



# **ViewPoint 17 Survey Results August 2011**

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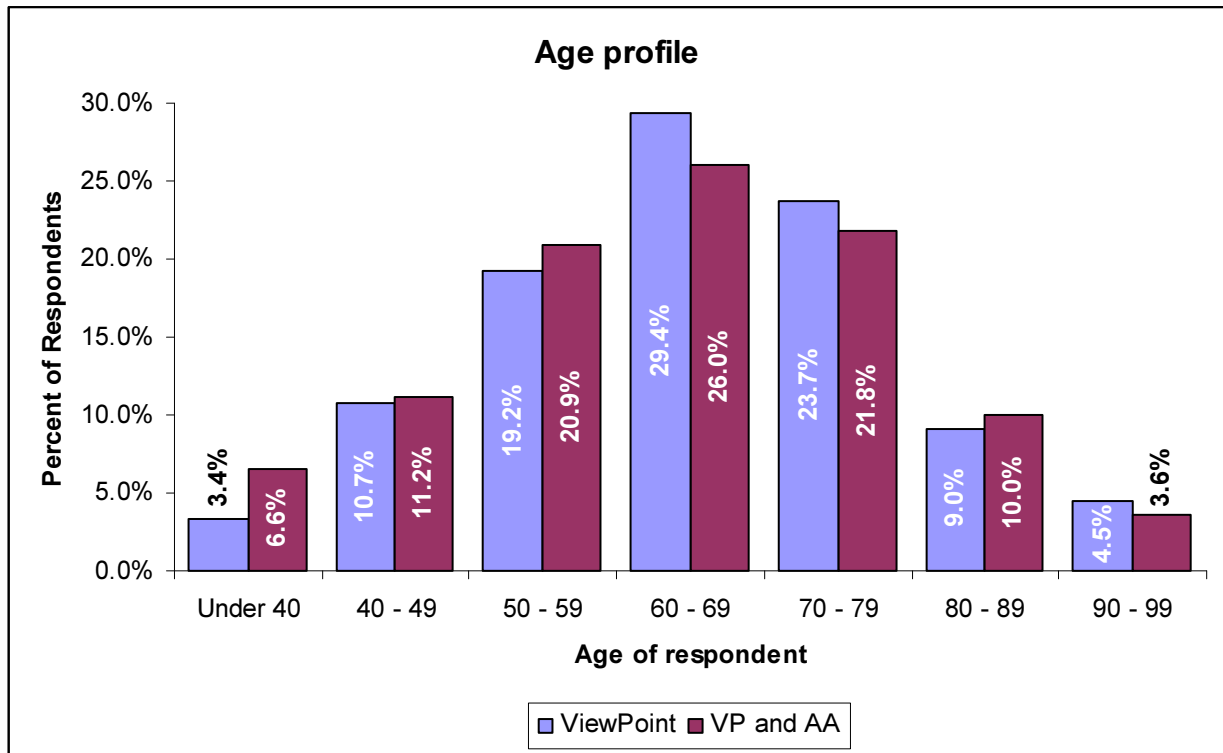
# 1 Introduction

- 1.1 ViewPoint is Torbay Council's resident panel, which was refreshed with new members at the end of 2010 and beginning of 2011. At the time of the survey it consisted of 606 members, 299 of whom had asked to take part on-line. In addition to members of ViewPoint some of the questions in this report are supplemented by the responses from the Active Ageing questionnaire which ran concurrently with ViewPoint in May 2011. This report consists 344 responses (198 postal, 146 on-line responses) giving a response rate of 56.7% and an additional 102 responses from the Active Ageing questionnaire. The questionnaire has a confidence at 95% of  $1.96 \pm 2.01$ .
- 1.2 Many of the questions in this report are drawn from the Place Survey run nationally in 2008-9, and locally in 2009-10, from which many national indicators were calculated. It should be noted that the whilst ViewPoint members are selected to be representative of their communities, the number of people invited to take part in the questionnaire was significantly smaller than the 5000 invitees to the Place Survey and that there were no reminders sent to participants or prize draw to encourage them to take part.
- 1.3 The questionnaire included questions on
  - Your local area
  - Public Services
  - Feeling Informed
  - Decision Making
  - Helping Out
  - Respect and Consideration
  - Fire and Rescue and Health and Social Care Services

## 2 Respondents:

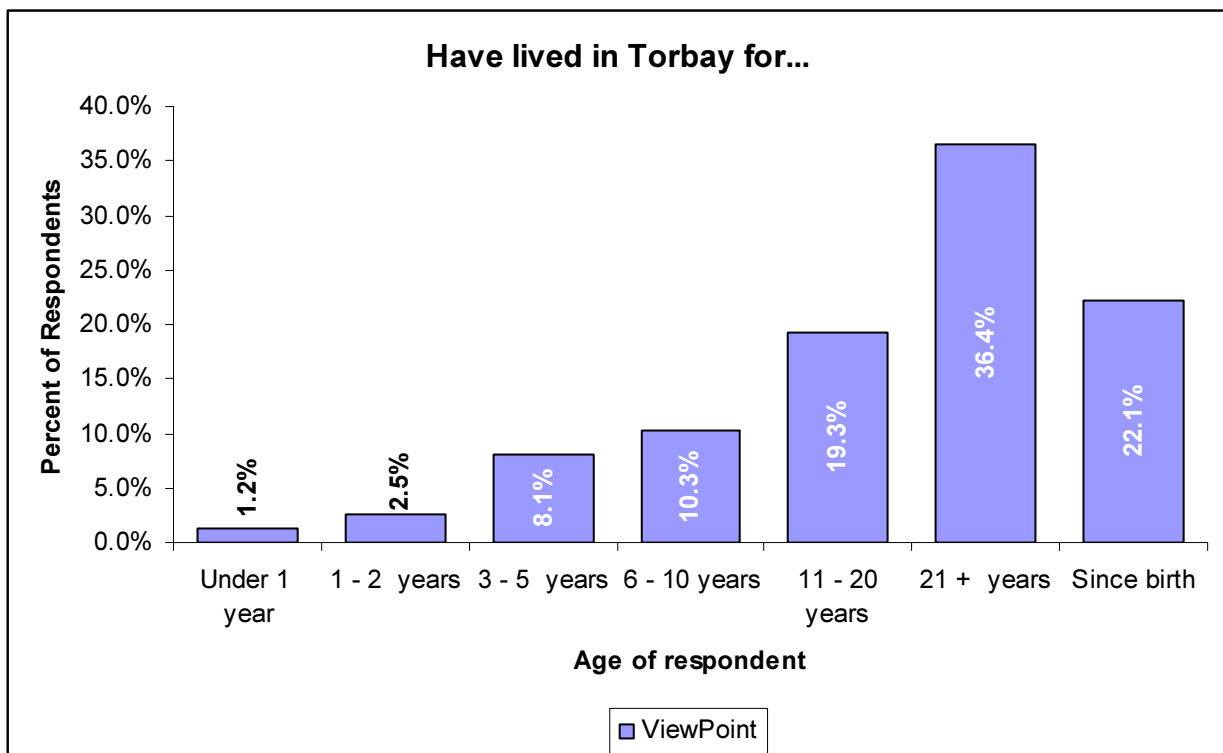
- 2.1.1 Most of the respondents (60.4%) were female. Nearly half of ViewPoint Respondents (41.4%) were retired, with 24.9% working 30 hours or more a week. The age profile of respondents is shown in Figure 1 below,

**Figure 1 Age profile of respondents**



2.1.2 More than half of respondents (58.6%) have lived in Torbay for more than 21 years or since birth. Figure 2 shows how long people have lived in Torbay.

**Figure 2 Length of time that respondents to VP have lived in Torbay**



2.1.3 Nearly one third (33.2%) of respondents including active ageing respondents consider themselves to have a disability; of these more than (64.3%) half said that their disability affects their mobility.

## **3 Summary**

### 3.1.1

## 4 Results

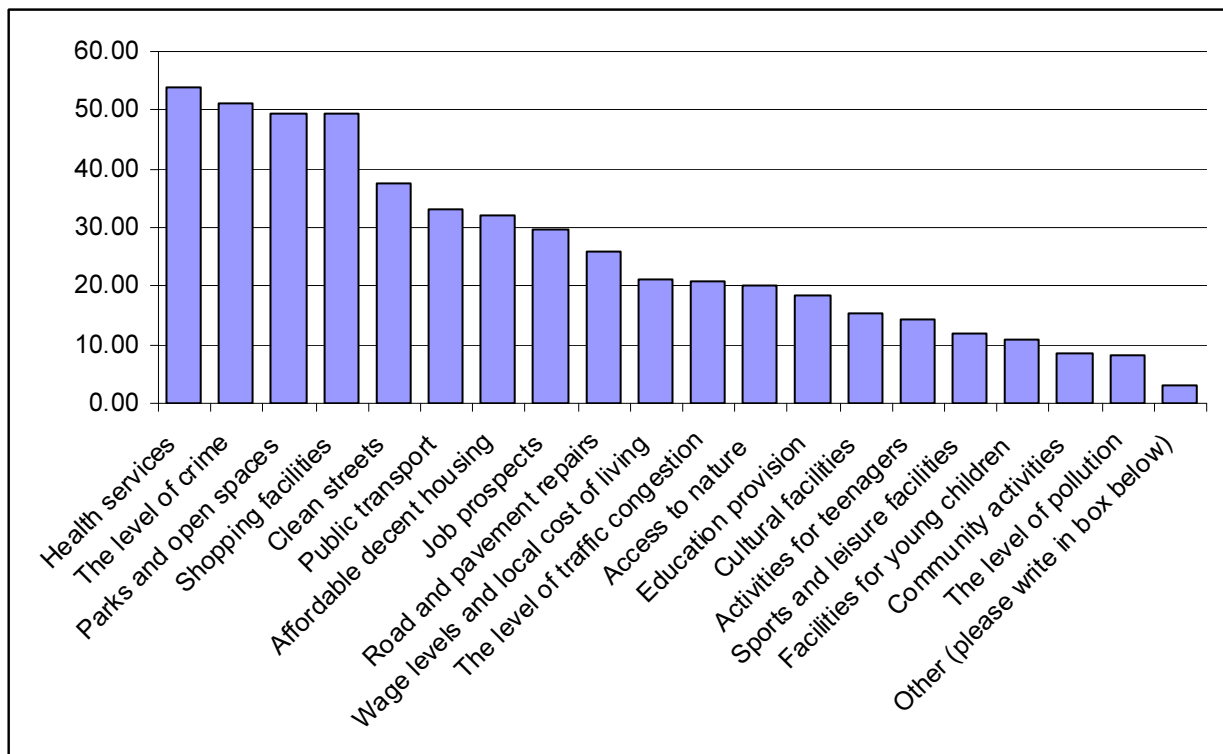
### 4.1 Section 1. About your local area

#### 4.1.1 Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?

4.1.1.1 Respondents were asked to select up to five options out of 20 options. Figure x below shows

- The Top 4 responses were:
- Health Services (53.9%)
- The level of crime (51.2%)
- Parks and open spaces (49.4%)
- Shopping facilities (49.4%)
- Clean Streets (37.4%)
- 

**Figure 3 Most important in making somewhere a good place to live**



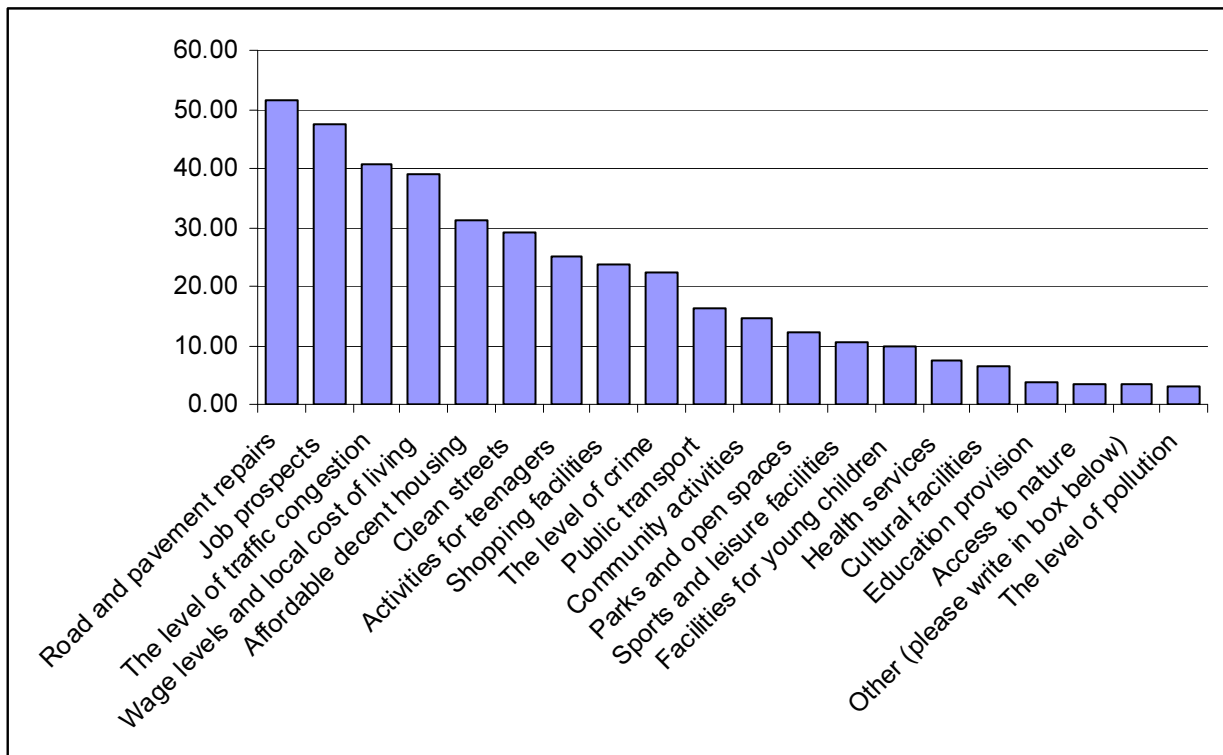
#### 4.1.2 And thinking about this local area, which of the things below, if any, do you think most need improving?

4.1.2.1 Respondents were asked to select up to five options out of 20 options. Figure X below shows th

- The top five things in need of improving were:
- Road and pavement repairs (51.5%)

- Job prospects (47.6%)
- The level of traffic congestion (40.6%)
- Wages and the local cost of living (39.1%)
- Affordable decent housing (31.2%)
- 

**Figure 4 Needs improving in respondent's local areas**



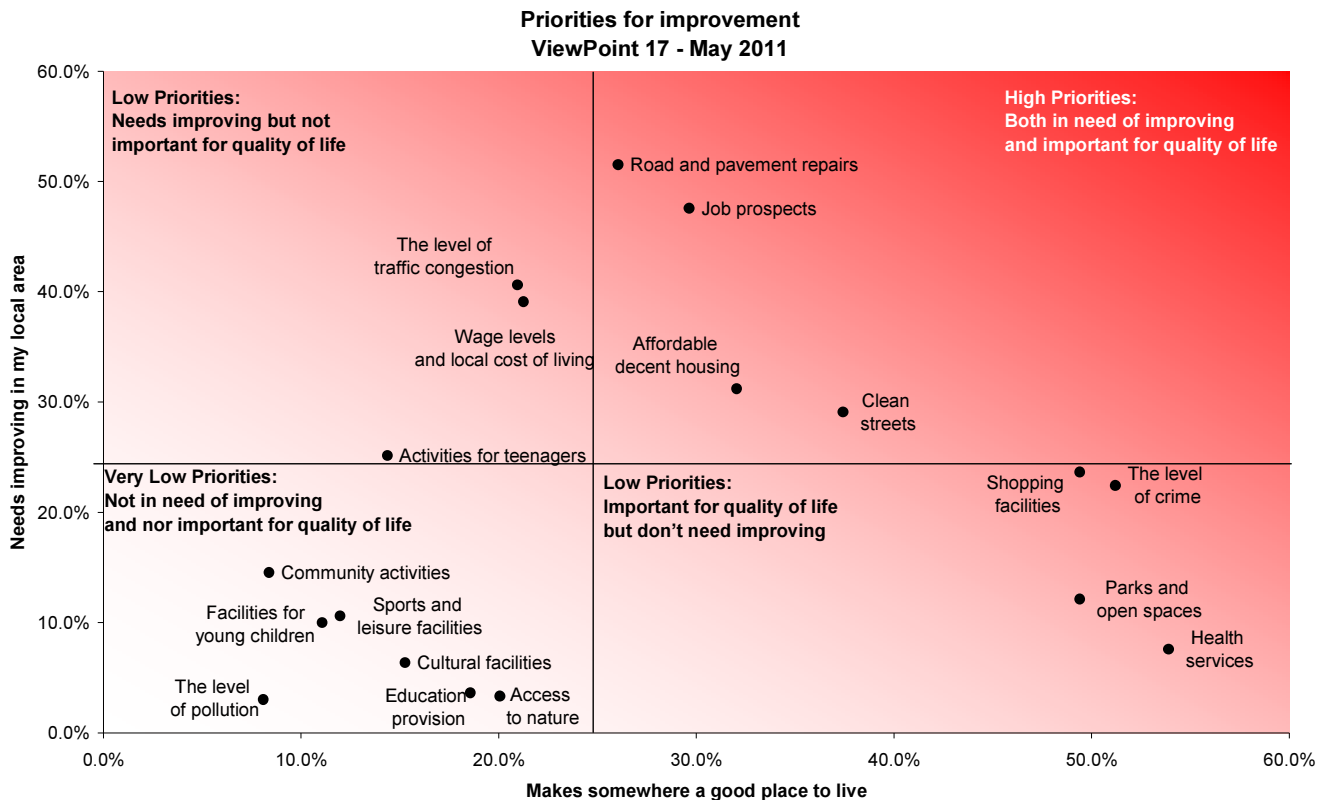
4.1.3 Looking at both these questions together the priorities for improvement should be any that were both important to making somewhere a good place to live and in need of improvement.

4.1.3.1 If all options were chosen at random we would expect that they would show up around the 25% mark (5 out of 20) therefore anything higher than this level is significant. Using this we see that the only aspects which are considered to need both improving and to be important in making somewhere a good place to live are:

- Road and pavement repairs
- Job prospects
- Affordable decent housing
- Clean streets

- 

**Figure 5 Priorities for improvements based how much they need improving and how much of a difference it makes to people’s lives.**



**4.1.4 Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

4.1.4.1 Most people (<sup>1</sup>83.4%) are satisfied or very satisfied with their local area

**4.1.5 And how satisfied or dissatisfied are you with your home as a place to live?**

4.1.5.1 Nearly all respondents (93.5%) are satisfied or very satisfied with their homes.

**4.1.6 How strongly do you feel you belong to your immediate neighbourhood?**

4.1.6.1 Most people (<sup>2</sup>67.3%) feel that they belong to their neighbourhoods.

4.1.6.2 Those who felt that that they do not belong to their neighbourhood are 22.5% less likely to be satisfied with the area in which they live than those who feel that they belong very strongly or fairly strongly.

4.1.6.3 Satisfaction with the home has less of a relationship with belonging to the neighbourhood, but respondents who feel that they belong to their neighbourhood are 10.5% more likely to be satisfied with their home, than those who do not feel that they belong to their immediate neighbourhood. Figure 6 below shows the proportion of respondents who are satisfied with their homes and the area that they live in and

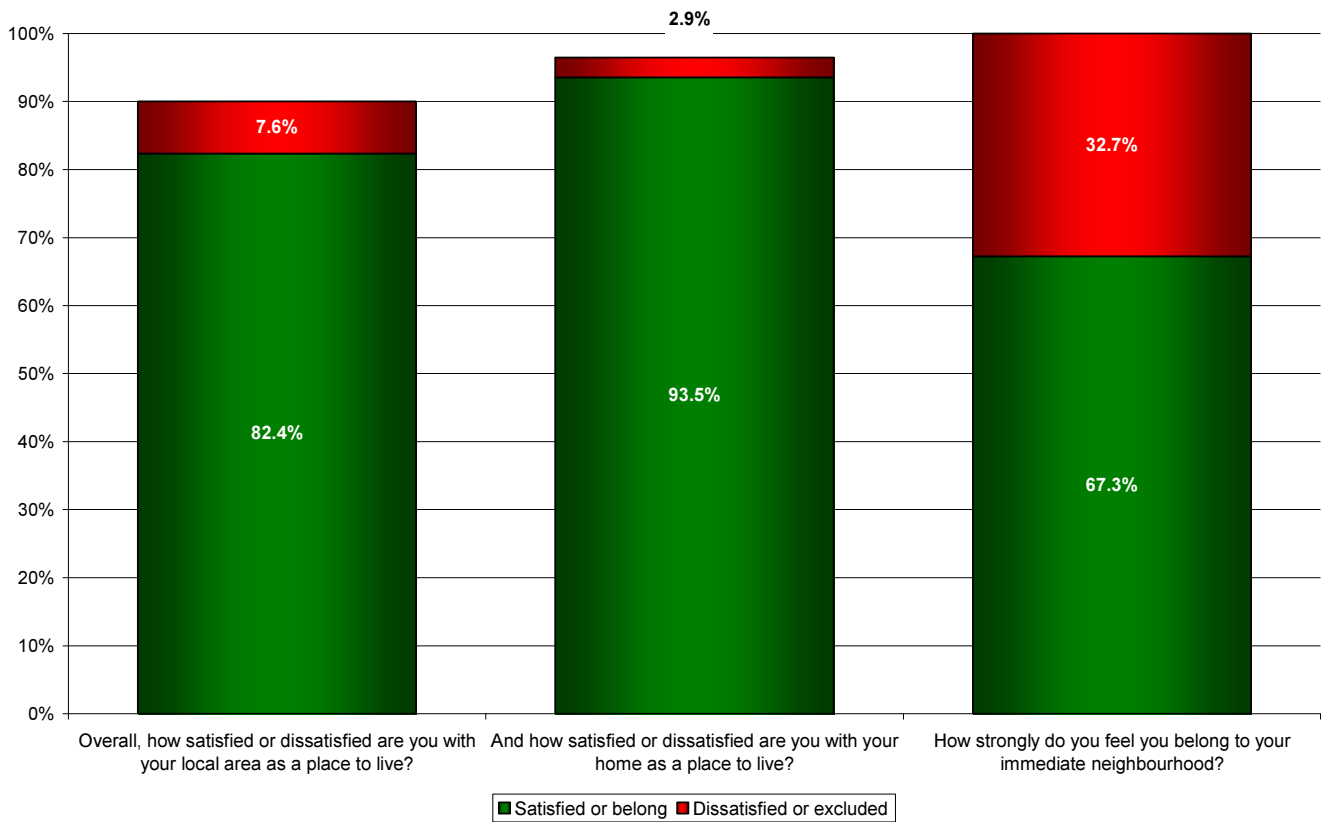
<sup>1</sup> NI 5 – Overall / general satisfaction with local area

<sup>2</sup> NI 2 – Percent of people who feel that they belong to their neighbourhood



how strongly they belong to their immediate neighbourhood.

**Figure 6 Satisfaction with home and neighbourhood and feelings of belonging to neighbourhood.**



4.1.6.4 As respondents age they are more likely to feel that they belong to their neighbourhood and to be satisfied with the area. Satisfaction with homes does not vary with age.

4.1.6.5 Insert NI 138 here satisfaction with home and neighbourhood amongst 65+

4.1.7 Do you have any comments about the area you live in<sup>3</sup>? If yes, please write in the box below.

<sup>3</sup> NI 138 – Satisfaction of people over 65 with both home and neighbourhood.

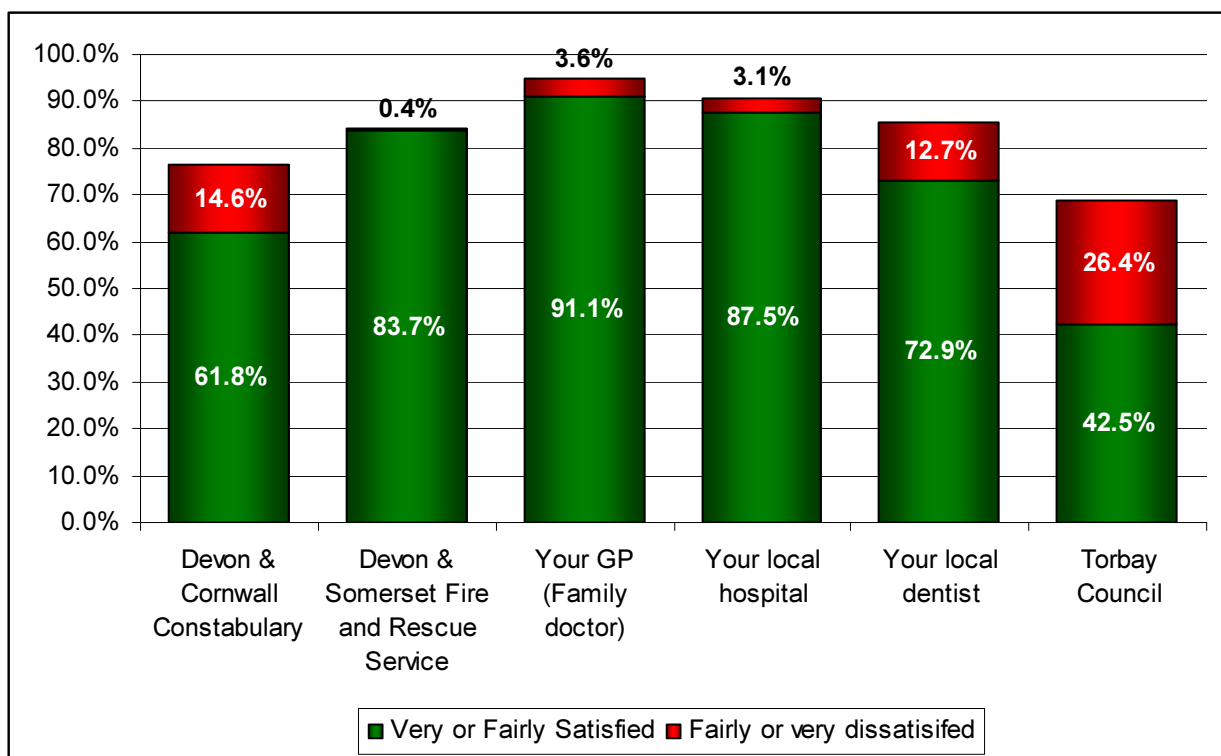
## 4.2 Section 2. Your local public services

### 4.2.1 Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area.

4.2.1.1 Respondents are most satisfied with their GP and least satisfied with their local council. Satisfaction with public services is shown in figure x below

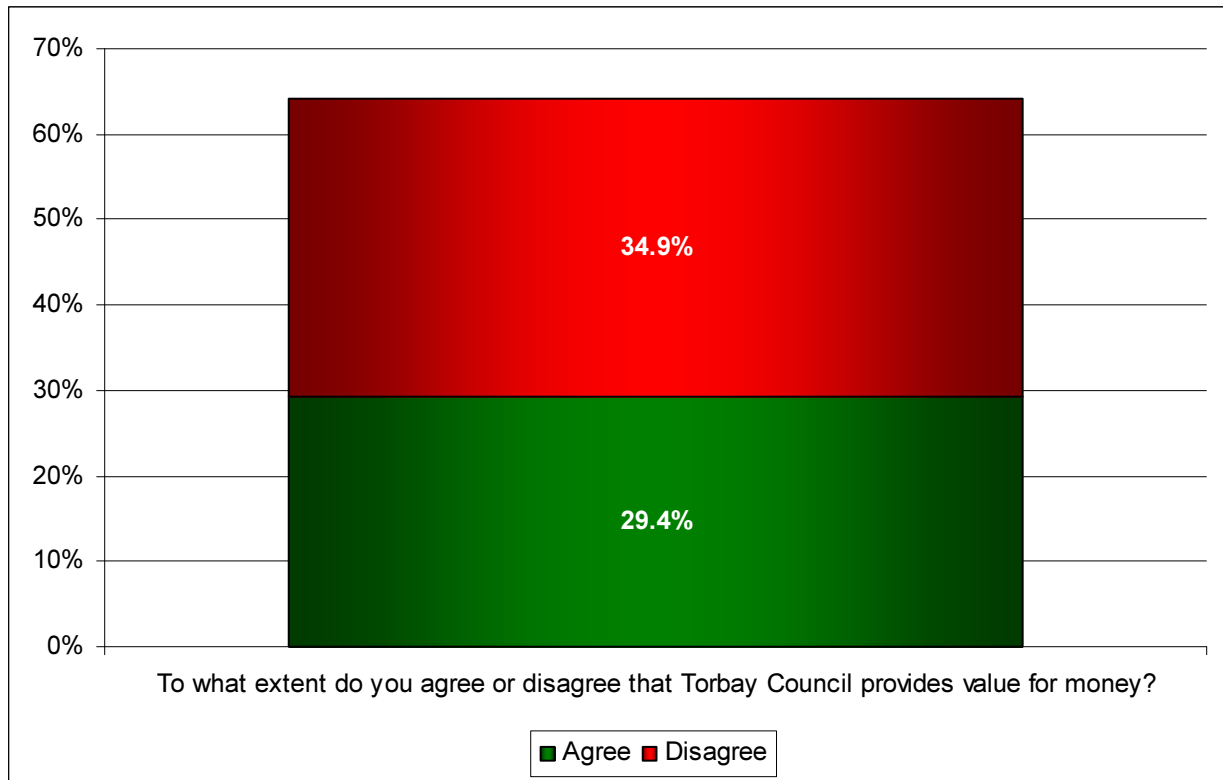
**Figure 7 Satisfaction with Public Services in Torbay**

	Percent satisfied	Percent dissatisfied
Devon & Cornwall Constabulary	61.8%	14.6%
Devon & Somerset Fire and Rescue Service	83.7%	0.4%
Your GP (Family doctor)	91.1%	3.6%
Your local hospital	87.5%	3.1%
Your local dentist	72.9%	12.7%
Torbay Council	42.5%	26.4%



4.2.1.2 There is only a small difference (4.5%) between the number of respondents who believe that Torbay Council provides value for money (29.4%) and those who do not (34.9%), an equal number (35.8%) neither agree nor disagree with the statement.

**Figure 8 Torbay Council provides value for money**



4.2.1.3 Most respondents (59.1%) who are satisfied with Torbay Council believe that it also provides value for money. Respondents who are dissatisfied with Torbay Council are more likely to believe that it does not provide value for money (86.9%).

**4.2.2 Torbay Council is a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Torbay Council?**

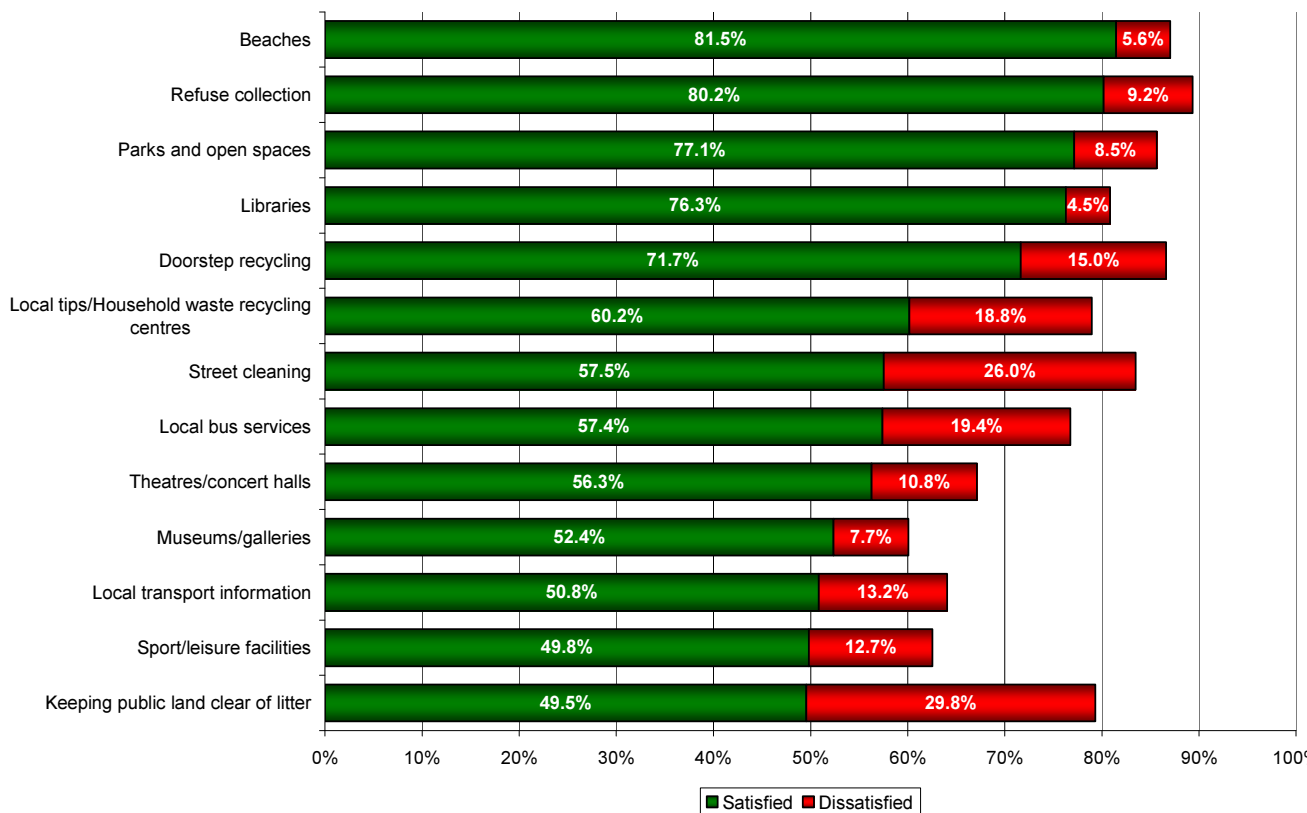
4.2.2.1 Satisfaction is highest with Beaches, followed by refuse collection. Satisfaction with doorstep collection (71.7%) is much higher than the last time the question was asked in 2009-10 when only 54.8% were satisfied with the service. This may be due to the introduction of universal doorstep recycling and a period for adjustment of those who now have to pre-sort their waste where before there was a single green bin system.

4.2.2.2 There is most dissatisfaction with keeping public land clear of litter (29.8% were dissatisfied) and Street cleaning (26.0% dissatisfied). Comments suggest that there some streets are cleaned the day before refuse collection and anything dropped or disturbed by wildlife is then left on the street until the following week.

**Figure 9 Satisfaction with services provided or supported by Torbay Council**

	Satisfied	Dissatisfied
Beaches	81.5%	5.6%
Refuse collection	80.2%	9.2%
Parks and open spaces	77.1%	8.5%
Libraries	76.3%	4.5%
Doorstep recycling	71.7%	15.0%
Local tips/Household waste recycling centres	60.2%	18.8%
Street cleaning	57.5%	26.0%
Local bus services	57.4%	19.4%
Theatres/concert halls	56.3%	10.8%
Museums/galleries	52.4%	7.7%
Local transport information	50.8%	13.2%
Sport/leisure facilities	49.8%	12.7%
Keeping public land clear of litter	49.5%	29.8%

**Figure 10 Satisfaction with services provided or supported by Torbay Council**



**4.2.3 If you were dissatisfied with any of the above, please tell us why you are dissatisfied and how you think we could make it a better service.**

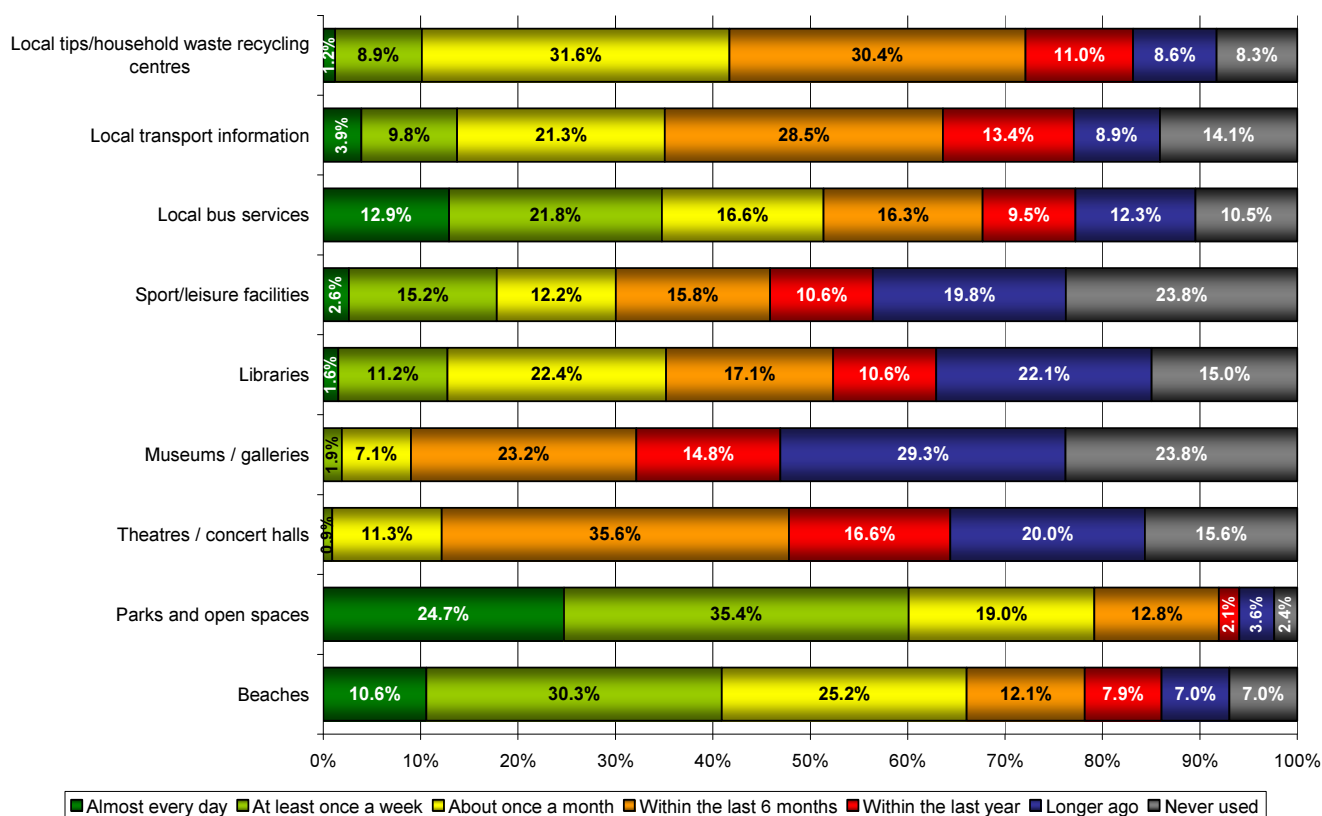
4.2.3.1

**4.2.4 Please indicate how frequently you have used the following public services provided or supported by Torbay Council.**

4.2.4.1 Of all the services which were not universal (i.e. not waste collection), the most frequently used is Parks and open spaces which are used at least once a week by 60.1% of respondents.

4.2.4.2 Cultural and Leisure facilities are least likely to be used, more than half of respondents (53.1%) had either not used a museum or gallery in the last 12 months or had never used them. Sports and Leisure facilities are close seconds 43.6% had not used these facilities in the last year and 35.6% had not used Theatres or concert halls. Figure X below shows how often respondents had used services.

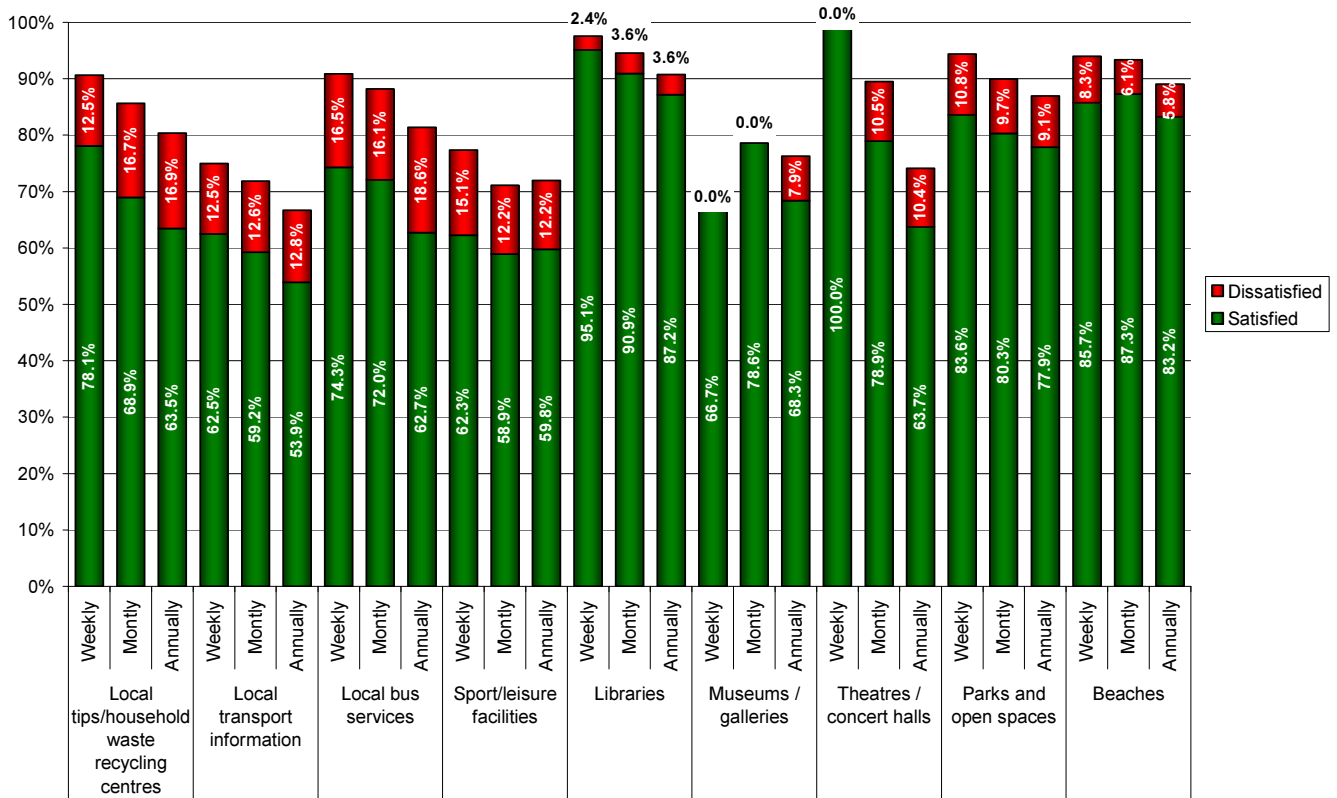
**Figure 11 Frequency of use of services provided or supported by Torbay Council**



4.2.4.3 Overall the highest levels of satisfaction with services re from those few (3) who use Theatres and concert halls at least weekly (100% satisfaction), and those who use the Libraries.

4.2.4.4 Of the 41 respondents who used the libraries at least weekly only one respondent was dissatisfied with the service provided, Figure X below shows the different levels of satisfaction and dissatisfaction with services based on how often respondents use them.

**Figure 12 Level of satisfaction including dissatisfaction with services provided or supported by Torbay Council based on how often they are used.**



## 4.3 Section 3. Information

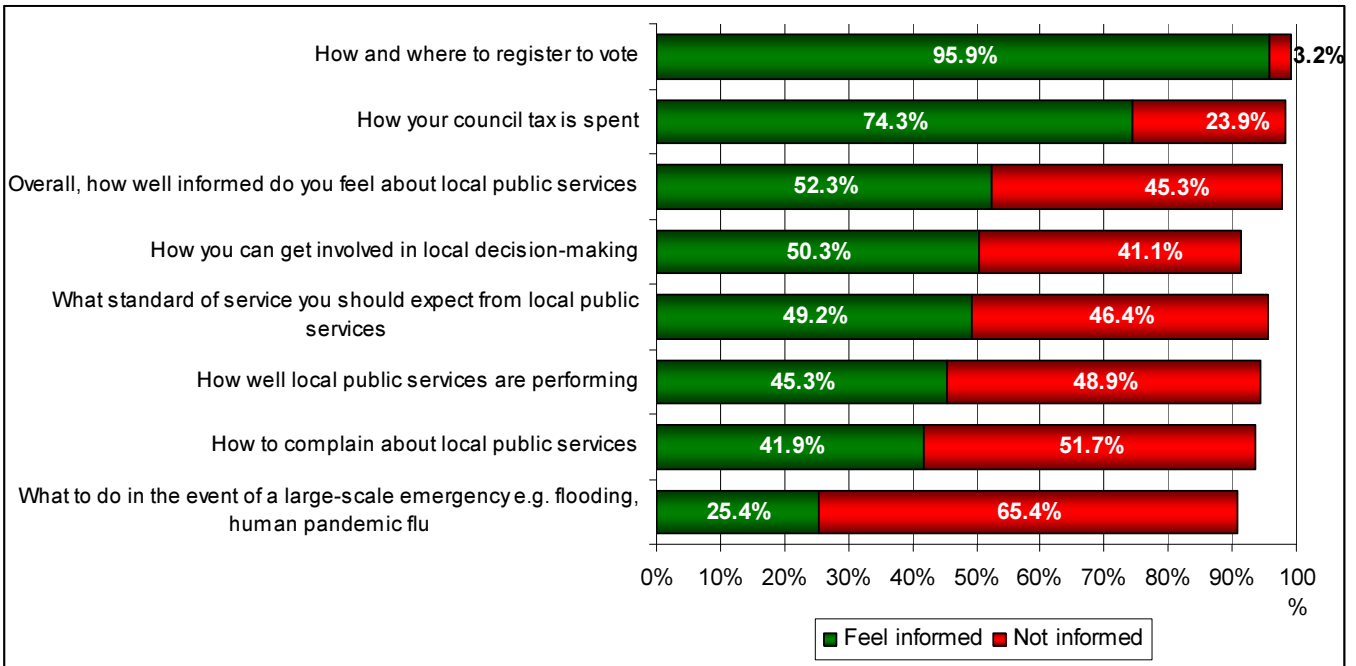
### 4.3.1 Please indicate how satisfied or dissatisfied you are with each of the following public services in your local area

- 4.3.1.1 Nearly all respondents (95.9%) in this election year feel informed about how and where to register and vote.
- 4.3.1.2 Most respondents (74.3%) feel they know how their council tax is spent, which has improved by 13.8% from the last surveys.
- 4.3.1.3 Feeling informed about how to get involved in local decision making has improved from 30.9% in 2009-10 to 50.3%, but the ViewPoint panel may not be the most reflective

**Figure 13 Feeling informed about public services in Torbay**

	Feel informed	Not informed
How and where to register to vote	95.9%	3.2%
How your council tax is spent	74.3%	23.9%
Overall, how well informed do you feel about local public services	52.3%	45.3%
How you can get involved in local decision-making	50.3%	41.1%
What standard of service you should expect from local public services	49.2%	46.4%
How well local public services are performing	45.3%	48.9%
How to complain about local public services	41.9%	51.7%
What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu <sup>4</sup>	25.4%	65.4%

<sup>4</sup> NI 37 - Awareness of civil protection arrangements in the local area





## 4.4 Section 4. Local decision making

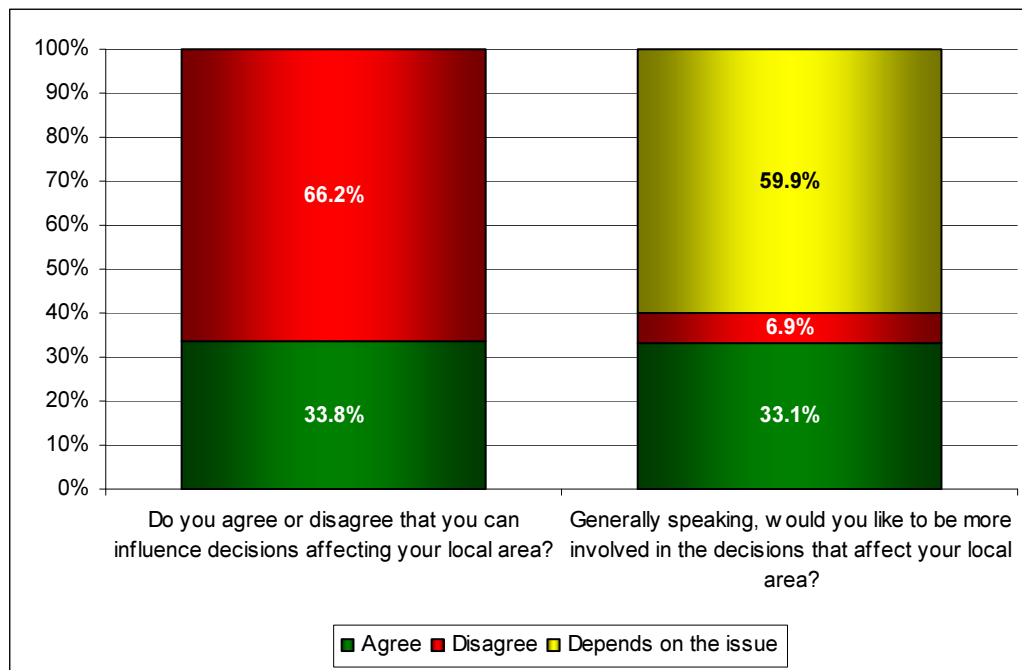
### 4.4.1 Do you agree or disagree that you can influence decisions affecting your local area?

4.4.1.1 Nearly a third of respondents (<sup>5</sup>31.3%) feel that they can influence decisions affecting their local area, however nearly everyone else (61.4%) feel that they cannot influence decisions.

### 4.4.2 Generally speaking, would you like to be more involved in the decisions that affect your local area?

Most of the respondents (93.1%) would like to be more involved in decision made about their local area. A third of respondents (33.1%) would like to be involved in all decisions whilst the remainder (59.9%) would only like to be in decisions on some issues.

**Figure 14 Involvement in local decision making**



### 4.4.3 If yes, would you like us to pass your details to your local Community Partnership?

4.4.3.1 We were asked to pass the details of 109 people to the Community Partnerships team to help them get involved in local decision making.

<sup>5</sup> NI 4 – Percent of people who feel they can influence decisions in their locality (LAA)

## 4.5 Section 5. Helping out

4.5.1 Respondents were asked to think about any help they had given, formally or informally, in the last 12 months. Formal help means helping a group(s), club(s) or organisation(s) that you've been involved with during the last 12 months. Informal help means helping people around us, (for example, doing a sick neighbour's shopping or walking a friend's dogs when they were on holiday). They were asked to exclude any help they may have given members of their family and anything which they were paid for.

### 4.5.2 Overall, about how often over the last 12 months have you given unpaid help to any group(s), club (s) or organisation(s)?

4.5.2.1 Just over half of respondents (<sup>6</sup>51.3%) do some kind of formal volunteering at least once a month. Just over a quarter (28.6%) do no formal volunteering.

#### 4.5.2.2 Comparing different groups of people

- Women are more likely to formally volunteer every week (+8.0%)
- Women are more likely to give help informally (+14.3% weekly, +11.2% monthly)
- Those that are permanently sick or disabled are most likely to formally volunteer (46.2% weekly, 76.9% monthly)
- Part time workers are most likely to formally volunteer monthly (76.0%)
- The under 40s are most likely to volunteer formally (42.1% weekly)

### 4.5.3 Overall, about how often over the last 12 months have you given unpaid help on an informal basis? For example helping out a neighbour.

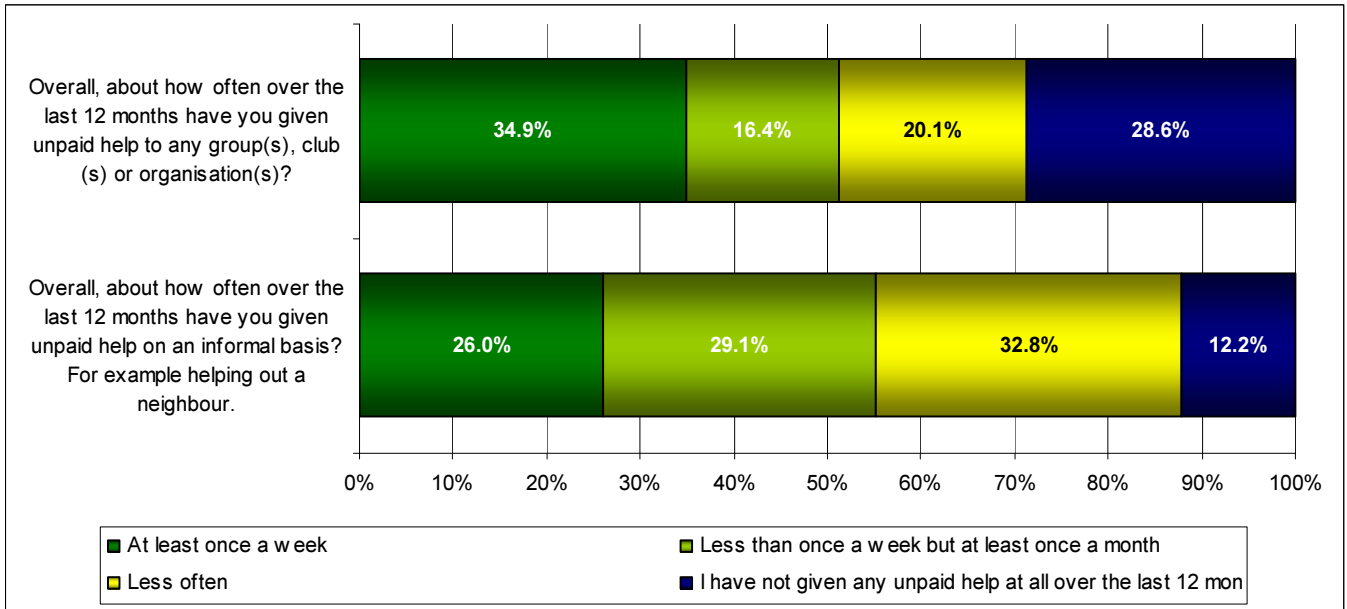
4.5.3.1 Again just over half of respondents (55.1%) help other people informally at least once a month. They are less likely (12.2%) to never help anyone. Figure X shows both formal and informal volunteering.

#### 4.5.3.2 Comparing different groups of people

- Women are more likely to give help to others weekly (+14.3% weekly, + 11.2% monthly)
  - Permanently sick and disable are most likely to help people at least once a week (36.4%)
  - The Self employed are least likely to help others every week (6.3%)
  - The under 40s are least likely to help others informally (17.4% weekly, 43.5% monthly)
- Figure 15 Formal and informal helping out

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<sup>6</sup> NI 6 – Participation in regular volunteering



4.5.3.3 People who give their help formally are more likely to do so at least once a week than those who give informally.

4.5.4 Please give an example of how you help out below.

## 4.6 Section 6. Respect and consideration

### 4.6.1 To what extent do you agree or disagree that in your local area, parents take enough responsibility for the behaviour of their children?

4.6.1.1 <sup>7</sup>Nearly half of respondents (46.5%) feel that parents do not take enough responsibility for their children.

- Parents of children under 18 are more likely to agree with the statement (39.6%) than those without children who live with them (27.7%).
- Women are less likely to feel that parents take enough responsibility for their children (28.4%) than men (30.9%).
- Respondents who are under 40 (38.5%) and over 80 (37.5%) are more likely to agree that parents take enough responsibility for their children.
- People that are dissatisfied with their local area are more likely to agree that parents take enough responsibility for their children (40.0%) than those who are satisfied (31.2%). This may be a reflection of the age of this group of respondents.
- Those that feel that they belong to their neighbourhood are more likely to feel that parents take enough responsibility for their children (35.6%) than those who do not feel they belong (20.8%)

### 4.6.2 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

4.6.2.1 Torbay has a mixture of well off people and those who are defined as living in poverty, with a mixture of people who have lived in Torbay all their lives and those who have moved into the area later in life to retire. This question was asked to identify if these groups were intermingling.

4.6.2.2 Most people <sup>8</sup>84.2% feel that they live in an area where people from different backgrounds get on well together.

- As people get older they are more likely to agree that their area is a place where people from different backgrounds get on well together
- People who are satisfied with their local area are more likely to agree that
- Men are more likely to feel that people from different backgrounds get on well together (88.1%) than women (80.4%)

### 4.6.3 If you disagree, please tell us why you do not feel that people from different backgrounds get on well together below.

4.6.3.1 n

### 4.6.4 To what extent do you agree or disagree that this local area is a place where residents respect ethnic differences between people?

4.6.4.1 Most people (81.2%) feel that the area where they live is a place where people from different ethnic origins get on well together

- As people get older they are more likely to feel that their area is a place where people from different ethnic origins get on well together

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<sup>7</sup> NI 21 – Dealing with local concerns about anti-social behaviour & crime issues by the local council & police (30.1%)

<sup>8</sup> NI 1 – Percent of people who believe people from different backgrounds get on well together

- People who are satisfied with their local area are less likely to agree (81.1%) than those who are dissatisfied with their local area (91.7%)

#### **4.6.5 If you disagree, please tell us why you do not feel that residents respect ethnic differences between people below.**

4.6.5.1

#### **4.6.6 To what extent do you agree or disagree that this local area is a place where people respect each other regardless of age?**

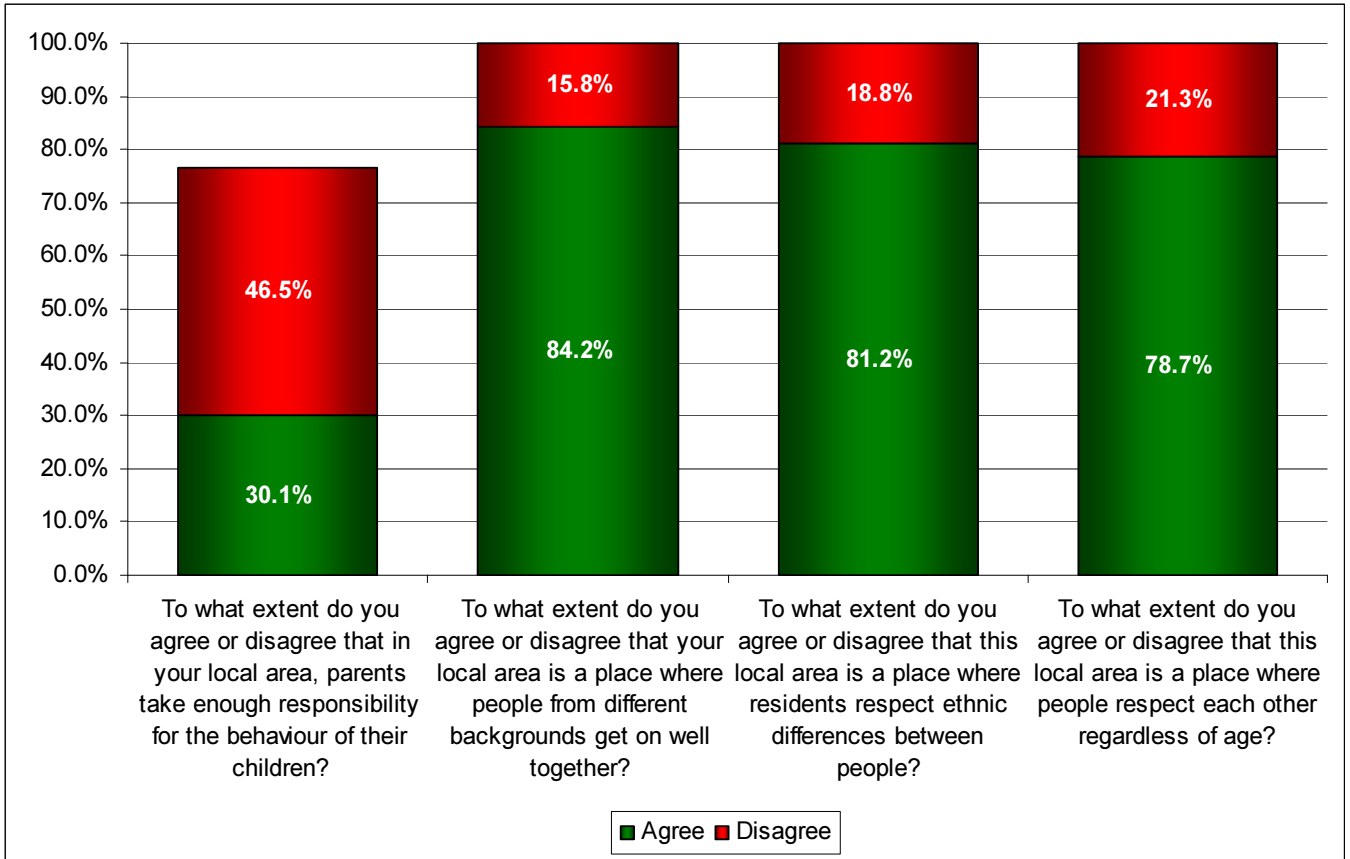
4.6.6.1 Most people (78.7%) feel that their local area is a place where people respect each other regardless of age.

- As people get older they are more likely to feel that their area is a place where people respect each other regardless of age.
- People who are satisfied with their local area are more likely to agree (82.3%) than those who are dissatisfied (69.6%). Age may be a factor in this as people who are older are more likely to be satisfied with their neighbourhood.
- People who feel they belong to their neighbourhoods are more likely to agree with the statement (84.2%) than those who have little or no sense of belonging (68.7%)
- People who live with children under 18 are less likely to feel that people get along well regardless of age (73.2%) than those without children (78.5%) again age may have a bearing on this figure.

#### **4.6.7 If you disagree, please tell us why you do not feel that people respect each other regardless of age below.**

4.6.7.1

### **Figure 16 Respect in respondent's neighbourhoods**



## 4.7 Section 7. Active Ageing

### 4.7.1 At what age should we start describing people as being "older"?

Figure 17

	Number	Percent
50 yrs	9	2%
55 yrs	11	3%
60 yrs	58	14%
65 yrs	62	15%
70 yrs	87	21%
75 yrs	32	8%
80+ yrs	26	6%
Age is not a relevant measure	129	31%
Total	414	100%

#### 4.7.1.1

### 4.7.2 What do you think is important for creating an age-friendly society?

Figure 18

	Number	Percent of respondents who answered question
Public transport	296	67%
Community activities	263	60%
Neighbours of all ages	241	55%
Visible policing	216	49%
Day centres	182	41%
No enforced retirement age	173	39%
Sheltered accommodation	151	34%
Other (please describe below)	35	8%

Figure 19

Summary of Other things considered important in creating an age friendly society	Number
More interaction between people of different ages	14
Receiving respect from younger	12

people	
Companionship	7
Better education about growing older	6
Changes to employment law	4
Support with living costs	3
Feel safe	3
Support in the home	2
Improved mobility access	2
More diversity of service providers	1
Legislation against ageism	1

### 4.7.3 What things do you think people need to live well in later life?

Figure 20

	Number	Percent of respondents who answered question
Good health	413	93%
Financial Security	390	88%
Friends / relatives	336	76%
Easy access to public services	291	65%
Healthy food	277	62%
Make choices about self	221	50%
Help at home	218	49%
Being able to contribute to society	210	47%
Help from volunteers	134	30%
Sheltered accommodation	118	27%
Single level accommodation	103	23%
Other (please describe below)	28	6%

Figure 21

Summary of Other things people need to live well in late life	Number
Staying active and engaged	16
Making choices and being listened to	5
Feel safe	4
Having enough money	4
Positive attitude to life	4
Adaptations to home	2
Good access to health care	2
Receiving "respect" from younger people	2



#### 4.7.4 Where do you go to access information, advice and support if you need it?

Figure 22

	Number	Percent of respondents
Use the internet	176	40.7%
From the library	92	21.3%
Age UK	51	11.8%
From local council	37	8.6%
Talk to friends or family	31	7.2%
From my doctor	27	6.3%
Citizen's Advice Bureau	24	5.6%
Newspapers	9	2.1%
Use the phone directory	9	2.1%
Social Services	6	1.4%
Brixham does care	5	1.2%
Church	5	1.2%
From councillors	2	0.5%
Conexions	2	0.5%
Council magazine - The Info	2	0.5%
Torbay Information Serviced	1	0.2%
Community centres	1	0.2%

##### 4.7.4.1

#### 4.7.5 Please tell us how we could improve how we get information to you below.

Figure 23

	Number	Percent of respondents
Internet	44	10.2%
By post	39	9.1%
Email	27	6.3%
Newspaper	22	5.1%
Newsletters	22	5.1%
Flyers	18	4.2%
Phone me	16	3.7%
Distribute via local shops surgeries etc	13	3.0%
Posters and notice boards	12	2.8%
Television and Radio	12	2.8%
Public libraries	12	2.8%
Advertisements	7	1.6%
Via local councillors	6	1.4%

Via voluntary organisations	5	1.2%
Torbay View	5	1.2%
Social media	4	0.9%
Booklet with annual council tax bill	3	0.7%
Representation at public events	1	0.2%
Via local employers	1	0.2%
By text	1	0.2%

#### 4.7.5.1

## 4.8 Section 8. Community Safety

4.8.1 How safe or unsafe do you feel when outside in your local area after dark?

4.8.2 How safe or unsafe do you feel when outside in your local area during the day?

4.8.3 Thinking about this local area, how much of a problem do you think each of the following are...

Figure 24

	% who think that issue is a problem
Cars parked inconveniently, dangerously or illegally	55.8%
Speeding traffic	54.0%
Uncontrolled dogs or dog mess	52.8%
Rubbish or litter lying around*	35.9%
People using or dealing drugs* <sup>9</sup>	33.3%
People being drunk or rowdy in public places* <sup>10</sup>	32.8%
Teenagers hanging around the streets*	27.3%
Vandalism, graffiti and other deliberate damage to property or vehicles*	26.3%
Fireworks being set off that are not part of an organised display	20.2%
Noisy neighbours or loud parties*	15.5%
People being insulted, pestered or intimidated on the street	13.1%
Abandoned or burnt out cars*	4.8%
People being attacked or harassed because of their skin colour, ethnic origin or religion	4.3%

4.8.3.1 <sup>11</sup>National indicator 17 measured the percentage of respondents with a high level of perceived anti-social behaviour combines responses to seven questions (marked with \*) about anti-social behaviour problems. A fifth of respondents (20.6%) met the criteria for this indicator

4.8.4 How much would you agree or disagree that the police and other local public services seek people's views about these issues in your local area?

4.8.4.1 (<sup>12</sup>27.6%) NI 27

4.8.5 And how much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area?

4.8.5.1 (<sup>13</sup>29.6%) NI 21

<sup>9</sup> NI 42 – Perceptions of drug use or drug dealing as a problem.

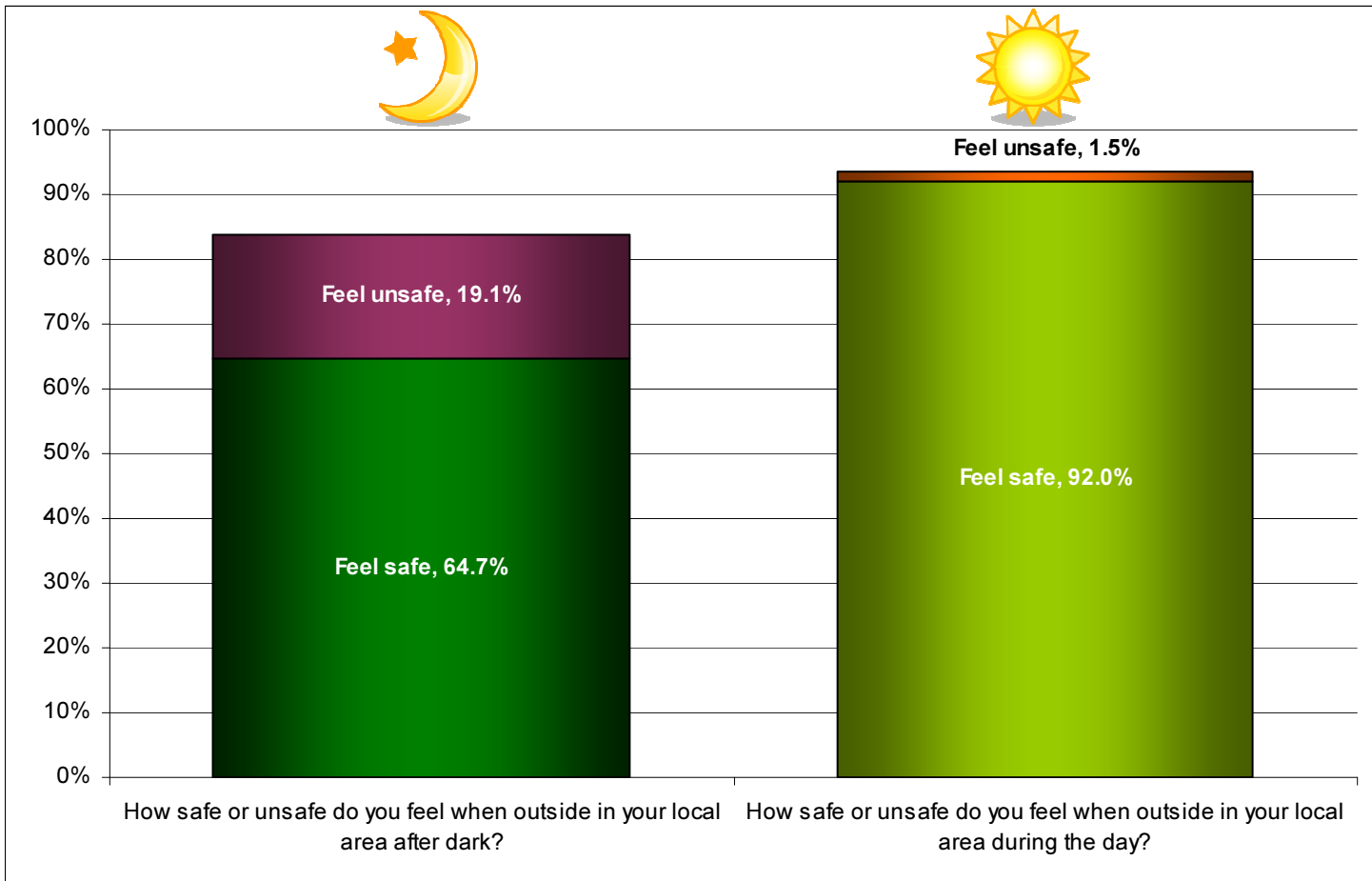
<sup>10</sup> NI 41 – Perceptions of drunk or rowdy behaviour as a problem

<sup>11</sup> NI 17 – Perceptions of anti-social behaviour

<sup>12</sup> NI 27 – Understanding of local concerns about anti-social behaviour & crime issues by the council & police.

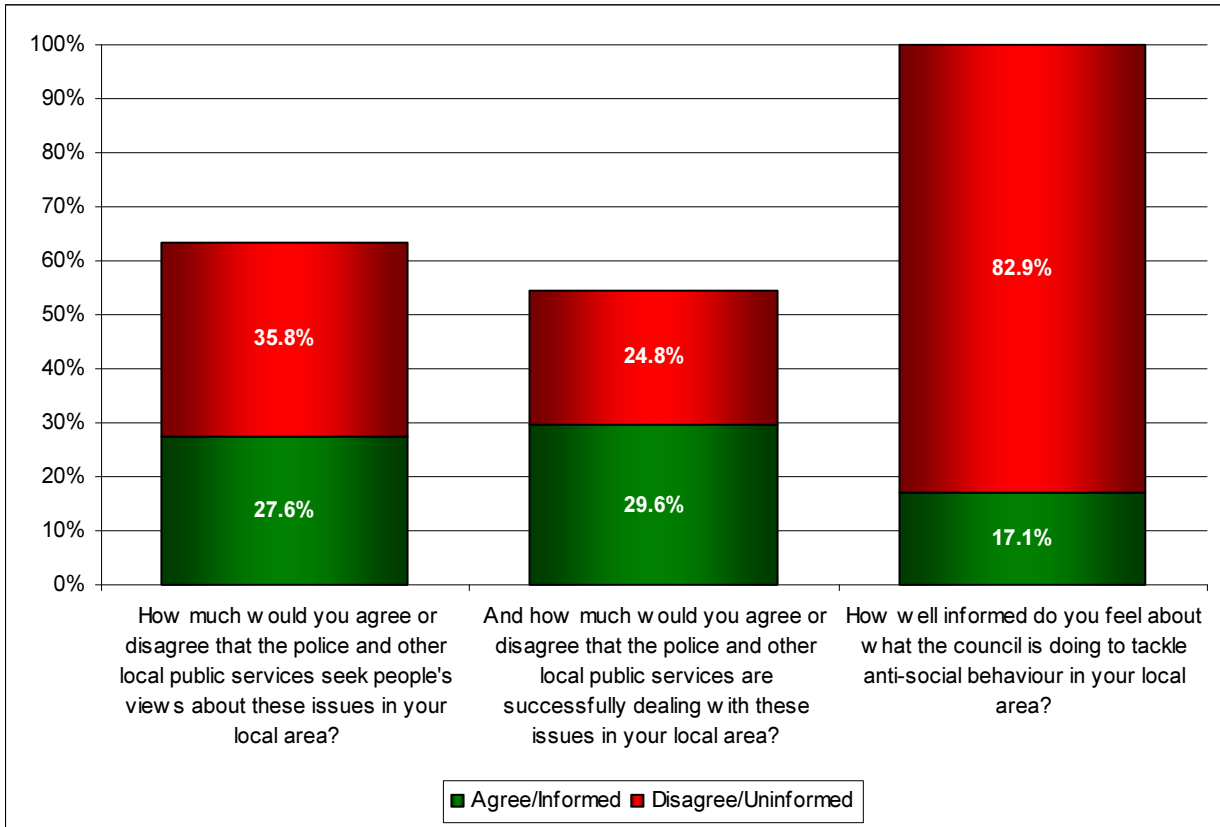
<sup>13</sup> NI 21 – Dealing with local concerns about anti-social behaviour & crime issues by the local council & police

**Figure 25**

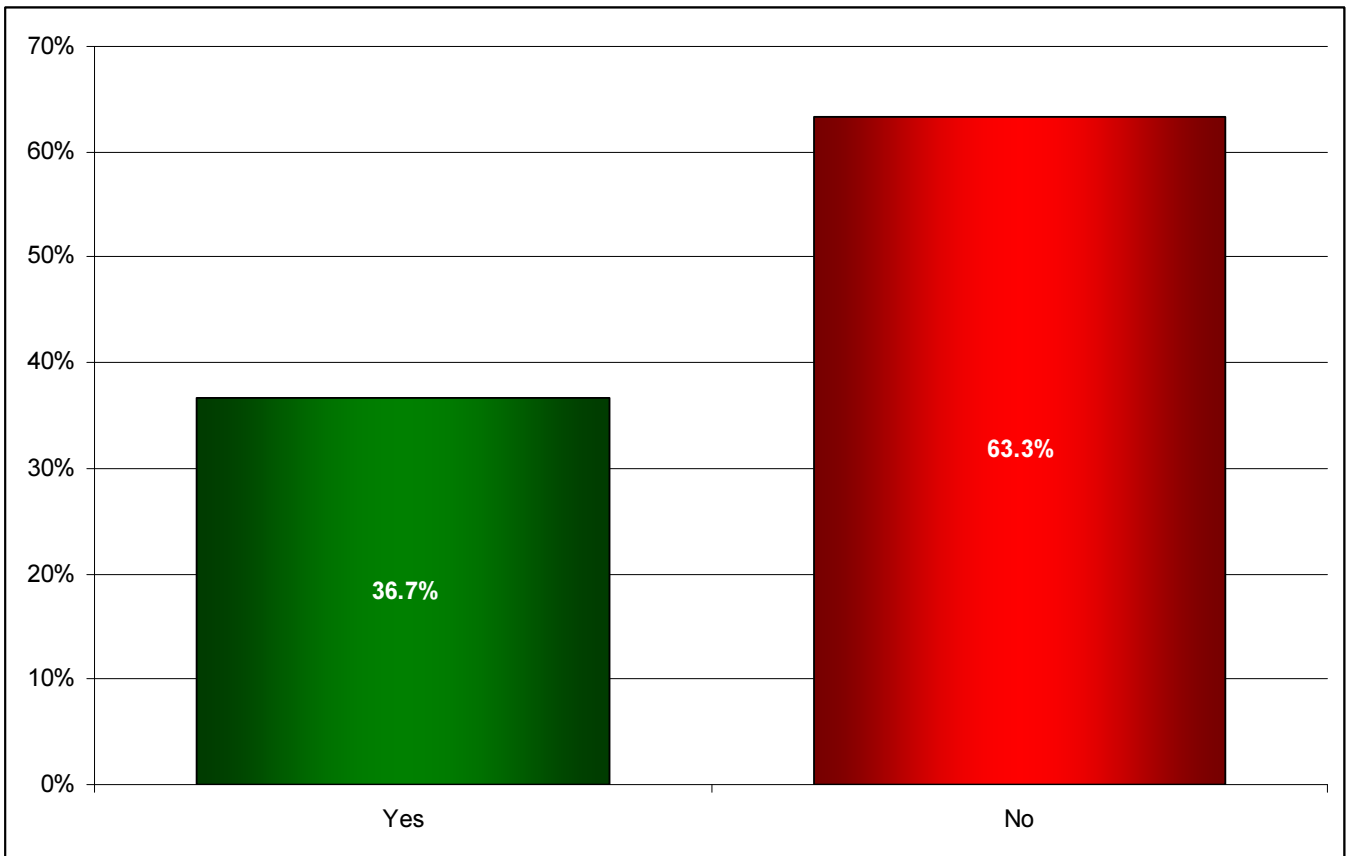


**4.8.6 How well informed do you feel about what the council is doing to tackle anti-social behaviour in your local area?**

**Figure 26**

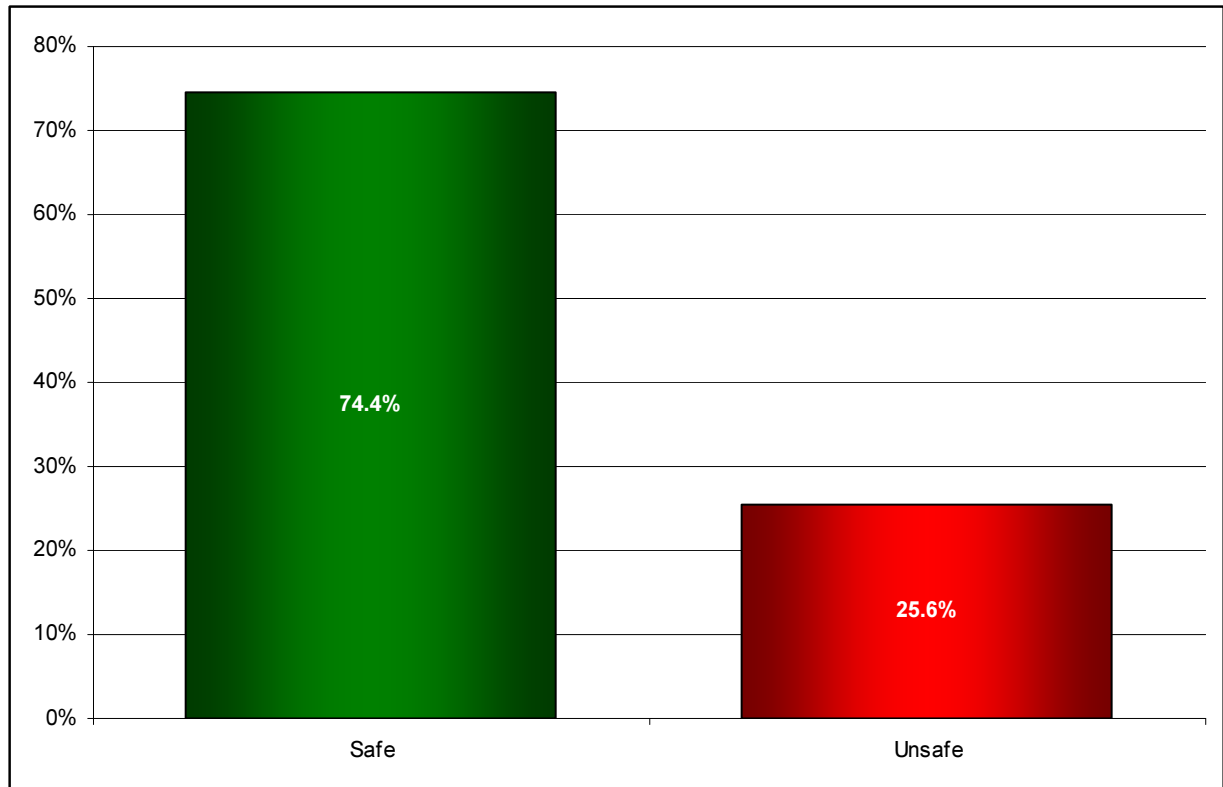


**4.8.7 Within the last 6 months, have you visited Torquay Harbourside after 8pm?**  
**Figure 27**



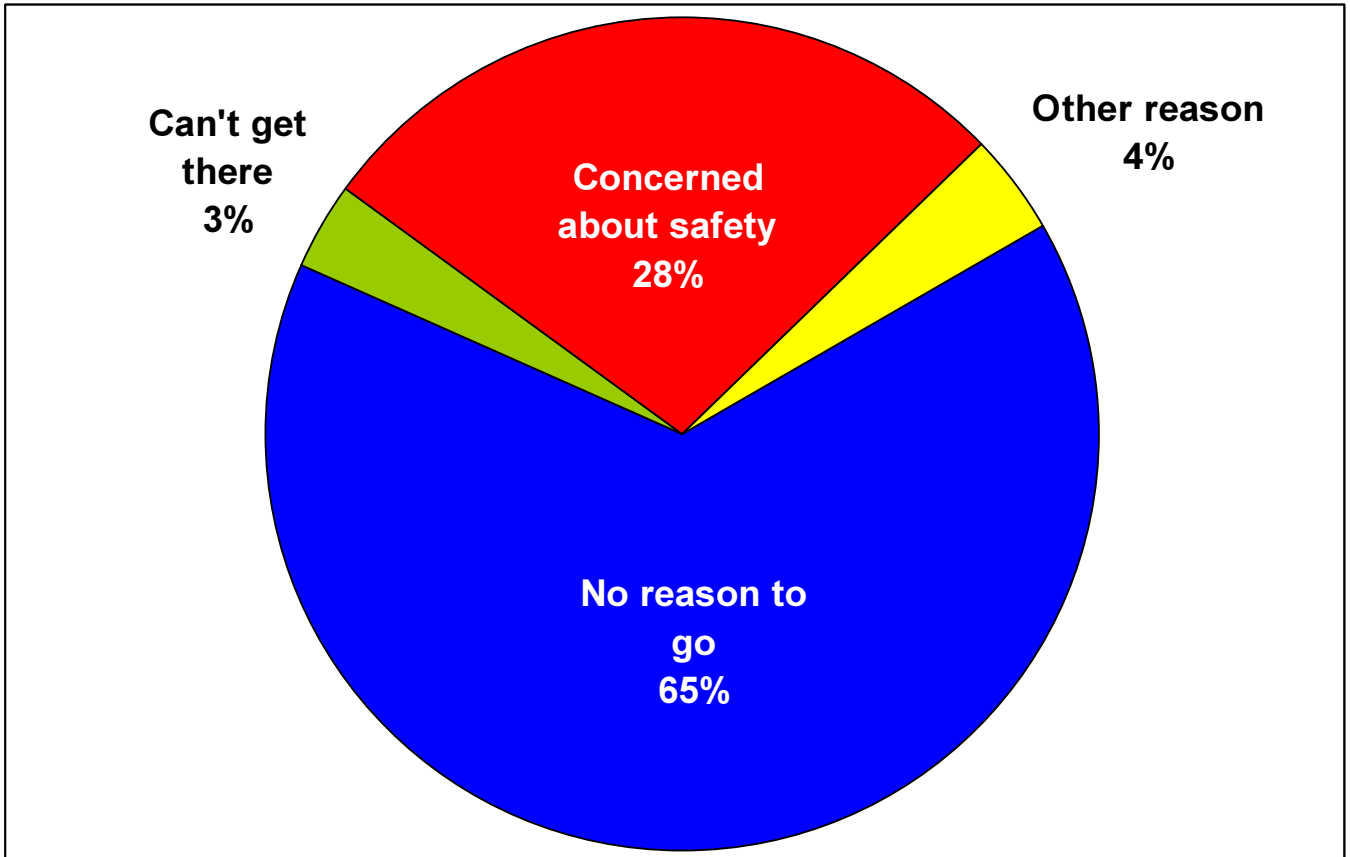
**4.8.8 If yes, How safe did you feel?**

**Figure 28**



**4.8.9 If no, What is the MAIN reason that you haven't visited Torquay Harbourside in the evening?**

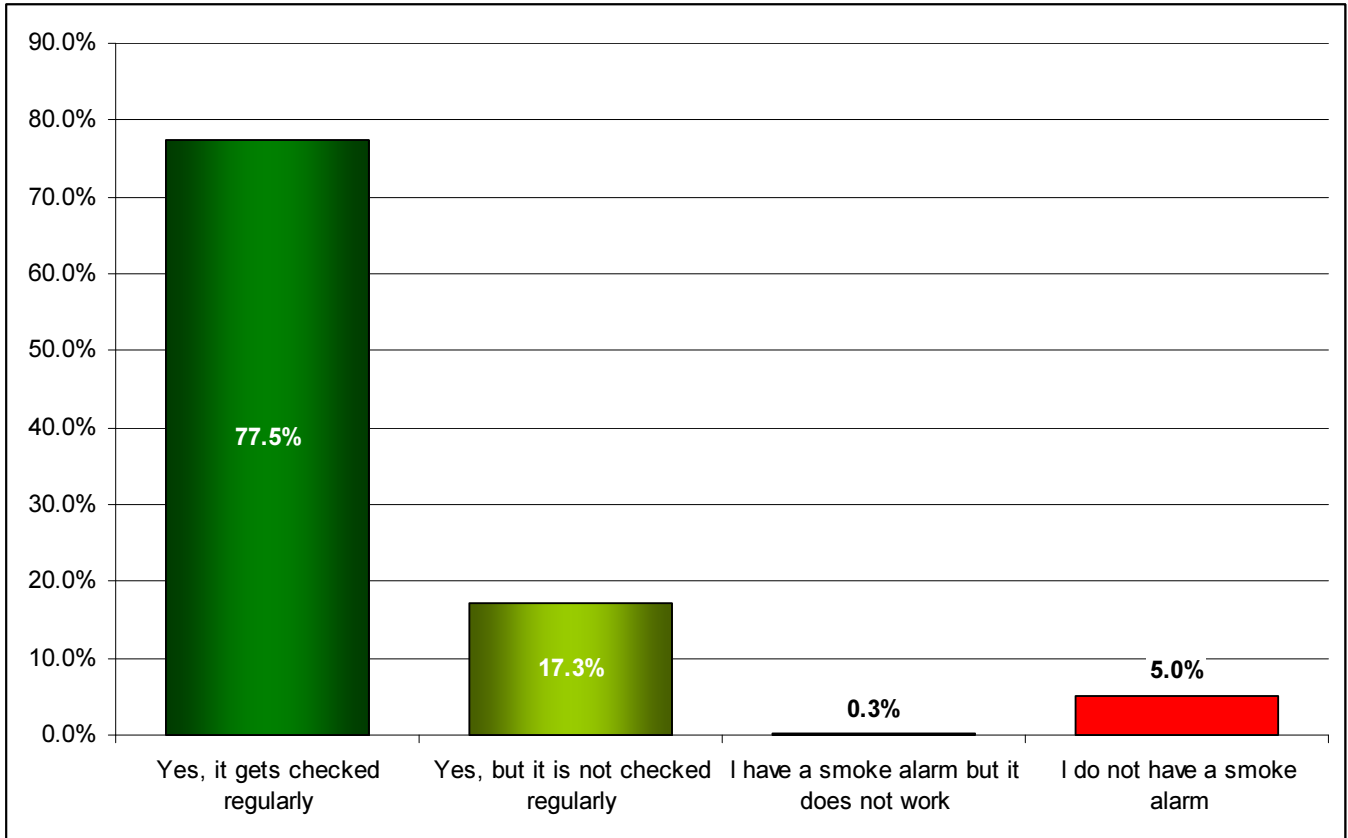
**Figure 29**



## 4.9 Section 9. Fire and Rescue Service

### 4.9.1 Do you have a working smoke alarm in your home?

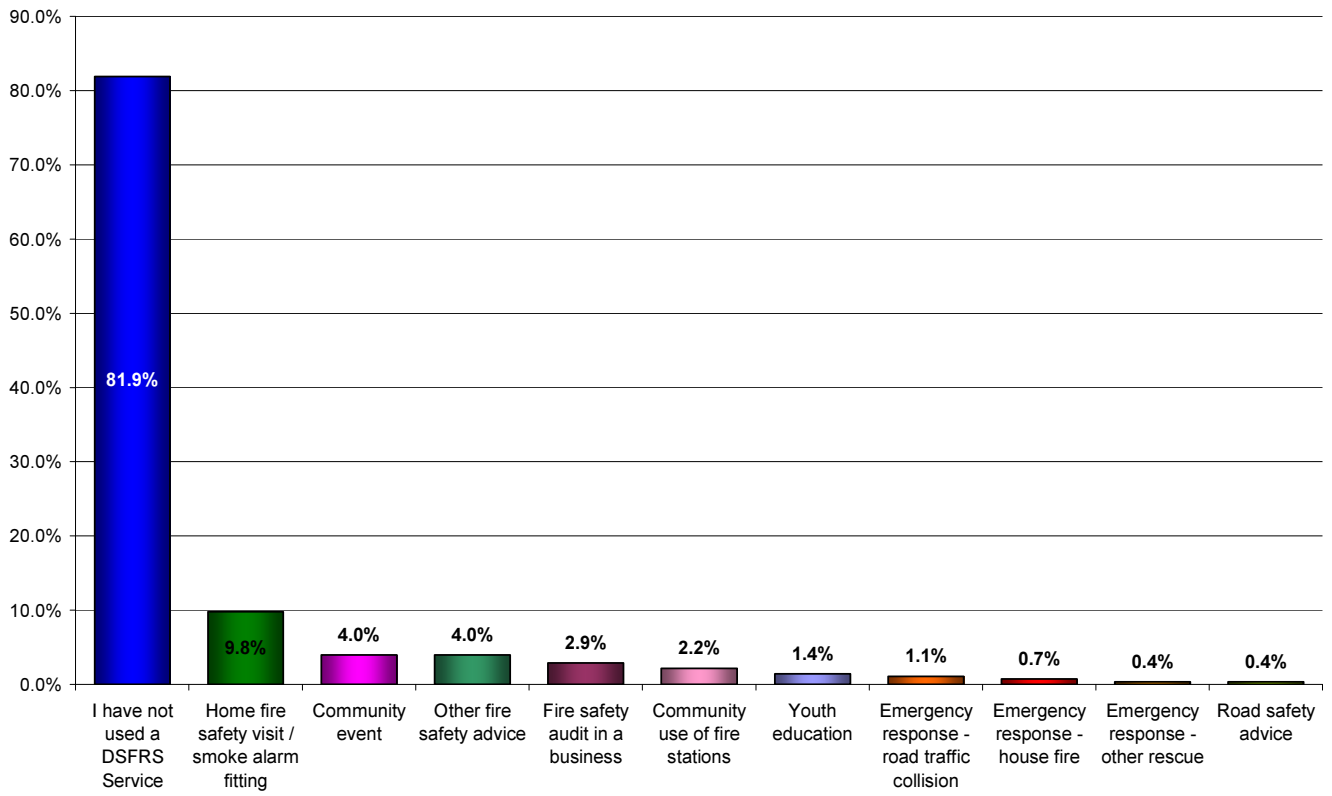
Figure 30



### 4.9.2 If you have used any of the services provided by Devon and Somerset Fire and Rescue Service (DSFRS) within the last eighteen months please indicate which services you have used.

Figure 31





## 4.10 Section 10. Health / Social Care Services

### 4.10.1 Have you used health / social care service in the last 12 months?

Figure 32

	Number	Percent
Yes	242	55%
No (please go to Q10)	201	45%
<b>Total</b>	<b>443</b>	<b>100%</b>

#### 4.10.1.1

### 4.10.2 Did you have any problems using these services?

Figure 33

	Number	Percent
Yes	21	9%
No	204	91%
<b>Total</b>	<b>225</b>	<b>100%</b>

#### 4.10.3

### 4.10.4 If Yes, please tell us what service or services you had a problem with below.

Figure 34

Service	Number
GP surgery	13
Hospital	10
Dentist	3
Home adaptation and domiciliary care	2
Adult mental health services	2
Optician	1
Nursing homes	1

Figure 35

Issue	Number
Problems with appointment	9
Communication between services	3

### 4.10.5 How easy was it to contact the service?

**Figure 36**

	<b>Number</b>	<b>Percent</b>
Very easy	96	43%
Quite easy	68	31%
OK	40	18%
Quite difficult	10	5%
Very difficult	7	3%
<b>Total</b>	<b>221</b>	<b>100%</b>

**4.10.6 If you found it difficult to contact a service please tell us which service and describe the problem below.**

**Figure 37**

<b>Issue</b>	<b>Number</b>
Not being able to get through by phone	10
Issues with appointment system	4
Difficulty in getting equipment	1

4.10.6.1

**4.10.7 If you needed an appointment / visit how long did you have to wait from when you first made contact?**

**Figure 38**

	<b>Number</b>	<b>Percent</b>
1 - 3 days	126	60%
4 - 7 days	40	19%
8 - 10 days	12	6%
More than 10 days	31	15%
<b>Total</b>	<b>209</b>	<b>100%</b>

4.10.7.1

**4.10.8 How immediate a need was your initial enquiry?**

**Figure 39**

	<b>Number</b>	<b>Percent</b>
Urgent	61	29%
Non-urgent	152	71%
<b>Total</b>	<b>213</b>	<b>100%</b>

4.10.8.1

**4.10.9 If you have a disability, how did this effect the way you use the service?**

**Figure 40**

	<b>Number</b>	<b>Percent</b>
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Much more difficult	6	7%
More difficult	11	12%
Easier	11	12%
Much easier	4	4%
Did not have an effect	41	45%
Cannot tell if it made a difference	18	20%
<b>Total</b>	<b>91</b>	<b>100%</b>

4.10.9.1

**4.10.10 Please explain why you feel that your experience was different from other people below.**

4.10.11

Access is hard if you are mobility impaired and the maps are useless to find wards
Discrimination by Torbay Care Trust
I asked around and it seems most people are frustrated with trying to get appointments at compass house and you
I do not think my need was any different to others with the same problem
I don't think it was different from anyone else I fell down the stairs and broke a bone on the ankle
I need a shower fitted. not allowed to because of funding. i can not get in bath at all.
I wasn't aware of being treated differently from anyone else
I'm sure everyone is so busy they work so hard I know need to listen more
Long wait due to shortage of doctors
Looking after terminally ill partner.
Need regular pain relief - used to have injections 3 - 4 months a year now have to go on waiting list
Parking
Waiting for visit from social services

4.10.11.1

**4.10.12 Did you feel you were treated with dignity and respect by the people you came into contact with?**

**Figure 41**

	Number	Percent
All of the time	139	60%
Most of the time	77	33%
Some of the time	13	6%
Rarely	2	1%
Never	1	0%
Don't know/ No opinion	1	0%
<b>Total</b>	<b>233</b>	<b>100%</b>

**4.10.13 How would you rate the overall quality of the service you received?**

**Figure 42**

	Number	Percent
Very good	126	54%
Good	77	33%
Adequate	22	9%
Poor	6	3%
Very poor	3	1%
<b>Total</b>	<b>234</b>	<b>100%</b>

4.10.13.1

**4.10.14 Please explain why you gave this rating below.**

4.10.14.1

**4.10.15 Are you aware that people are being given more control to decide on the support they need from social care services, because of their circumstances such as illness or disability? This is called personalisation.**

**Figure 43**

	Number	Percent
Yes	140	34%
No	269	66%
<b>Total</b>	<b>409</b>	<b>100%</b>

4.10.15.1

**4.10.16 If you receive care or support from social care services, have you been able to influence how money is spent on your care / support plan?**

**Figure 44**

	Number	Percent
I have full control over my care/ support plan and choose how my needs are met	15	35%
I have some control over my care/ support plan and how my needs are met	10	23%
I know that I have a choice of how my care/ support needs are met but I do not wish to take control of my care at present	3	7%
I am not aware that I have a choice over how my care/ support needs are met	15	35%
<b>Total</b>	<b>43</b>	<b>100%</b>

4.10.16.1

**4.10.17 Do you feel that health and social care services in Torbay unfairly discriminate against any particular groups of people?**

**Figure 45**

	Number	Percent
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Yes	23	6%
No	347	94%
<b>Total</b>	<b>370</b>	<b>100%</b>

4.10.17.1

**4.10.18 If yes, please tell us who below.**

**Figure 46**

<b>Group discriminated against</b>	<b>Number</b>
Against older people	10
Against working people	4
In favour of older people	3
In favour of benefit tourists	2
young people with mental health	2

4.10.18.1

**4.10.19 Please tell us how you believe we could improve the health & wellbeing of those who are least healthy.**

**Figure 47**

Better diet	23
Education and awareness about healthy living	19
Increased awareness of services available	18
Human contact with vulnerable people	16
More exercise	16
More help or support (general)	15
Reduce negative behaviour - Smoking, drugs and alcohol	14
Listen to people's needs and give more time in consultations	12
Better domiciliary care	10
Higher funding of services	9
Make it easier access to services	8
Continuity of care including when discharged from hospital	7
Patient involvement in decision making	7
Home visits to vulnerable people	7
Improved car park facilities	5
Communication of information about individuals	5
Shorter waiting times for services	5
Improved residential Care	5
Encourage to keep active (hobbies)	5
Regular health checks by GP	4
Higher levels of care for those with disabilities	4
Make it easier to get doctor's appointments	3

Awareness of prescription drugs (post code lottery, generics rather than brand names)	3
Use of alternative therapies rather than drugs	3
Better care in the community	2
NHS Dental care	2
Improved help for carers	1
Longer doctors opening hours	1
More home visits by professionals	1
Local infrastructure (roads, toilets etc)	1

4.10.19.1