

Community Needs Survey

What will we do with your feedback?



Gather

We will put your feedback on to a computer system.

Analyse and report

We will produce a report which will have comments and graphs in it.

We will analyse the report to identify themes and priorities ('conclusions').

We will publish the report, with the conclusions, on the internet and notify all groups we originally invited to take part. We will also share the results with other organisations like the Police and NHS.

We will combine the report with other information we have to create a detailed 'evidence base' so that we can fully understand the issues facing Devon's communities. We may need to visit groups to ask more questions.

Take action

We will use the 'evidence base' to identify areas for action. We will work with community organisations (through our Equality Reference Group) to identify these actions.

We will publish the actions we decide to take and notify as many people as possible what we intend to do. You can challenge us and make sure we do what we say we will do. We will report progress annually.

What have we done with previous feedback?

In 2006 we ran a big consultation exercise with disabled people and produced an Evidence Base. This year we want to 'refresh' that information and ask more people similar questions.

Here are some examples of what we have done...

You said	We have
Improve communications access by promoting plain English and using less jargon (as a priority).	Produced a Plain English Guide and set up a network of 'Plain English and Easy Read experts'. We purchased the Photosymbols package so that we can produce Easy Read documents.
Provide better information about what we do and who to contact such as a contact list (and different ways of contacting us).	Our MyDevon contact centre has a clear list of numbers and different ways of contacting the Council. People can now contact us by a variety of ways including telephone, email, post and SMS text.
Improve access for Deaf people to local services and information (British Sign Language Charter Pledge 1).	We have a contract with Deafinite Interpreters and a Translation and Interpreting Policy. We have promoted Plain English/Easy Read. We have promoted Deaf Awareness and many of our staff have been trained in Deaf Awareness or basic BSL. A staff group meets regularly to practice BSL.

We still have lots to do though and it's going to be hard for us to achieve all the things we'd like to do with less money and resources. We therefore need to understand what the **priorities** are for the next four years.