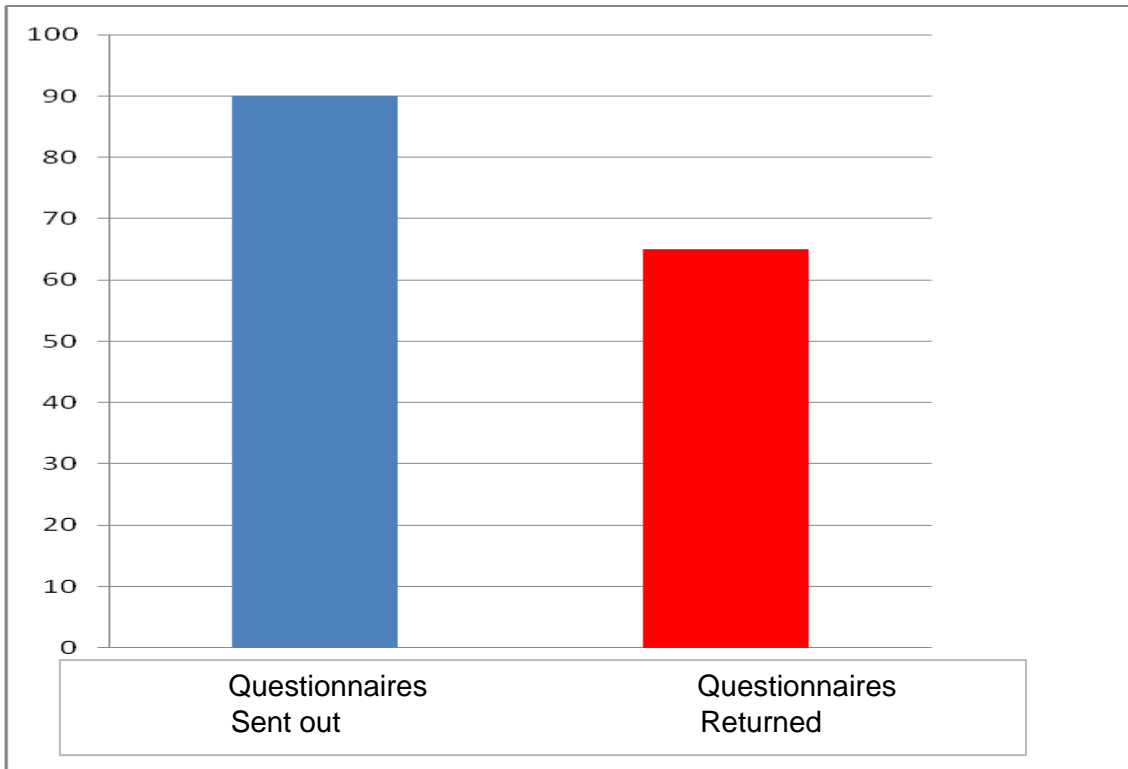


A Community Research Project in connection with the Support Services received by Residents within the East Devon District - March 2010



Statistics:

- 90 Questionnaires sent out
- 65 Questionnaires returned
- Represents a return of 72%

Information:

- The survey was arranged and conducted by East Devon District Council Tenant & Leaseholder Customer Panel members.
 - The interviews were conducted face-to-face and mainly in the homes of the residents.
 - Guidance was sought from some Mobile Support Officers as to how the approach to residents was made taking into consideration their age and vulnerability.

A Community Research Project in connection with the Support Services received by Residents within the East Devon District - March 2010

Question 1 – How long have you lived at this address?

In order to calculate the figures which varied widely, it was necessary to band the answers we received:-

0 – 5 years 6 – 10 years 11 – 19 years 20 years +
Unanswered.

As you will see we had:-

14 x 0 – 5 years
21 x 6 – 10 years
18 x 11 – 19 years
10 x 20 + years
1 x unanswered

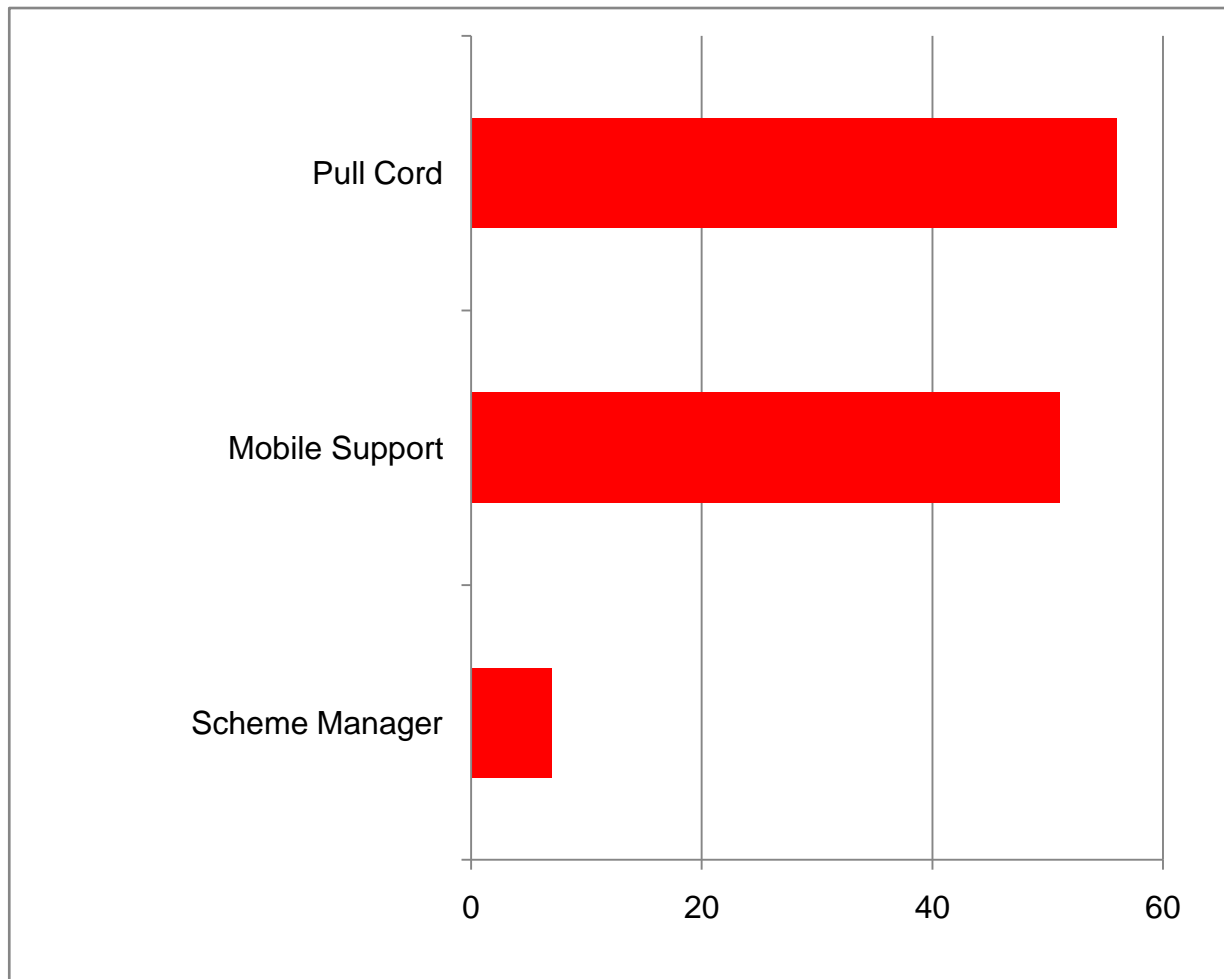
Although the length of tenure might appear irrelevant, we considered it was necessary to have this information as it gave some idea of the type of support if any, residents had received in the past.

We deduced that those who had lived in the properties longest would most likely have been familiar with the role of Resident Warden and thus, be in a position to compare the two systems.

A Community Research Project in connection with the Support Services received by Residents within the East Devon District - March 2010

Question 2 - Do you receive support services from East Devon District Council?

Scheme Manager	7
Mobile Support	51
Pull Cord	56



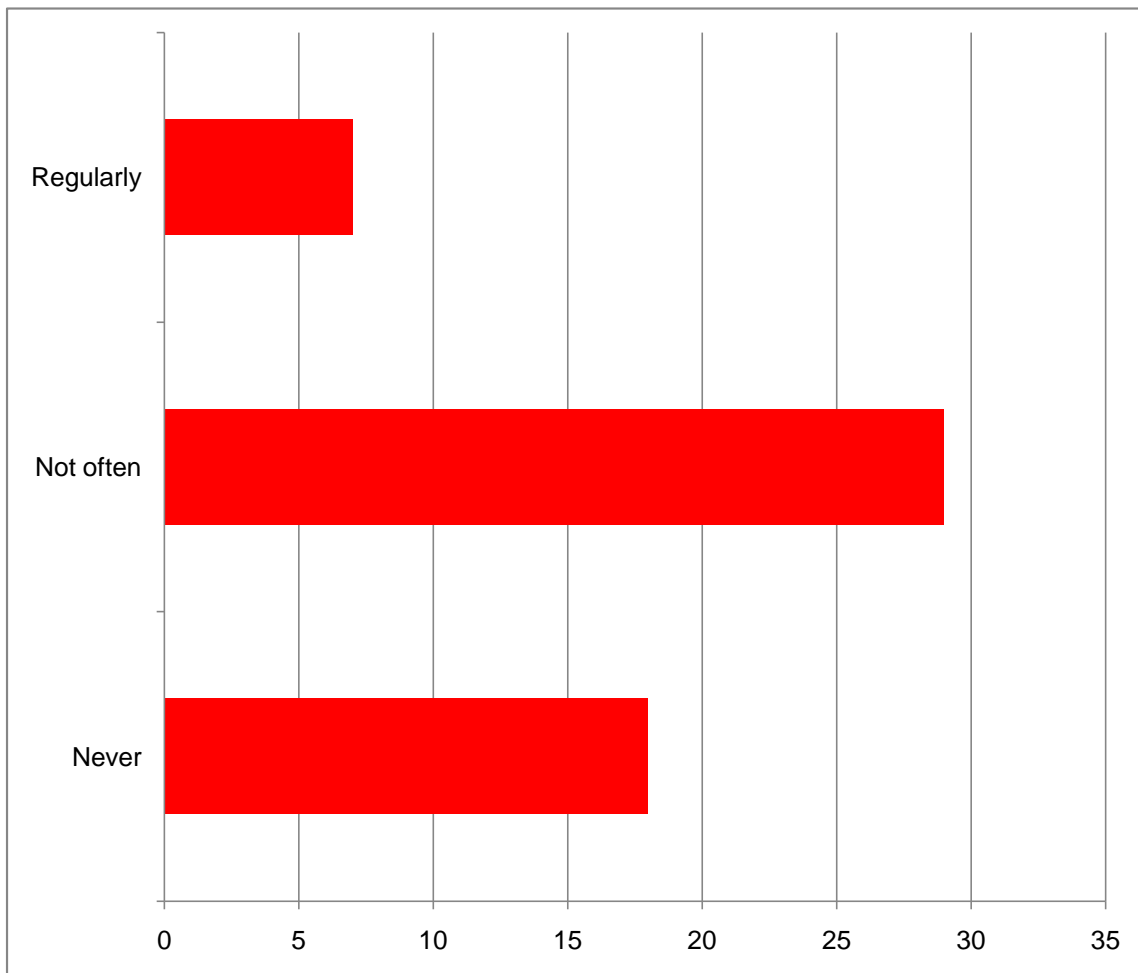
A Community Research Project in connection with the Support Services received by Residents within the East Devon District - March 2010

Question 3 - If you have a pull cord system (Home Safeguard), how often do you use it?

Of the 65 people surveyed, 54 people had a pull cord system.

This chart shows the degree of use.

Never	18
Not often	29
Regularly	<u>7</u>
Total	54

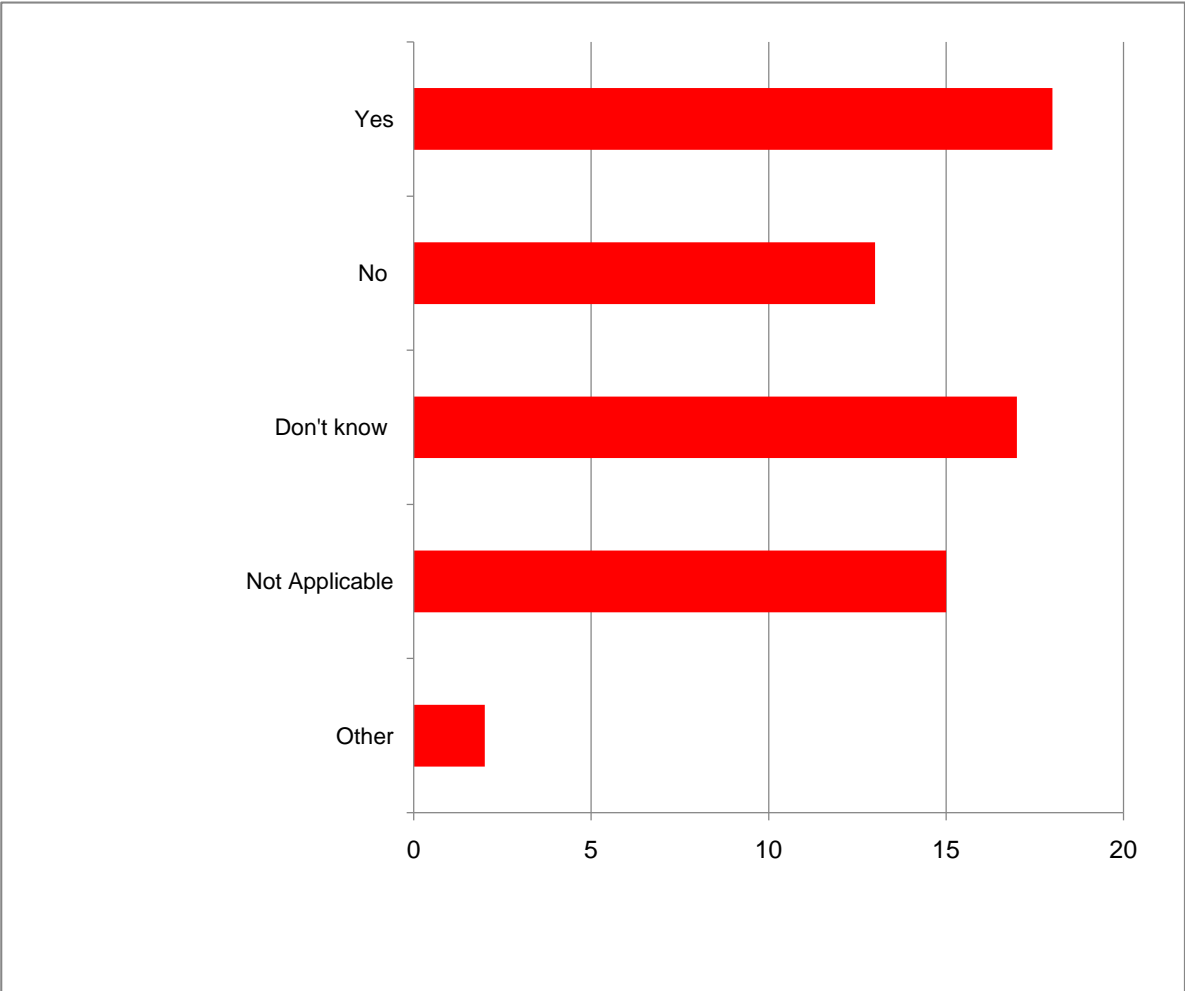


A Community Research Project in connection with the Support Services received by Residents within the East Devon District - March 2010

Question 4 - Does the time taken to answer a call vary depending on the time of day or night?

Of the 65 people surveyed there were no definite conclusions

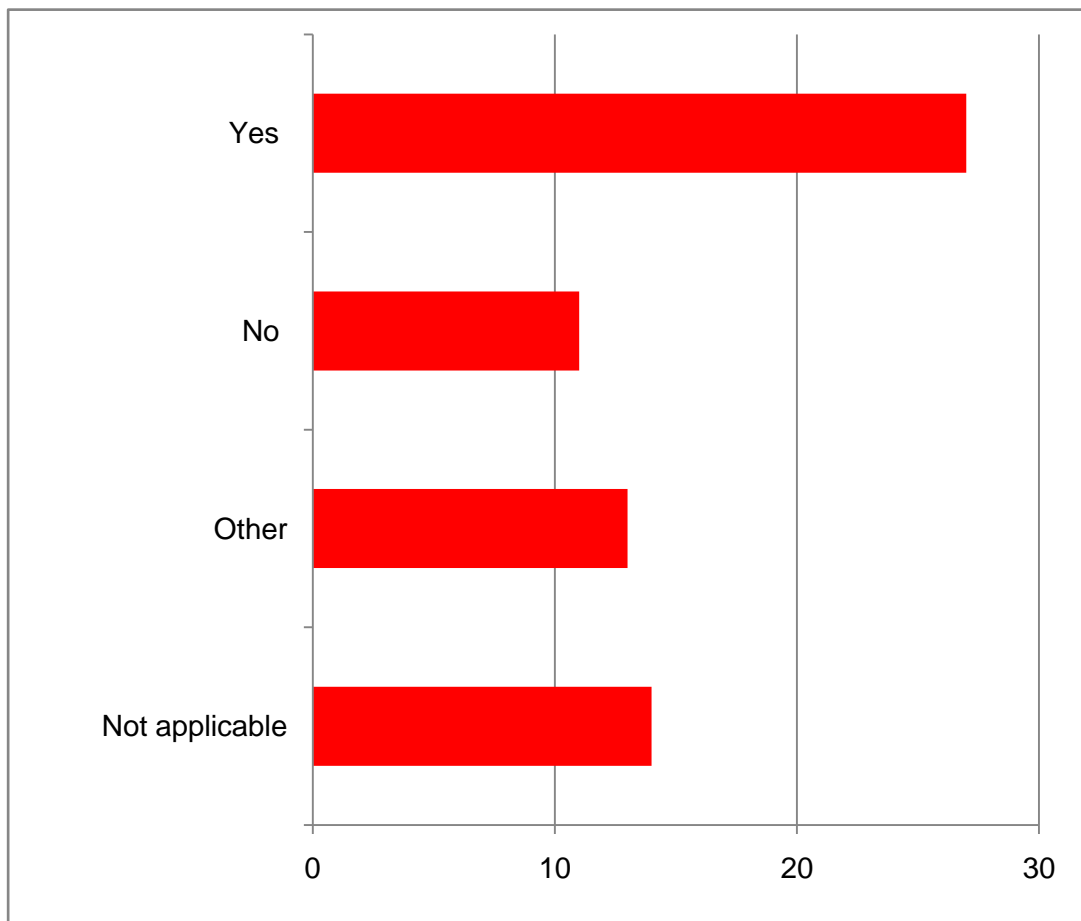
Other	2	= 3%
Not Applicable	15	=23%
Don't know	17	=27%
No	13	=20%
Yes	18	=28%
Total	65	=100%



**A Community Research Project in connection with the Support
Services received by Residents within the East Devon District -
March 2010**

**Question 5 - Are you satisfied with the speed
of response from Home Safeguard?**

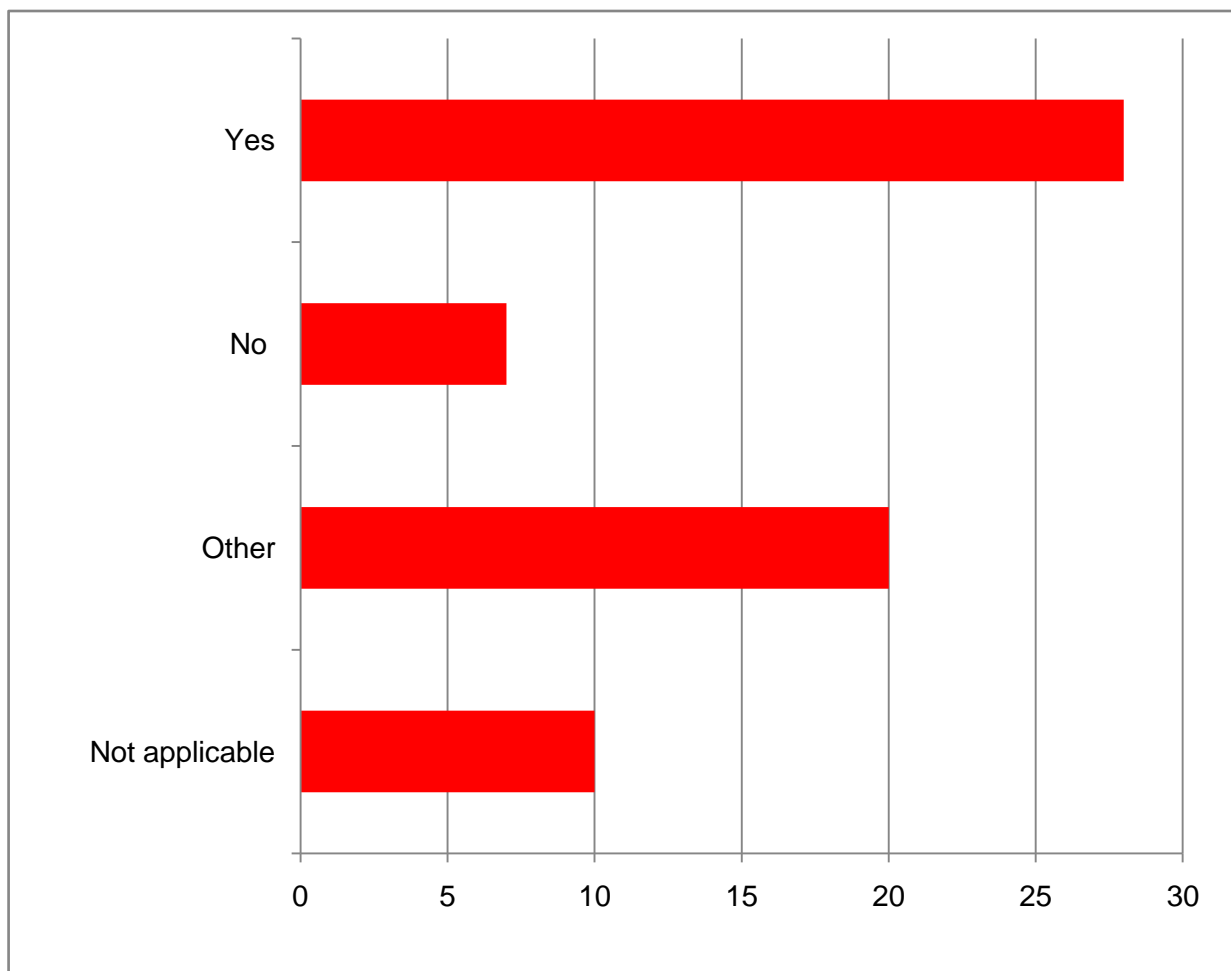
Not applicable	14
Other	13
No	11
Yes	27



A Community Research Project in connection with the Support Services received by residents within East Devon District March 2010

Question 6 - Do you think they (Home Safeguard) take your problem seriously?

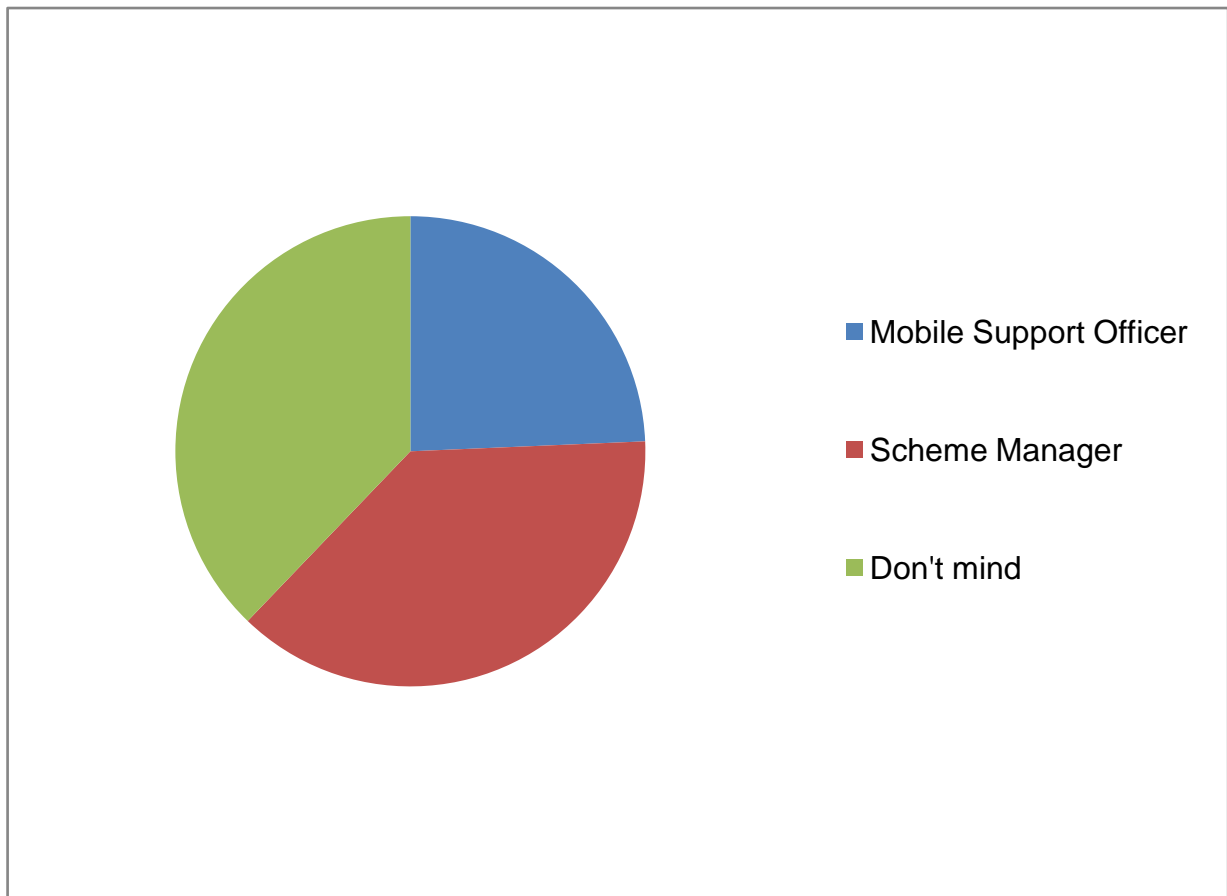
Not applicable	10
Other	20
No	7
Yes	28



**A Community Research Project in connection with the Support Services
received by Residents within the East Devon District - March 2010**

**Question 7 - Given the choice, which method of
support would you prefer?**

Mobile Support Officer	18
Scheme Manager	28
Don't mind	28



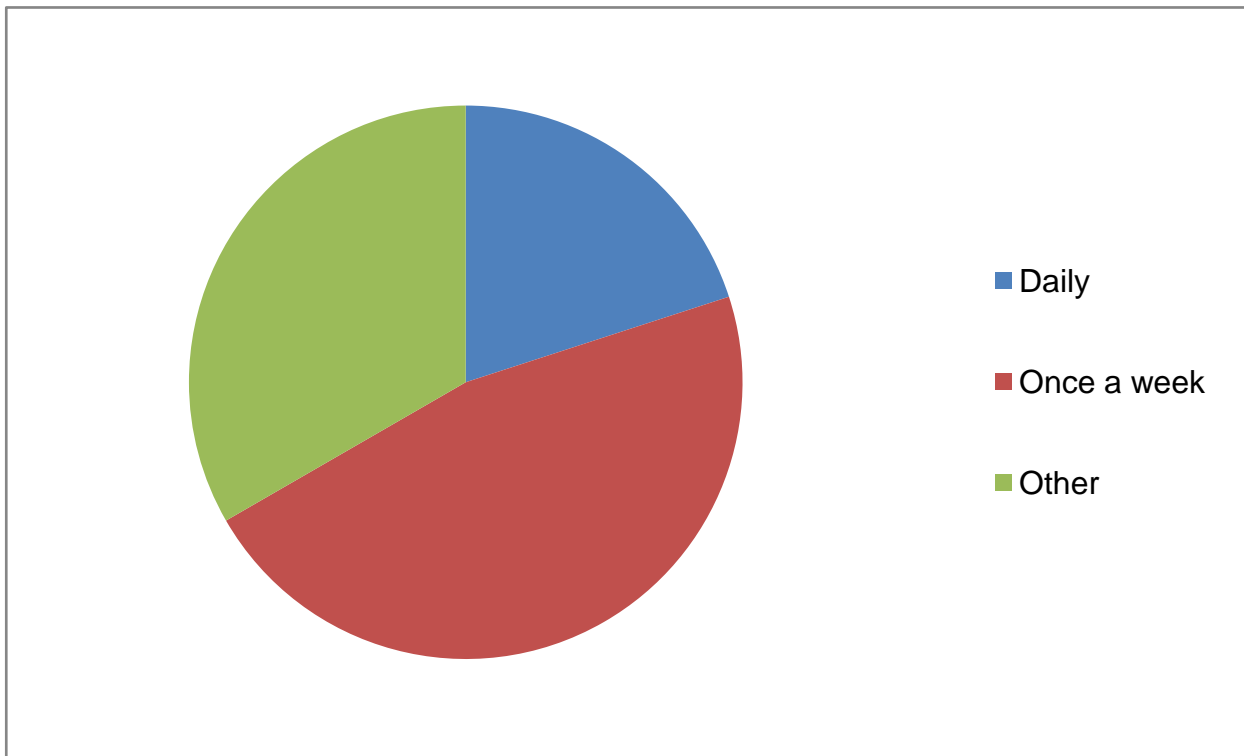
A Community Research Project in connection with the Support Services received by Residents within the East Devon District - March 2010

Question 8 - How often do you have contact with your Mobile Support Officer?

OR

How often do you have contact with your Scheme Manager?

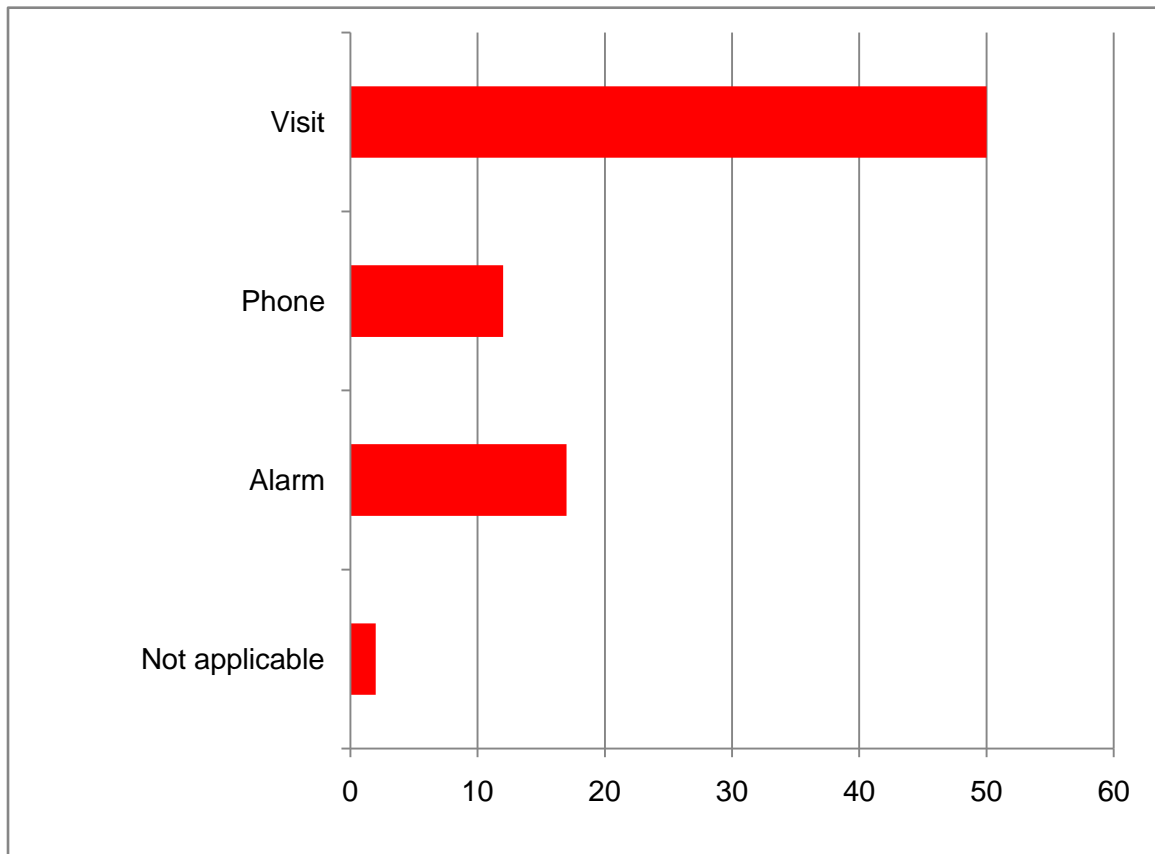
Daily	12
Once a week	28
Other	20



**A Community Research Project in connection with the Support Services
received by Residents within the East Devon District - March 2010**

Question 9 - What kind of contact is this?

Not applicable	2
Alarm	17
Phone	12
Visit	50



A Community Research Project in connection with the Support Services received by Residents within the East Devon District - March 2010

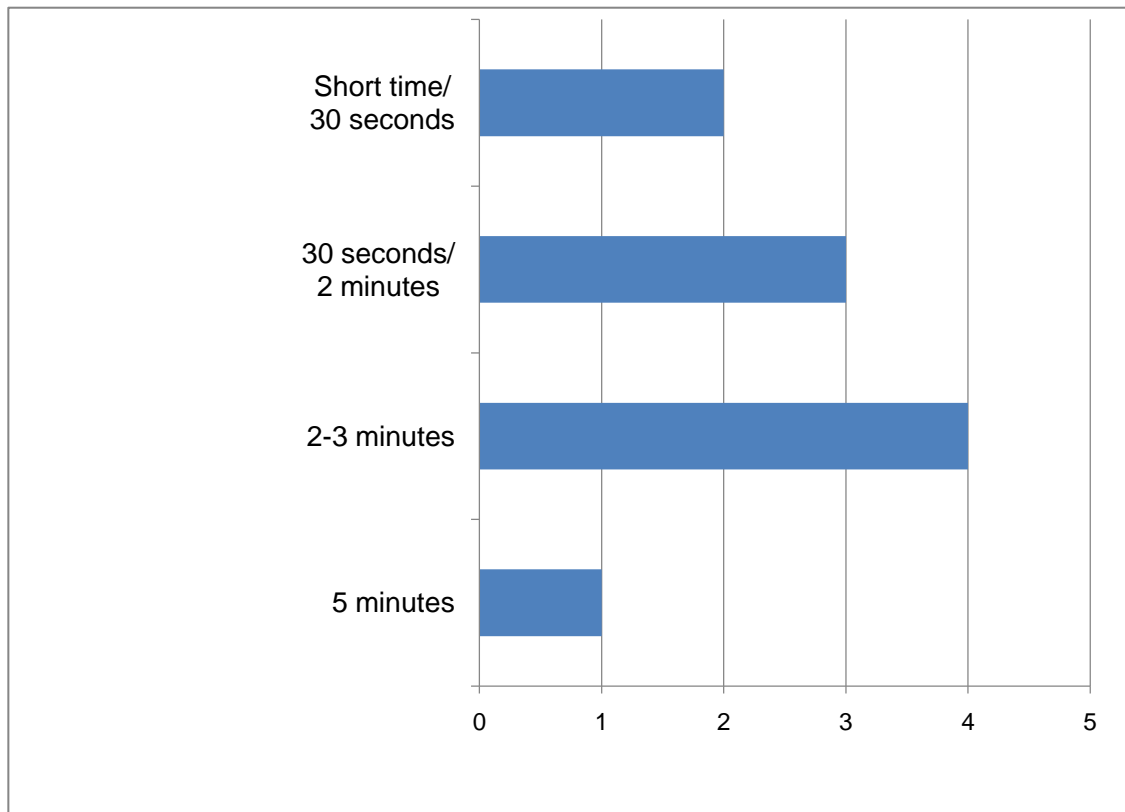
Question 10 - How long does this contact last?

All times here are perceptions rather than precise timings)

For telephone responses of which there were 10, the maximum length was 5 minutes.

A more precise breakdown is:

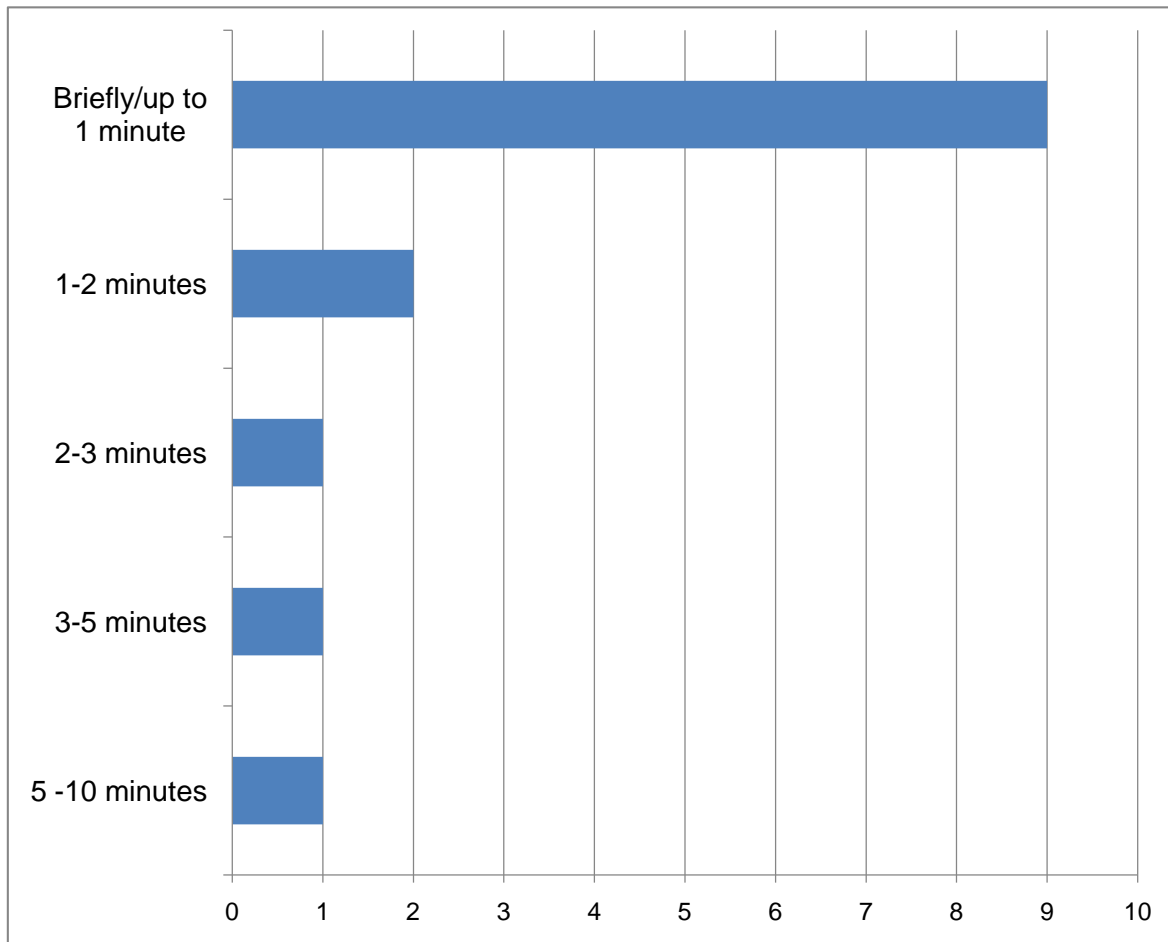
5 minutes	1
2-3 minutes	4
30 seconds/ 2 minutes	3
Short time/ 30 seconds	2



A Community Research Project in connection with the Support Services received by Residents within the East Devon District - March 2010

For responses to the alarm we recorded 14 answers

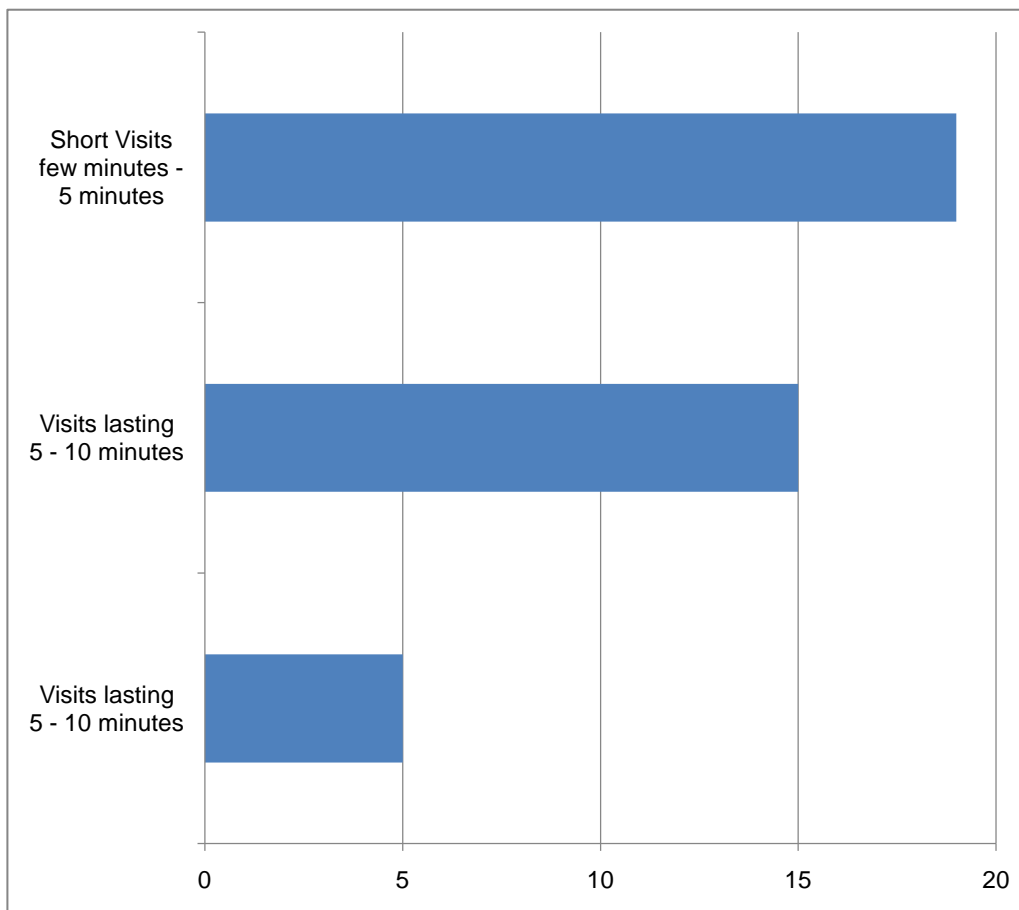
5 -10 minutes	1
3-5 minutes	1
2-3 minutes	1
1-2 minutes	2
Briefly/up to 1 minute	9



A Community Research Project in connection with the Support Services received by Residents within East Devon District - March 2010

Those who received visits numbered 40 in total

Visits lasting 5 -10 minutes	5
Visits lasting 5 -10 minutes	15
Short visits few minutes - 5 minutes	19



And one person just answered that it depended on the visit