

Compass Disability Network Somerset Membership Evaluation Report April 2012

Information in blue indicates the results of the 2011 survey for comparison.

622 questionnaires were sent out.

174 (28%) (235) (42%) completed questionnaires have been returned.

Of those returned.

Involvement

60 (34.5%) 64 (27.2%) had participated in a consultation event in the past 12 month

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

12 (6.9%)	16 (6.8%)	subjects were not of interest
5 (2.9%)	15 (6.4%)	were not aware of any consultation events
42 (24.1%)	72 (30.6%)	date/timings of the event were not suitable
35 (20.1%)	57 (24.3%)	venue was too far or not accessible

Other reasons given included;

Personal reason: "I do not wish to be involved" / I would like to be more involved at a later date. " / "Family commitments" / "Don't have time, fully occupied caring for wife with dementia" / "Mandy informed me about the meeting but it turned out not to be what I thought" / "I'm very anxious in new situations and find meeting new/many people over" / "Don't go out much, too old"

Health/ disability / injury; "I broke my hip due to a fall in my flat which has left me unable to walk without a walking frame or wheelchair" / "Hard of hearing" / "Had various health issues & operations & not been about" / "Son too ill" / "Poor vision, make me nervous to go out alone" / "Recent anxiety attacks have prevented myself in attending too many events." / "Recovering from knee replacement" / "MS rather bad at the moment (attack / remission type)" / "Health condition is hampered by travel and concentration/talk etc. So I fill in surveys instead." / "Ill health" / "Not very mobile, disabled and visually impaired".

Transport: "Usually distance and lack of transport." / "Compatible transport will not be made available to me" / "Don't travel at nights/evenings" / "No transport" / "No transport available to locations - bus services were cut in 2011"

Time: "Afternoons would be better many people with disabilities have care and are unable to have them early enough." / "Too involved in other activities closer to home (Minehead)" / "Coincides with hospital appointments" / "I have young children so after work I have to care for them" / "too busy" / "Full time carer for disabled wife"

Other: "Places unavailable due to over-subscription" / "I had nothing to offer" / "All places taken when I applied" / "I am not a doer I am afraid" / "This is the first time I have heard from you only just discovered you" / "New member" / "Cancelled by yourselves" / "I'm interested in what goes on but don't want to attend"

Evening / Weekend meetings

As this was a new section added to this year's survey, last years results are not available for comparison.

78 (44.8%) 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?

34 (19.5%) People said they would like us to run groups in Mendip

42 (24.1%) People said they would like us to run groups in Sedgemoor

29 (16.7%) People said they would like us to run groups in South Somerset

33 (19%) People said they would like to see us run groups in Taunton Deane

14 (8%) People said they wanted us to run groups in West Somerset

Other locations supplied;

"Anywhere to suit."

"Sherbourne"

"Bridgwater"

"Somewhere you can park"

"Bishops Lydeard"

"Yeovil - quite a big town"

"Anywhere I can get easily/cheaply is fine"

General Membership

77 (44.3%) 108 (46%) wished to be involved in future consultation events

20 (11.5%) 28 (11.9%) wished to be involved in representation

159 (91.4%) 208 (88.5%) wish to receive information (i.e. newsletters)

89 (51.1%) 118 (50.2%) wish to attend information events

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

128 (73.6%) 178 (75.7%) of those that answered are happy with their amount of involvement.

Other info;

Health / Injury / Disability – "Due to ill health, not much can do about it." / "It is not because I do not want to, I am very interested but very tired at 85" / "Would like to be more involved but arthritis etc worse." / "Due to disability find it difficult to move" / "Too ill (otherwise full support)" / "At present health issues prevent me" / "Owing to my own health and the health of other family members" .

Transport/Distance/Place - "Transport difficulties" / "Timing and lack of transport" / "Unable to attend most meetings because of distance & expenses" / "Most "events" are too far away for me at present" / "Events and meeting are not included in my area" / "I live in Mendip and there seem very few events here" /

Time - "not good in evenings" / "Have little free time" / "Due to all my other commitments have not the time" / "No time to attend" / "I do not have time to be a representative".

Other - "Too tired to come to events but participate in postal consultations." / "Not brave enough" / "Due to move do not know other members" / "Have been isolated as have no support" / "I have never achieved positivity from any matter which I've raised (written about)" ([individual response supplied](#)) / "I'm very interested in the organisation and what it achieves" / "Could probably attend with a support, in hopes of overcoming my anxiety." / "I do not want to be a representative, sorry" / "Unable to attend, but newsletters are interesting, good information" / "I wish I was able to pass on my opinion and hear others views and make more difference" / "I selfishly would only be interested in hearing difficulty events" / "I don't really know how I can help or be involved" / "At 92 there is not a lot that I can contribute" / "Not sure what a Rep. is/does" / "I would like to have a more active role in events - especially in training / teaching

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

2 (1.1%) [8 \(3.4%\)](#) members felt they have been discriminated against when using any of our services/facilities

Comments received are shown below;

"Events during the day when I work."

Contacting the Organisation

74 (42.5%) [82 \(34.9%\)](#) members had made contact with the office in the past 12 months

11 (6.3%) [19 \(8%\)](#) had contacted the office in person

60 (34.5%) [61 \(26%\)](#) made contact by phone

16 (9.2%) [17 \(7.2%\)](#) made contact in writing

26 (14.9%) [22 \(0%\)](#) made contact by e mail

59 (33.9%) [55 \(23.4%\)](#) found it easy to obtain the contact details

"The "New Forum" is dismally like a grave, no-one posts or answers posts, my urgent post of December was eventually answered after the eviction was granted" ([individual response provided](#)).

"Mandy is the best rep ever"

For those making contact by phone:

Of the 60 people that answered this question

60 (100%)	54 (98.2%)	stated that the phone was answered quickly and Efficiently
59 (98.3%)	55 (93.2%)	were happy with the manner in which they were dealt with
56 (93.3%)	50 (87.7%)	felt that Compass Disability Services were able to answer their query
58 (96.6%)	52 (92.9%)	were happy with the quality of information they were Given

35 / 30 members stated that we had signposted them to someone who was able to help when we had not been able to.

Other comments;

"The information was about form filling, the help given was very useful."

"Free phone number would be better."

"The best I've had was positive initial support, then nothing. No reply has been more predominant." (individual response given)

"Gardening services for disabled"

Newsletter

167 (96%)	211 (89.8%)	of those that answered felt that the Networker is a useful publication
163 (93.7%)	203 (86.4%)	liked the layout and appearance of the newsletter
159 (91.4%)	200 (85.1%)	feel that it is published frequently enough

Other comments concerning the newsletter;

"It would be nice to be kept more up to date"

"To keep up to date monthly is required if only in short version"

"It's too big (Large Print)"

"It is just wonderful to read about all the useful information, sat here in my home."

"Too big, handbag size better."

"It is because it's in sheets of news large but too heavy to turn over pages"

"Any mag for people like myself is a bonus, so please keep it coming"

"All items seemed to be geared towards Taunton, West + North Somerset + Elderly people."

"More things that are happening in the Yeovil area of South Somerset"

"Holistic therapies, benefits help/check, home help, jobs, advice on useful gadgets"

for disabled persons to use"

"It contains a lot of useful information, some of which is useful if we get it sooner"

"Would like it monthly"

"Thanks for the green paper - visual eye stress (meares irlen syndrome)"

"4 weeks would be better"

"More events so as to be more involved with more information on forthcoming local & national issues. I would be able to organise getting to them."

"Other organisations like Alzheimers Society etc. St Johns ambulance"

"Holiday info, Penpals I would like to meet."

"Recipes, factual information, what, out/about/stories."

"More place you could visit nearer to where I live, because of my stroke and time"

"Better details of Somerset Community Care Matters"

"More news on your achievements over all."

"Things to help, e.g.: where disabled people can obtain info of vehicles to carry wheelchairs/scooters at reasonable prices"

"Places or organisations where disabled people can ask for help"

"Hospital parking too expensive could be subsidized by Somerset CC."

"More items on help with disability, i.e. Address details / website of conditions suffered."

"More letters or members articles printed"

"I personally think you have the right format"

"Ways people find to cope with disability so the light activities stay constant"

"South Somerset (Yeovil / Wincanton area), younger people, Mental health issues"

"Quite informative - keeps me in contact with disablement issues I do not find anywhere else. I can read about it. Other people's views are interesting."

"Help in filling out forms for SDA / DLA etc. as it is changing"

"Info on Dementia"

"More useful numbers for the disabled"

"Some private ads"

"More details on benefits available and details of Care"

"Mobility item for sale from private people not so much companies"

"Very well balanced"

"More products and services - but rated by customers"

"An article on Meares irlen / Visual eye stress, Lyme disease"

"More deaf awareness with regard to NHS - "acoustics surgeries at hospitals should get advice from Action on Hearing"

"Recommended disability dealers (by members), and maybe an award of recommendation by Compass members that can be put there window done annually"

"I think it is invaluable information you give us and I wouldn't mind if you ask us to buy it to help with your funds"

"It may be helpful to put in a calendar on lets say the back page in the last newsletter of the year (the calendar is for 2013)."

"Government issues change so quickly. More comments from members."

"More information for people with learning difficulties, particularly day placements"

"Poetry"

"Consider survey on Menieres disease, greater emphasis on deaf and blind, a fuller explanation of basis of your funding"

"Problems disabled people have encountered and how they were solved"

"Details of social clubs to join for meeting people, meals & outing"

"Readers letter page or Agony Aunt style page, address some readers issues"

"Housing information for people in need"

"More events + information in my area (Glastonbury = Mendip area) as it seems a lot of things are in the Taunton area"

"Subject matters are covered very well. It is already comprehensive."

"True life stories"

"Would be good to see more information about sensory disabilities and help"

"Could be published more frequently. More about national events."

Website

43 (24.7%) 47 (20%) respondents have used the Compass Disability Network website

35 (20.1%) 40 (17%) found the information they were looking for.

Other comments relating to the website included;

"More legislation clearly defined"

"I do not enjoy using my computer"

"Group activity for area we live (not dating stuff) days out and list of accessible places"

"Parking issues"

"More Taunton news"

"More leisure/holiday detours suitable for disabled people"

"Contact with Sinclair Folk"

"Companies recommended by users"

"Recommended disability dealers (by members), and maybe an award of recommendation by Compass members that can be put in their window done annually and places to visit local / national"

"Find alternative methods (phone help lines, printed publicity). I find the heavy emphasis on computer literacy discourages older disabled who are NOT computer users and have no wish to own one."

"Readers letter page or Agony Aunt style page, address some readers issues"

"More information concerning national events and organizations"

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;

43 (24.7%) **73 (31.1%)** would like Compass to develop in line with the needs of our users

27 (15.5%) **43 (18.3%)** would like Compass to work alongside the national agenda for disability and develop our services in line with this.

65 (37.4%) **104 (44.3%)** 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

35 (20.1%) **54 (23%)** would like to see Compass develop as a Centre for Independent Living

67 (38.5%) **66 (28.1%)** would like Compass to be established as a provider of information for disabled people in Somerset and support other disability organisations within Somerset

33 (19%) **54 (23%)** would like to see educational opportunities to enable disabled people to enhance their quality of life given priority.

39 (22.4%) **36 (15.3%)** would like Compass to actively seek to expand services to provide further opportunities/services for disabled people.

25 (14.4%) **63 (26.8%)** would like Compass to promote equality of opportunity and oppose any form of discrimination

12 (6.9%) **27 (11.5%)** would like Compass to explore the issues connected to disability hate crime, raising awareness of the existence of hate crime in Somerset

55 (31.6%) **84 (35.7%)** would like Compass to actively promote the need for physical access to premises and services in Somerset.

32 (18.4%) 36 (15.3%) would like Compass to adapt its services and in particular independent living services to meet the changing needs of the personalisation agenda and the transformation of social care.

29 (16.7%) 63 (26.8%) would like to see Compass actively look to change the negative attitudes and behaviours that disabled people can face.

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 in general" / "Accessibility to High Street Shops and parking" / "Can't enter some public places (using a disabled scooter)" / "Access with a car" / "Access to premises and services" / "Access to HSBC Bank Bridgwater" / "access for wheelchair users" / "Still the difficult entrance to many shops and offices" / "Access to (and within) public venues, places, buildings" / "Shops in Burnham, I can't get my chair in." / "Level access to buildings" / "Access to transport and buildings" / "Not being able to access some shops and buildings because of steps" / "Physical access to bus services - retail outlets" / "Lack of adequate seat in shops, etc." / "Public places without a good loop system" / "Registered blind - no facilities for crossing roads" / "Unable to access theatres etc."

Attitudes and behavior/ Communication - "Communication" / "Attitude of the "normal" people" / "People attitudes to any form of disablement" / "Negative attitude and behavior of the able bodied" / "Discrimination of being early 40's with children and using disabled bay (Used blue badge for 18 years)" / "Peoples attitudes on parking with a badge" / "Peoples negative attitude to me as a mobility customer" / "talking to someone who cares" / "People have a look at disabled, they stare at you but are unaware that you know they are after all we are all Gods children. Once again thank you for all you do at Compass." / "people say they listen to people and carers, they may do but views are not taken into consideration!" / "People see wheelchair users and talk to carer over ones self" / "Not listened to when making complaints over apparatus items (disabled)." / "Will people be nice to me?" / "I find they are NOT welcome in many coffee shops + cafes with a WALKER nowhere to "park it". I am usually on my own, so it needs to be near me." / "negative / prejudicial attitudes" / "Whether I will be discriminated against because of my disability" / "How some people can use scooters without thought for other people in the way, they use them mostly from Taunton mobility hire" / "I have been disabled all my life but I find now with all the new legislation people fear you more and look upon you as a scrounger - too bad press" / "Stupidity of other pedestrians when out in public" / "County and local councilors who think they know what disabled need, but don't have the courage to ask us" / "Communication - being heard, understood" / "People walking into me when I go out. I walk with 2 sticks and have had the kicked from under me." / "When people say "I look normal" I have ME which people don't understand" / "Again discrimination in the way I look = get called fake, fraud etc. My disability is degenerative, now use crutches, wheelchair, mobility scooter." / "Hidden or less visible disabilities. I have lupus (one symptom is that you look well!). I work full time, under DDA. It is hard for other to see that I go to bed at 6pm, need help to get up and all aspect of living in order to work full time." / "Being brain injured people don't see I have problems" / "Other people not

understanding - if you are not in a wheelchair people assume you are fine" / "Pettness of others due to looking younger than I am - majority of conditions unseen at first."

Day Centres - Lack of day centers / some are not practical as they are only open for approx 2-2.5 hrs this includes dinner from 10am -1pm."/ "No day centres in Minehead. 2 have closed down that I used to attend." / Regular day centres are important when you are disabled as it give you a day to look forward to & meet other people, also a carer looking after a disabled persons needs a break"/ "Lack of facilities in day care for mental health users".

Disabled Parking- "Parking (misuse of)" / "Able bodied" parking in disabled bays" / "Accessibility to High Street Shops (PARKING)" / "Parking - the cost and being restricted to three hours" / "Parking - not enough disabled spaces" / "Trying to stop discrimination when parking" / "Lack of disabled parking spaces / or their removal" / "All disabled parking full in supermarkets" / "Abuse of disability parking spaces" / "Being able to park close to shops with not too many restrictions"/ "people using disabled bays with no badge"

Direct Payments - "Personal Care & Direct payments" "

Discrimination - "Issues of Hate crime + Discrimination" / "To be given the same opportunities as an able bodied person." / "Discrimination that affects disabled gay people".

Education - "Provide education opportunities to enhance quality of life" / "Further education for disabled people"

Employment – "Employers in Somerset to be educated in enabling disabled employees to remain in the work place, i.e. equipment." / "Discrimination in the workplace at recent temporary job." / "No employment opportunities" / "Working with a disability" / "Lack of employment (and transport to employment)"

Equality – "Equality"

Government - The change in benefits (DLA to PIP) + loss of income" / "Anxiety over having benefits cut" / "The loss of DLA" / "Changes to benefits etc., DLA" / "PIP implications" / Changes in PIP that are coming in" / "Finding people to understand government."

Health - "Living healthier" / "Exhaustion"- no sleep / "Health difficulties in arthritis" / "Old age - 79 years old" / "Will the weather affect my breathing" / "Not being able to do the things I used to be able to" / "Make a point of avoiding any person with flu or colds as any infection can cause a major chest infection" / "How my health is going to deteriorate" / "Medical problems" / "Energy - finite resource" / "Fatigue" / "The change in the NHS + NHS funding + medication" / "Mental energy"

Highways - "Safe pavements" / "Uneven pavements" / "Very poor, uneven pavements in my area" / "Public footpaths badly maintained" / "Pavements + roads with holes and uneven" / "State of pavements and roads when using a wheelchair" / "Cars parking on pavements." / "Pavements not enough, disability to cross roads"/ "Highway code for

scooters - the most stupid document ever published"

Housing – "Housing" / "Extra Care housing for younger, too much discrimination over age, must be over 60 years!" / "Worrying if my 4bed council house is safe with just 2 disabled people in it" / "Finding somewhere to live" /

Independent Living - "Wider publicity for social services, free aids and help."/ Day to day living"/ "Hope that the rest of my life can be spent at home" /" Independence" / "Ability to remain as independent as possible" / "Lack of independence without care" / "Continue to live independently" / "Staying independent"/ "Unable to live fulfilling live"/ Ability to lead a normal life" / "Independent living"

Impairments – "no/lack of memory, coordination, feeling" / "Deaf" / "Progression / destabilizing of certain injuries" / "Speech" / "Stroke" / "Frustration of inability and reduced strength and stamina" / "How many conditions affects others - my husband, other relatives and also friends" / "Very poor memory" / "Concerns re possible declining health." / "Difficulty in hearing on telephone" / "Profoundly deaf so: Communication needs vital in one-one situation." /"Not enough awareness for Post Polio Victims + how they cope on a day to day basis. I have lived with Polio for 72 years." / "Communication (as deaf person), loops for deaf in services in Somerset."

Information / - "Help/Information" / "Poor social services provision/info" / "Lack of information as to benefits, grants etc available to disabled" / "Source of info"/ "Trying to find help with benefits" / "no help from Sedgemoor district council" / "Information about help both physical and monetary" / "Find a good resource of information" / "Access to information - including what is out there and how to get it".

Isolation - "Feeling alone due to my multiple disabilities" / "Lack of contact" / "Loneliness" / "Isolation during night hours" / "Isolation"/"

Mobility - "How to cope with lack of mobility" / "Mobility" / "Not been able to walk outside home" / "Walking" / "Physical limitations" / "Walking without assistance" / / "Walking" / "Getting about" / "All movement" / "Getting around generally as one reaches 74 years"

Money - "Money" / "Funding cuts" / "Finances" / "Cost of fuel (heating and petrol)" / "Cost of living" / "Rising costs in all areas" / "Finances - its expensive being disabled" / "Being able to afford fares" / "Finances becoming tighter month by month" / "Lack of money" "Can I afford it?" / "Expenses and paying for help in house and garden" / "Find finances to pay for home help" / "Keeping warm - cost!" / "Everything to live by goes up every day." / "Staying warm in winter, when not able to go out." /

Pain - "Managing pain"/ "pain" / "My constant pain" / / "Pain in every joint of my body" / "Chronic pain 24/7" /"Arthritis" / "Being in pain and doctors not referring to specialists." / "Awareness of pain, exhaustion, "brain fog" as being significantly disabling."

Safety - "Safe public transport" / "Not being ripped off" / "Safety" / "Keeping safe"

Services -"Access to services (fitting criteria for services) + provision of equipment" / "Service cut to mental health budget (NHS)"/ "Lack of joined-up services between agencies" / "Disabled sports facilities" / "Lack of accessibility to free lip-reading classes"/

Socialising - "Lack of day time facilities to meet others." / / " / "Lack of funding for social groups / art classes" / "Finding groups of interest in Exmoor" / "Social life" / "Meeting people" / "Expanding and developing social activities as the lacking of social activities causes isolation.

Support and care - "Good carers" / "Care - of good quality and availability" / "Being dependant on other people to do things in and around the home" / "Having a carer to help with personal needs" / "Coping." / "No support what so ever" / "Doing every day tasks in the home" / "Up keep of house and garden" / General welfare (i.e. cooking) / "Cannot do my gardening" / "Food shopping" / "Washing and dressing" / "Cant manage to hang washing outside" / "Cooking, nutrition, energy, dependant on others" / "Need someone to be with me." / "Have to rely on somebody to do things" / "Having to ask for help with everyday things" / "Not being able to get out on my own" / "More help at home is needed not less like all offices seem to think. We all grow older unfortunately but seem to get less and less help." / "Caring for my husband who has dementia" / "Constant confusion and lack of staff training and poor management in personal care" / "Provision of personal care and cost relating to it".

Transport - "Transport in rural areas" / "Getting to appointments" / "transport (bus availability)" / "Transport - lack of provision" / "Can I get there?" / "Safe public transport" / "Lack of public transport in my area" / "Transport difficult when Slinky cannot pick one up until 10.45 and will not pick you up again at 12.45, sometimes you do not get time to eat your dinner" / "Have to travel to hospitals, doctors" / "Transportability" / "Public transport - buses" / "Public transport - wheelchair access" / "Transport - buses and route cuts" / "Mobility - transport" / "Getting about" / "Public transport or lack of" / "Bus passes should be free for disabled people" ([response provided](#)) / "Refusal of some bus drivers to put down ramp" / "Non existence of compatible transport due to inadequate vehicle adaptations and lack of staff training in handling disabled and elderly frail + over all indifference in Somerset" / "Travel" / "As non driver enhanced public transport" / "More buses to the seaside and castles for disabled people" / "Only 1 disabled space for a wheelchair on buses" / "Transport links"

Other

"Not getting junk mail anymore!!" / "Medical records, not one central portal" / Totally disgusted with county council waste money on sensory survey £55,000 to date" / "In my mothers case it was bringing all the relative organizations together to help her in the early days when she first had dementia. It was only through Jude Glide at St John that was any help to start with." / "Country living." / "As a disabled carer of a disabled child it is very difficult." / "To be able to be with my wife also disabled" / "Fear of the future + what lies ahead" / "Lack of education / experience from professionals that make decisions on behalf of patients with little or no knowledge of conditions" / "Fragmented services" / "Buffer between myself (disabled person) and authorities." / "don't fit in the governments little boxes" / "Using BT direct - big companies still do not know what its or that is for deaf and other disabled people" / "Continuing voluntary work + community involvement" / "Provision of living aids/ mobility equipment by authorities" / "Toilets - many public toilets are not suitable" / "Fragmented services DWP, NHS, community care" / "I have to start conversations with able bodied people" / "Abuse" / "Self esteem"

Monitoring Information

Age

5 (2.9%)	5 (2.1%)	members are 16-29 years old
3 (1.7%)	5 (2.1%)	members are 30-39 years old
18 (10.3%)	22 (9.4%)	members are 40-49 years old
29 (9.7%)	47 (20%)	members are 50-59 years old
38 (21.8%)	53 (21.7%)	members are 60-65 years old
74 (42.5%)	94 (40%)	members are Over 65 years old
7 (4%)	9 (3.8%)	members failed to answer this question

Where do you live?

32 (13.6%)	34 (14.4%)	members live in the Mendip area
2 (1.1%)	1 (0.4%)	members live outside the county
47 (27%)	63 (26.8%)	members live in the Sedgemoor area
33 (19%)	56 (22.5%)	members live in the South Somerset area
42 (24%)	47 (20%)	members live in the Taunton Deane area
12 (6.9%)	20 (8.5%)	members live in the West Somerset area
6 (3.4%)	14 (6%)	members failed to answer this question

Do you consider yourself

20 (11.5%)	25 (10.6%)	members said they were not disabled or have left this question blank
154 (88.5%)	210 (89.4%)	members said they do consider themselves disabled

Gender

71 (41%)	75 (31.9%)	members are male
96 (55%)	128 (54.5%)	members are female
0 (0%)	0 (0%)	members identified themselves as transgender
7 (4%)	32 (13.6%)	members failed to answer this question

Religion/Faith

1 (0.6%)	4 (1.7%)	members are Buddhist
127 (73%)	163 (69.4%)	members are Christian
0 (0%)	1 (0.4%)	members are Hindu
1 (0.6%)	0 (0%)	member is Jewish
0 (0%)	0 (0%)	members are Muslim
21 (12%)	33 (14%)	members are No Religion
10 (5.7%)	11 (4.7%)	members are Other
0 (0%)	3 (1.3%)	members are Sikh
14 (8%)	20 (8.5%)	members failed to answer this question

Sexual Orientation

2 (1.1%)	1 (0.4%)	members identified themselves as bi-sexual
2 (1.1%)	0 (0%)	members identified themselves as gay

112 (64.4%)	218 (93%)	members identified themselves as heterosexual
0 (0%)	0 (0%)	members identified themselves as lesbian
58 (33.33%)	16 (6.8%)	members failed to answer this question

Ethnicity

1 (0.6%)	1 (0.4%)	member identified themselves as Other Ethnic Group
162	213	members identified themselves as White (British)
0 (0%)	3 (1.3%)	members identified themselves as White (Other European)
11 (6.3%)	17 (7.2%)	members failed to answer this question

Summary 2012

The number of people that have completed this year's survey has reduced by 12%. There has been an increase in those that have participated in consultation events in the last year.

For those that did not get involved, the highest number of people responded to say this was due to the date and timing of the event. This could be due to other commitments on the day. However we must work with commissioners to offer alternative dates and times for involvement. From the reasons for members not getting involved it is apparent that transport can sometimes be an issue. An article will be submitted in the networker to highlight the provision of transport at meetings and we will ensure that we continue to highlight this in our literature. The lack of available places due to over subscription was also given as a reason for not getting involved. As we are limited by the resources we have and the number of events we can sometimes provide, this can be a limitation. However we should work with commissioners to possibly look at providing more than one event per consultation at alternate times to offer more opportunities.

The use of services such as electronic note taking for people who are hard of hearing should be highlighted in our work as some members note impairments such as this as a reason for not getting involved.

A section was added to this year's survey to further explore the number of people that may be interested in an evening or weekend event. A significant number of people said they would like a meeting to be held at the evening or weekend. We must now trial this option.

In addition to this, the location that people would like us to hold groups was added this year. The highest number of people said they would like us to hold events in Sedgemoor followed by Mendip and Taunton Deane and then South Somerset. The lowest response was for the West Somerset area. We will now contact the local district councils where we do not have Forums established to share this information and enquire as to available funding. We will also establish the current situation with other groups in these areas. In addition to this we will discuss this with our current commissioners when planning future consultation work. Enquiries will be made with our Associate Members in these areas to ask them to donate a meetings room.

The number of people that are happy with their involvement has remained around the same year on year (75%). Further detailed responses have been provided by

individuals. We are now separating those members who wish to only receive the Networker and continue to ask each year with our data protection review the level of involvement people want, it may therefore be worth removing the section on General Membership for next year.

It is pleasing to see that the number of people contacting the office by phone continue to receive a high level of satisfaction from the organisation.

Networker

Those that feel the networker is a useful publication has increased to 96% this year from 89.8% last year. In response to some of the comments;

A questionnaire will be distributed with the next edition of the Large Print Networker to fully explore the comments made about the Large Print being too big for some.

Our members have asked for more information on benefits and filling out forms. We will continue to provide information on the new PIP (Personal Independence Payment) in future editions and include a spotlight on benefits.

We regularly submit requests for articles to organizations such as Alzheimers Society etc. and will continue to do this. In addition to this we will continue to focus on particular impairments and conditions to provide information as requested by our members.

An article will be published in the next edition of the networker highlighting the Compass Know How service which will enable people to source useful contacts and services.

We are encouraging members to share their experiences and express their views in Have your Say section of the networker this is growing and provides a useful way of members sharing their views. We will investigate how this could be expanded perhaps by providing examples of the problems disabled people encounter and how they have been resolved – using signposting examples from Compass Disability Services where possible.

Website

The number of people using the website remains low at 25%. As we are now using other methods of engagement such as Facebook and Twitter we will also monitor the effectiveness of these and continue to promote the website.

Future Developments

In term of future developments, the highest response again concerned providing information where 38.5% of respondents said they would like Compass Disability Services to be established as a provider of information for disabled people in Somerset and support other disability organisations. This was followed closely by ensuring users are involved in decision making and policy development at District, County and regional level 37.4% said they would like to see this given priority and finally the third highest response concerned access, 31.6% said they would like Compass to actively promote the need for physical access to premises and service within Somerset. This feedback will be used in future business planning.

Disability Somerset is now an established independent living exhibition which is also a very useful way of providing members with access to information providers.

Distribution of the Networker publication has increased and continues to be a useful way of providing information to disabled people in Somerset.

Our Voice and Influence Project aims to promote the need for physical access to premises and service within Somerset using trained representatives.

Our members concerns

Regarding our members concerns which affect their daily living;

- Compass Disability Services has recently received some funding for the reporting of Disability Hate Crimes. This information will be highlighted in our publications and at our events to enable people to have a point of contact regarding their concerns.
- Compass Disability Services has received funding for a Pre-employment training course which will be delivered during the later part of 2012. This will provide an opportunity to address the issues regarding employment opportunities for disabled people.
- We will 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.
- We will use the Networker publication to give people a chance to share how they have tackled some of the things which affect their daily living by encouraging people to share their stories.
- Some of the other concerns will be used to highlight the areas of importance for our representation work (such as Access to Transport and Highways).