) would like to Compass Disability Services to actively promote the need for physical access to premises and services within Somerset.

65 (26.1%) would like to provide opportunities for disabled people to express their views where a disability perspective is required

53 (21.3%) would like Compass to actively promote equality of opportunity and oppose any form of discrimination

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 – "Loop systems in meeting rooms, knowledge how to switch it on" / "Loop systems in public place that work."

"Not enough seating (if any) in larger shops" / "Shops that clutter their aisles" / "Shop don't have a visible lift."

"Wheelchair access to restaurants" / " Physical access to public places and transport"

"Access to toilets lifts entrances etc" / "Pavements" / "General access when on mobility scooter."

"Uneven sloping pavements - keeps me from going out" / "When designing buildings think they should take into account what disabled people need" / "Not being able to open doors" / "accessible shopping area" / "Floor plans in shops making the use of mobility scooters very difficult." / "Places in town still have steps" / "Lack of accessible lip reading classes" / "people parking on dropped kerbs" /

"Inappropriate design of disabled toilets." / "Access- All aid dogs now come under one heading Assistance Dogs yet most shops still have Guide Dogs only signs....."

Attitudes and Behaviour – "Treated like a second class person" / "Ignorance" / "Lack of empathy"

"Peoples attitudes towards me as my disability is not visible" / "People who don't talk to you but to the carer" / "People not understanding what my disability means to me." / "Prejudice" / "Discrimination." /

"Humiliation" / "Awareness on how to meet disabled peoples needs" / "Fear of having a good day because if I am seen I will be viewed as always being that way."

Being a carer - "Having to rely on partner for personal care."

Communication "Hearing people alarms etc" / "unable to communicate without hearing aid" /

"Contact with the police and councils" / "People having the skills to use equipment for deaf people and how to communicate with them"

Conditions - "Eye sight" / "Pain and Medication"

Disabled Parking - "Charging disabled people to park their car" / "Abuse of disabled parking zones"

Employment - "Struggle to work part time" / "Finding suitable work" / "To help disabled people start up a little business" / "Being able to keep up with work colleagues" / "Employment discrimination" / "Promotion of equality of opportunity in my work place."

Hate Crime "Address the report of hate crime." / "A need for a law for disability hate crime."

Health Services - "Lack of understanding and support from medical establishments"/ "Getting appointments to see GP" / "Help from NHS"/ "Being able to have district nurses' help" / "NHS staff, not aware of personal problems" / "Lack of affordable Chiropody Services" / "Being told I still cant have surgery (need a knee replacement)" / "Access to parking close to hospital" / "Post operation and communication support can be improved"

Housing - "Food and Shelter" / "Accessible Housing"

Information - "Would like contact numbers and more information for help in my house"

"Finding out what services and support are available" / "Would rather have a phone number to call to talk to someone direct rather than lots of questionnaires" / "lack of knowledge on benefits" / "information on aids and equipment"

Isolation - "Loneliness" / "Also - disability/mental health problems combined (loneliness)"

Mobility - "Keeping myself as active as possible" / "Difficultly walking far" / "Getting around easier" / "Walking about" / "Falling over."

Money - "I have to pay for a piper alarm, I am worried I can not keep up the payments and I use it often I worry what I would do with out it." / "Being on benefits" / "lack of funds for specialist equipment" / "Maintenance of Direct Payment" / "Getting Access Entitlement to services/support"

Pain and Medication - "Having to accept bad pain even after taking my prescription drugs."

Safety including Road Safety and Crime

Socialising & Activities - "Lack of social activities." / "Finding people to have discussions with" /

"I am extremely grateful to the kindness of family and friends who give me lifts to various social events which I would otherwise miss." / "Getting involved in organisations in my area (North Somerset)" / "Personally - Local Leisure Centre has failed to provide me with swimming lessons after several attempts" / "lack of practical help finding activities"

Support - "General cleaning to my house"/ "Support to do activities e.g. swimming"

"Not being able to do certain tasks" / "Care that is needed when I am ill not everyday."

"Staying in my own home with care and financial help." / "Concern over who can help me as I get older." / "Finding the money and someone to do jobs in house and garden." / "Personal care and meal prep" / "Getting jobs done repairs etc" / "Support with independent living reviews with SW" / "Physio help at home."

Transport - "Lack of good connecting transport" / "Accessible Transport" / "Cant use buses."

"I have to take a taxi on the bus route as I can't rely on the bus to be accessible." / "Getting a taxi at certain times" / "lack of transport opportunities in rural areas" / "getting appointments to suit your transport" / "Public announcements that have no visual display-e.g. train stations" / "people taking disabled seats on buses"

Other

"Warmth"

"Maintenance of a healthy lifestyle."

"Old age"

"Rising cost of being reliant on a private vehicle."

"I would like to learn how to use computer."

"Feel vulnerable when amongst people."

"Foreign accents, especially on the telephone"

"unstable when standing"

"Training information for the disabled"

"My height"

"Having to pay on our own beaches."

"Frustration when I am not able to do things"

"Always on the phone regarding repairs/ appointments"

"Not being able to use a computer"

"Ensuring disability needs are taken seriously by local government"

"Too much paperwork involved if I want to go on a course."

"Technology"

Monitoring Information

Age

1 (0.4%)	6 (2%)	members are 16-29 years old
7 (2.8%)	7 (3%)	members are 30-39 years old
31 (12.4%)	23 (10%)	members are 40-49 years old
48 (19.3%)	29 (12%)	members are 50-59 years old
54 (21.7%)	42 (17%)	members are 60-65 years old
100 (40.2%)	114 (47%)	members are Over 65 years old
8 (3.2%)	21 (9%)	members failed to answer this question

Where do you live?

42 (16.9%)	28 (12%)	members live in the Mendip area
1 (0.4%)	0 (0%)	members live in the North Somerset area (not previously recorded)
0 (0%)	0 (0%)	members live outside the county
65 (26.1%)	61 (25%)	members live in the Sedgemoor area
56 (22.5%)	59 (24%)	members live in the South Somerset area
55 (22.1%)	50 (21%)	members live in the Taunton Deane area
19 (7.6%)	21 (9%)	members live in the West Somerset area
11 (4.4%)	23 (10%)	members failed to answer this question

Do you consider yourself disabled?

30 (12%)	40 (17%)	members said they were not disabled or have left this question blank
219 (88%)	202 (83%)	members said they do consider themselves disabled

Gender

99 (39.8%) 97 (40%) members are male
141 (51.4%) 128 (53%) members are female
0 (0%) 2 (1%) members identified themselves as transgender
9 (3.6%) 13 (50%) members failed to answer this question

Religion/Faith

2 (0.8%) 2 (1%) members are Buddhist
189 (75.9%) 215 (75%) members are Christian
1 (0.4%) 1 (0.4%) member is Hindu
0 (0%) 0 (0%) members are Jewish
1 (0.4%) 0 (0%) member is Muslim
26 (10.4%) 22 (9%) members are No Religion
12 (4.8%) 9 (4%) members are Other
0 (0%) 0 (0%) members are Sikh
18 (7.2%) 29 (12%) members failed to answer this question

Sexual Orientation

2 (0.8%) 1 (0.4%) members identified themselves as bi-sexual
1 (0.4%) 1 (0.4%) member identified themselves as gay
214 164 (68%) members identified themselves as heterosexual
0 (0%) 1 (0.4%) members identified themselves as lesbian
32 (12.9%) 75 (31%) members failed to answer this question

Ethnicity

231 (92.8%) 217 (90%) members identified themselves as White (British)
1 (0.4%) 2 (0%) member identified themselves as White (Irish)
1 (0.4%) 3 (0%) member identified themselves as White (Other European)
16 (6.4%) 18 (7%) members failed to answer this question

Summary

More people are getting involved with SAIN and its activities year on year, a high percentage of people (43.9%) that responded to the survey said they did not get involved because the date and timings of the of the event were not suitable. This information will be included in the future planning of our activities over the next year when we will consider the possibility of carrying out an event in the evening or provide other methods of involvement such as the internet.

An article will be submitted in a future copy of the networker informing people about the support that is available to attend a meeting including transport and mileage reimbursement. We will also inform people that we welcome representation from people with all impairments not just physical.

In response to the comments concerning events not being held in Yeovil; one event has been held in South Somerset this year (The Davis Hall West Camel). One event was held centrally in the County last year. The majority of our events have taken place in Taunton or Sedgemoor. We continue to investigate accessible venues throughout the remainder of the County.

There is an increase in people that are happy with the amount of involvement they have with the organisation in this year's member's evaluation.

When contacting the organisation it is pleasing to see that when asked if people were happy with the manner they were dealt with, 100% of people that answered said they were happy.

In response to the comment "I could not understand the Asian accent but otherwise fine". This is a presumption. We do not currently have any members of staff whose ethnicity is Asian. We do employ staff from other ethnic backgrounds. This proves how easy it can be to make assumptions.

Concerning our telephone number and the comments made on this subject;

We provide a local number (01823) a 0844 number and a 03 number. Calls to 03 numbers should

cost the same as calls to geographic numbers (starting 01 or 02) and should be included as part of any inclusive call minutes or discount schemes for geographic calls. Three options are provided as we appreciate that call packages vary quite significantly.

Members continue to be happy with the Networker and think that it is a useful publication.

In response to some of the comments concerning information members would like to see in the Networker we would advise as follows;

We actively encourage individuals to submit articles to share their experiences and would welcome articles on clubs etc. that would be of interest to our members. We do not provide articles advertising items for sale because we do not wish to duplicate what's already available through the publication Livewire. Contacts for Livewire are as follows;

Email: Livewire.somerset@btopenworld.com Tel: **01278 451738**

An events diary will be added to the SAIN section of the newsletter to publicise future dates of our events. We will continue to provide Somerset Directs contact details along with other key organisations however this information must be limited due to the work involved in ensuring contacts are kept up to date. Somerset Gateway also provides contact information for groups in the area.

We are able to produce material in CD and would ask our members to contact us to request this. In terms of the e mail format of the Networker being reported as missing out bits of text, this can sometimes be due to particular software, however we will monitor this closely and review this after the next publication.

More people are using the website and just over 50% of those that answered would like to see more national information and information on holidays on the website. We are planning to have more national information on the website in the coming months this will appear in the 'News' section.

In terms of areas for future development, figures for last years survey are not shown for comparison due to the fact that questions were added or amended this year to reflect the organisations development. The highest response concerned information and advice services where 48.2% of respondents said they would like Compass to concentrate on developing this as a priority. The next area concerned the development of A Centre for Independent Living where 43.8% said they would like to see this given a priority.

We will use the remaining comments concerning our members concerns which affect their daily living, to inform our consultation and research work and highlight key areas which need to be considered to improve equality of opportunity for disabled people.