

Theme Report 2: Being Informed

August 2016

Links to Better Together outcomes –

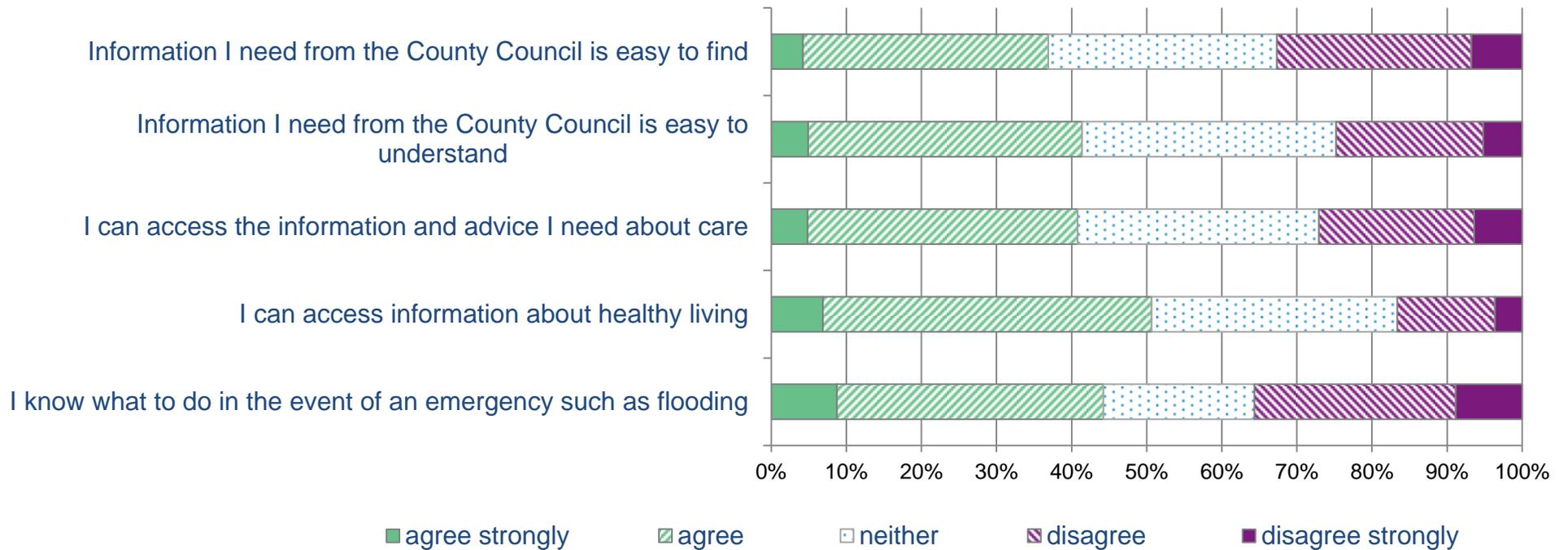
Resilient: Communities will have greater influence and control; Devon will be well prepared for emergencies such as flooding; Problems will be prevented or resolved without being dependent on public services.

Healthy: More people will enjoy good health and avoid preventable illnesses; More people will lead happy and active lives; More people will maintain their health and independence into older age.

Performance Result:

Information I need from the County Council is easy to find.	37% agree	
Information I need from the County Council is easy to understand.	41% agree	
I can access the information and advice I need about care.	41% agree	
I can access information about healthy living.	50% agree	
I know what to do in the event of an emergency (such as flooding).	44% agree	

Satisfaction with access to information has dropped slightly since 2011 but slightly more people now know what to do in the event of an emergency.



Fewer than half of respondents for most of these categories agreed or strongly agreed that they could find information easily, or found it easy to understand. Around a third of respondents said they did not find information easy to find, or knew what to do in the event of an emergency.

This question also included a 'not relevant to me' option which is excluded from the above results but data for this is available in the 'all counts' report.

Identifying Inequalities

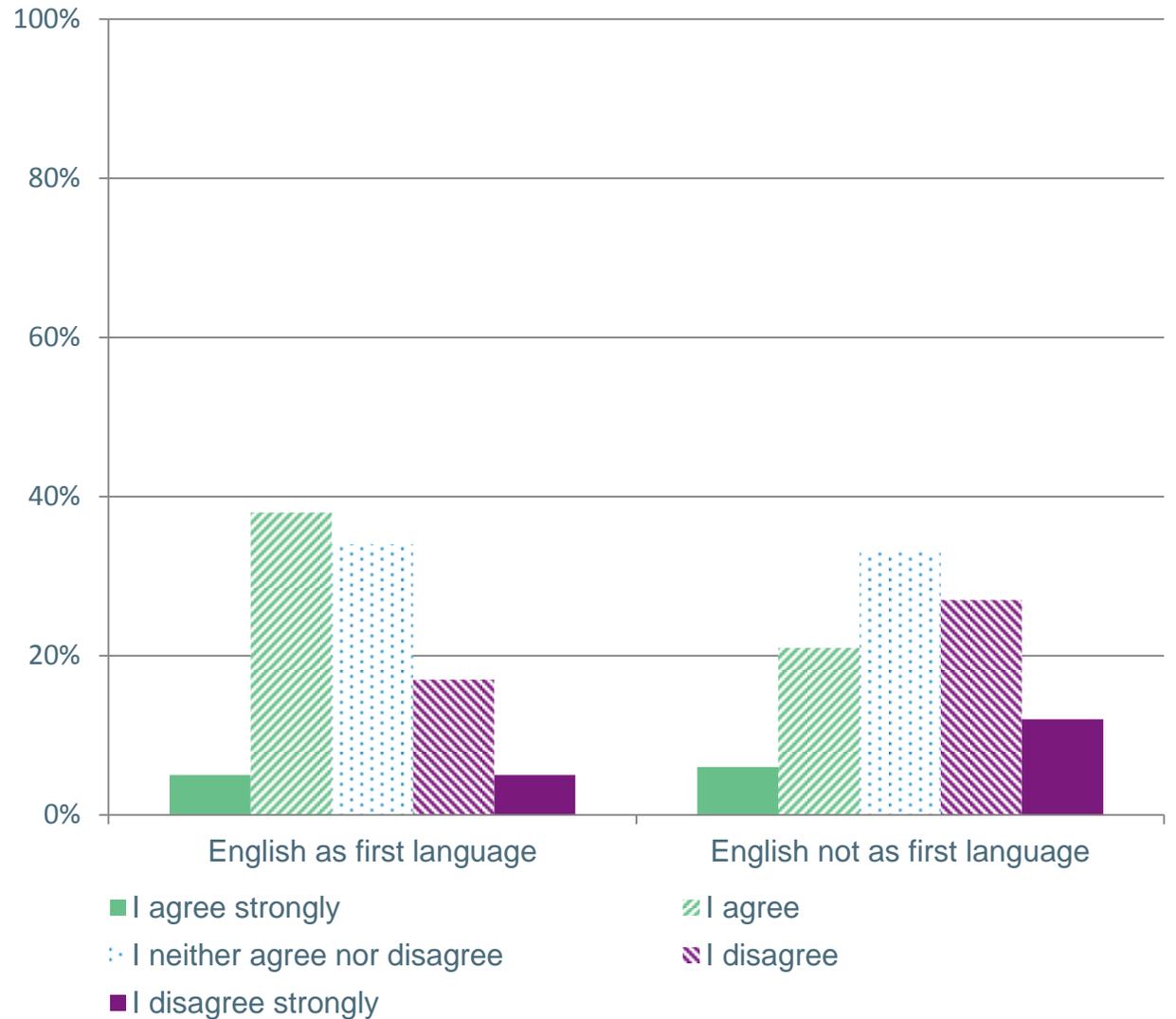
There was little distinction between most diversity characteristics for the questions presented in this section meaning that people can find our information difficult to understand regardless of their own language or communication ability.

Disabled people, carers and those whose physical health was poorer appeared slightly less likely to agree that information was easy to access and understand.

Those with poorer mental or emotional health were more likely to disagree that they could access information they needed or find it easy to understand information about care, healthy living, or what to do in an emergency.

People whose first language was not English, were also less likely to agree that information was easy to understand (with an 18% difference between those agreeing).

Information I need from the Council is easy to understand by respondents' first language



Comments in relation to finding and understanding information

“Not everyone has a computer or access to the internet”.

Some respondents said that they could not access information online, with a feeling this is where most information is. Without access to the internet, not having a computer, not being computer literate, or able to use a computer was perceived as excluding some people from the information they needed. This should also be considered alongside the responses to Computer and Smartphone use (a separate report).

I have MS, so cannot access the internet. My cognitive and physical functions are significantly impaired. This is not taken account of.

Information needs to be in the correct format (audio).

Unless computer literate, or in receipt of the local weekly paper, information is non-existent.

I don't have internet and it is not always easy to find information in other places.

Where I live means I can't access human contact easily - rely on telephone and computer.

Where are we to get this information from, when we do not have access to a computer and are not online.

Always difficult to access - especially if elderly and not "au fait" with the internet, and with the libraries having shorter opening times.

Assumptions are made that people have computers to access information, which is not the case...

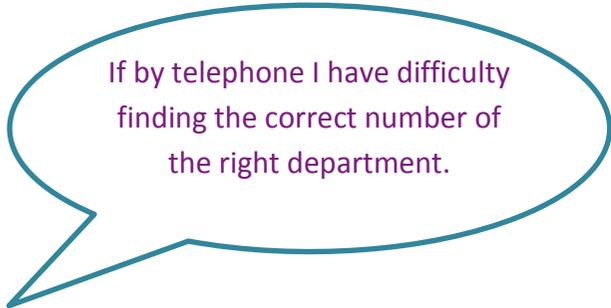
My main reason for being a little negative is you must remember a good 75% of mature persons do not, or cannot use email.

Even if people had access to online information, they could not always find the information they wanted on our website, or knew where to start.

Some said the information was not in an accessible format such as audio.

Where information was accessed, it wasn't always easy to understand, with one respondent specifically mentioning pathways for accessing social care and that "...carers breaks vouchers have been replaced by a system which seems complex...". Jargon was also a problem to some "without a jargon dictionary" and that we needed to write in 'plain English'.

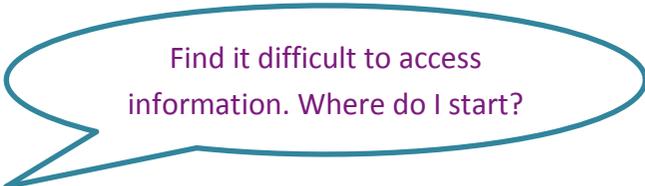
Five people also commented that it was difficult to know who to contact by telephone.



If by telephone I have difficulty finding the correct number of the right department.



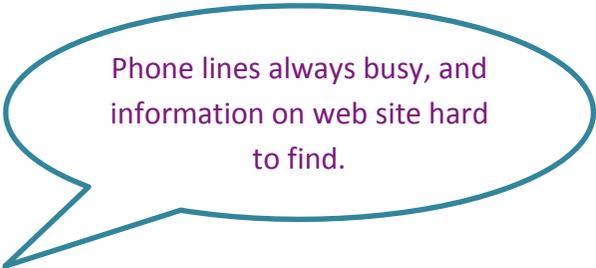
It isn't easy to find the right information on the DCC website.



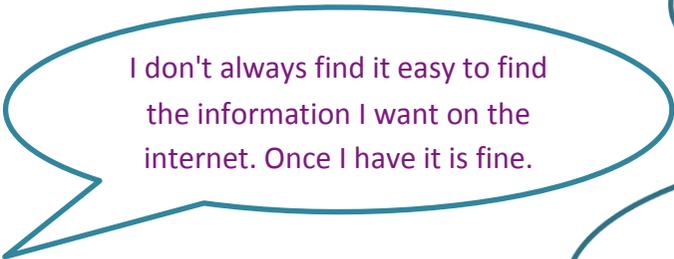
Find it difficult to access information. Where do I start?



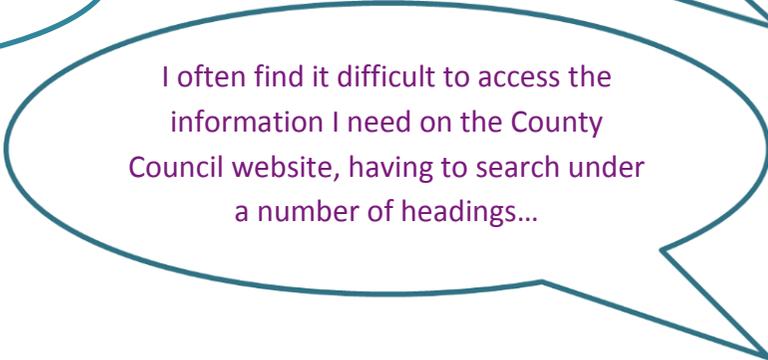
There is some great information on the Council's website, but it can be very hard to find.



Phone lines always busy, and information on web site hard to find.



I don't always find it easy to find the information I want on the internet. Once I have it is fine.



I often find it difficult to access the information I need on the County Council website, having to search under a number of headings...

Similarly, of the small number who mentioned accessing care information, they said the information was not easy to find, or understand.

Care - confusing with more links to follow, most would not use it and phone.

Advice about care homes is not forthcoming from DCC.

...It's a minefield!

Pathways for accessing social care are very difficult to understand...

Trying to access care services info has been so difficult that I have almost given up ploughing through such a minefield. Just given yet another telephone number, until you mention paying privately.

It is not always easy to find information about all the different types of services available. Private, voluntary and local authority. There needs to be more choice including private funded options.

A handful mentioned healthy living, with some question around the Council's role in facilitating 'healthy living'.

Too many myths or changing opinions about what is good/bad to eat - it's confusing.

Healthy living? I'd be more inclined to speak to my GP, and I have tried to find it on your website, to no avail...

I think people know about healthy living, they do not need information, but our city's structures do not enable them to build activity into their normal daily lives...

...why is the council duplicating what the health service should be doing...

I use my common sense and eat accordingly.

Comments around knowing what to do in the event of an emergency appeared to have picked up on the example of flooding, where some said this wouldn't affect them, others gave a mixed response in terms of whether they felt informed. One person amusingly highlighted that "the only thing I have ever heard of regarding flooding was a friend in St Thomas who received a 'floating letter' from the labour government. Hilarious but it was noted!".

Flood advice leaflet delivered to home is useful.

Our local Parish Council has been developing a flood plan.

Flood line sign up - amazing!
Thank you.

It is not clear to every household what to do in the event of an emergency.

Had flood before, no help offered...

I only know what to do in the event of an emergency because of my parish council who keep me well informed.

Local emergency plans are not clear, and I have never been involved in an exercise to test these plans.

I would report an emergency (flood), but I would not know what to do about it, or if I would have to leave.