**Isle ENGAGE - Consultation Summary**

**Outreach / Advertising:**

* Consultation took place through online questionnaire through Survey Monkey, physical copies were distributed (and collected) through all of the Island’s libraries, and more accessible ‘postcard’ surveys were produced and distributed.
* Telephone interviews were carried out with clients identified as being socially isolated.
* Isle Engage phone line set-up – 24 hour telephone line where people could leave messages to be called back – Good Neighbour Scheme followed up every call.
* There was a full page advert in The Beacon magazine which was delivered to 64,000 homes on the Island.
* Story in the Isle of Wight County Press newspaper – 36,000 copies
* News story on Isle of Wight Radio website and interview with Mark that was played out over a full weekend.
* Links and news stories were publicised on partner websites and social media feeds (Incl. Wightlink).
* Posters were distributed through Parish Council notice boards and with advertising in Parish magazines.
* Partner agencies took questionnaires and consulted with their clients/service users.

**Focus groups:**
Community Memory Groups x 2
Learning Links x 2
Independent Arts
Older Voices
Carers IW

**School consultation:**
Primary schools x 7

**In-depth Individual interviews (by Cara):**Individuals with dementia and their primary carers x 9
Nail-cutting service users x 2

**Surveys:**
Full Isle Engage surveys x 560
Postcard surveys x 59

**Prominent themes from the focus groups and interviews**

|  |  |
| --- | --- |
| Transport | * Price of busses, even with concessionary pass (JSA), is too high. This prohibits people from getting about e.g. attending training courses.
* First bus travelling from some areas is not early enough – makes getting employment difficult.
* Last bus is too early – prohibits attending evening classes/groups or attending theatre.
* Time restrictions on the bus pass can prohibit people from attending certain activities.
* Physically getting to a bus stop and using busses can be impossible for some people (e.g. those with poor mobility).
* People like the idea of attending community groups/activities, but named transport as a primary barrier.
* Ferry prices are too high and isolate people from the mainland
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| Information | * Many people not aware of what social groups or voluntary projects exist in their locality.
* Distribution of ‘what’s on/about’ should be better – relies too heavily on word of mouth
* Library repeatedly named as good source of information for local information. Doctors’ surgeries, community cafes and churches also mentioned.
* Suggestion put forward to create a single booklet of all activities and distribute it at the job centre as well as other places.
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| Social groups | * There should be more groups for people to attend. Some people wanted specific hobby groups (e.g. crafts, singing, film club, Men’s self-help group) but many just wanted somewhere to have a cup of tea and a chat.
* A particular need for social groups in rural areas was identified, with importance placed on groups being local to minimise travel.
* Groups should be “what people want, not what the facilitator wants”.
* A number of people attend groups at the church, but this does not suit everybody (i.e. non-Christians). A number of people mentioned using community centres more as a local hub. One person suggested that some groups could be held at local pubs, as even very rural places have them and they are often empty during the day.
* People who are lacking confidence, or who have been isolated from their community for a long time may need some encouragement to attend groups. One attendee stated she loves attending her groups, but never would have gone in the fist place if she hadn’t been persuaded to by a friend. The group suggested befrienders would be a good solution, as they could provide information about groups and support/encouragement to attend.
* Community Memory Group members stated that the social aspect of the group is very important to them. Many live on their own and the weekly group is their only chance to speak to others. They appreciate the chance to share experiences with others ‘in the same boat’. Many stated the groups have health benefits and help with orientation (e.g. keep track of the days better).
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| Attitudes | * Changes in beliefs/attitudes of members of the community are necessary to facilitate change and improvements.
* We need a “cultural shift” – to stop “dumping the old and young on institutions” and become “more nurturing”.
* Younger people should respect older people and vice-versa
* Problems with lack of respect, e.g. children kicking football against window or people not stepping aside to let older people through with their zimmers.
* There needs to be better understanding by people in the community. People named shop owners and bus drivers as people who can be impatient with people with dementia. Employers should be educated on the benefits of employing people aged 50 or over.
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| Technology | * People stated they would like better access to computers. It is often assumed that everybody has access to a computer, but this isn’t always the case. Lack of computer-access means people are excluded from applying for certain jobs and volunteering opportunities, as well as the best deals when buying certain things.
* The libraries can be used for their computers, but they are time-limited and very slow.
* People would like training in how to use computers, phones etc.
* A number of suggestions were made to have laptops lent out to people like books from mobile libraries (and also puzzles and games).
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| Other | * Should be more free education/training for those over 50, particularly for those looking for work.
* Opportunities for older people to use their skills and feel valued (e.g. teaching knitting or chess)
* Fitness: more low-cost exercise classes/swimming
* People should have a way to identify others they think are socially isolated so that we can reach those who need it
* Carers felt that they needed more support and respite so that they can attend groups and socialise themselves.
* Uneven pavements and dog mess can be barriers to being out and about.
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**Survey Results**

**Broad Analysis of all results:**

Most people feel safe in their own homes (87.1%) and are happy where they live (83.3%).

Fewest people feel they can afford to do the things they enjoy (58.5%) and take exercise (65.9%).

37.7% of respondents are volunteers

17.4% work full time

12.9% work part time

**Top priorities for making life more fulfilling:**
Table 1: Percentage of respondents who rated they needed the following ‘to some extent’ or more

|  |  |
| --- | --- |
| Financial planning for the years to come | 68.64 % |
| Help with technology and modern equipment | 61.86 %  |
| Opportunities to exercise and stay active | 58.20 % |
| Ways to help others and feel involved in my community | 56.52 % |
| Help with finding out about local activities and social events | 52.37 % |
| Better access to transport | 51.19 % |

Table 2: Percentage of respondents who rated they needed to following ‘to a great extent’

|  |  |
| --- | --- |
| Ways to help others and feel involved in my community | 12.66 % |
| Support to manage my general healthcare needs e.g. nail cutting | 10.57 % |
| Support to care and look after someone | 8.57 % |
| Help to adapt my home to live independently | 8.20 % |
| Financial planning for the years to come | 7.20 % |
| Better access to transport | 6.84 % |

**Paper vs. online copies**

Online respondents were:

- 26.4% more likely to work fulltime than paper respondents and
- 10.1% more likely to say that they have a purpose in life.
- 26.6% more likely to drive and have their own transport

Paper respondents were:
- 6.1% more likely to lack companionship
- 20.8% more likely to live alone
- 18.6% more likely to say they’d like help with technology and modern equipment

Paper respondents were more likely to want (compared with online respondents):
- Support with technology and equipment (67.27% of paper respondents said they’d like help)
- Support to improve personal safety
- Support to manage general healthcare needs
- Support with a long term health condition

Online respondents were more likely to want (compared with paper respondents):
- Financial planning for the years to come
- Employment opportunities

Average ages – Paper: 71.31, Online: 60.35

**Workers and volunteers vs. non-workers/volunteers**

Those who do not work or volunteer are:

- 32.1% **less** likely to feel they have a purpose in life
- 27.5% **less** likely to take exercise
- 23.6% **less** likely to find company when needed.
- 21.11 **more** likely to lack companionship
- 19.92 **more** likely to feel left out
- 17.38 **more** likely to feel isolated from others

Non-workers were more likely than workers to say they needed things to make their lives more fulfilling. The biggest differences between needs of workers and non-workers are depicted in the table below.

Table 3: Differences between workers and non-workers in what they say they need to make their lives more fulfilling. **Non-workers were:**

|  |  |  |
| --- | --- | --- |
| 31.15 % | More likely to want | Support with a long term health condition |
| 29.75 % | More likely to want | Support to manage my general healthcare needs e.g. nail cutting |
| 26.44 % | More likely to want | Better access to transport |
| 25.07 % | More likely to want | Befriending and companionship |
| 24.87 % | More likely to want | Support to improve my personal safety |
| 24.58 % | More likely to want | Help in making changes to my living arrangements |
| 23.78 % | More likely to want | Help with finding out about local activities and social events |