

# Theme Report 3: Services

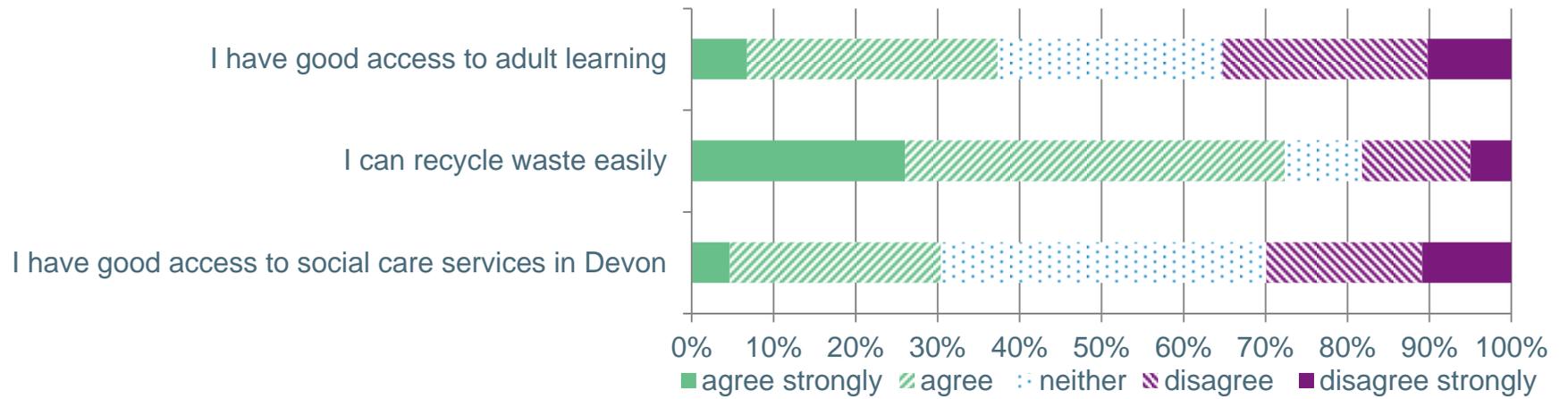
August 2016



**Links to Better Together Outcomes** – *Prosperous*: More people will find employment, including those furthest from work; A great deal of money will be saved and Devon’s energy needs will be reduced. *Healthy*: More people will maintain their health and independence into older age. *Safe*: Children in care will have a secure and stable home and go on to lead happy lives; Vulnerable people will be better protected from abuse and harm.

## Performance Result:

I have good access to adult learning	37% agree	
I can recycle waste easily	72% agree	
I have good access to social care services in Devon	30% agree	



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.

# Inequalities Identified

Women were very slightly less likely to agree that they had good access to adult learning, with women overall appearing to slightly disagree, whilst men overall slightly agreed.

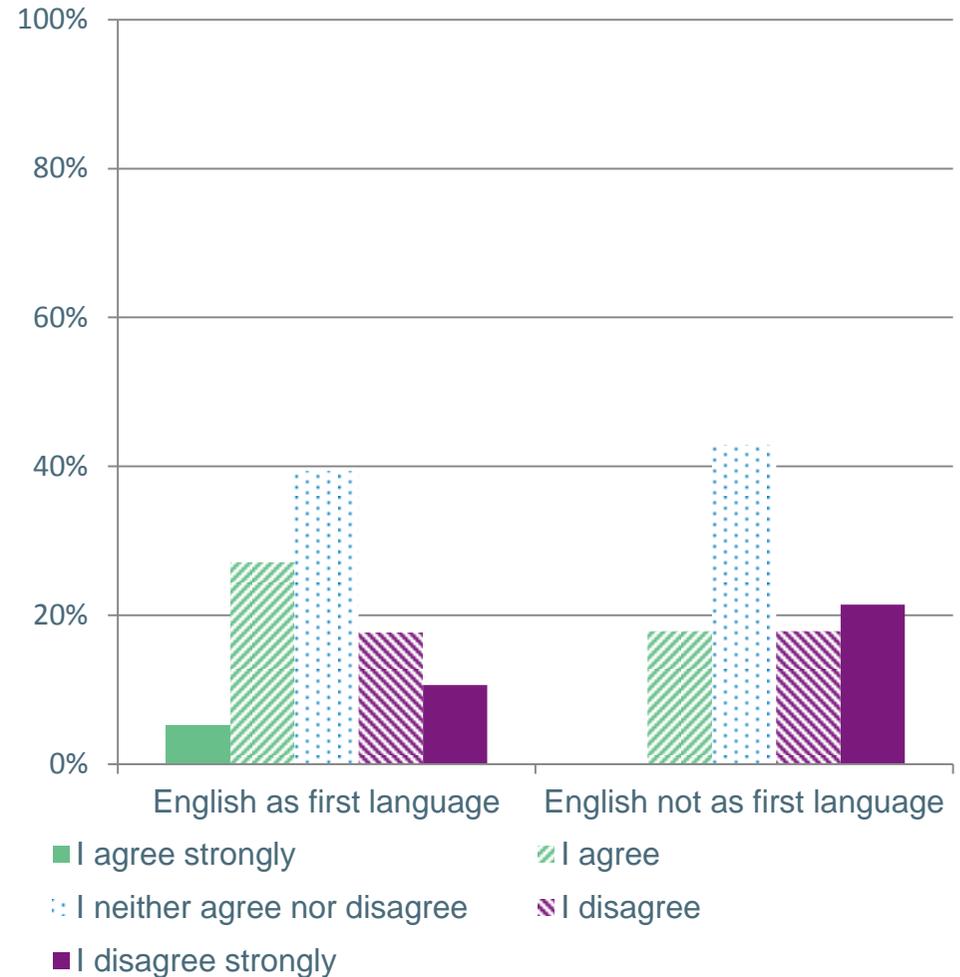
This was similar to disabled people (those who said their day-to-day activities were limited a lot) and those whose health was very bad, as they tended to disagree more that they had good access to learning. For Deaf people (British Sign Language users) there is an issue in accessing interpreters for courses as highlighted by one person's comment: "Adult learning centres in Devon do not have the budget to provide BSL interpreter. Lots of Deaf people including myself are furious that we cannot access short or evening courses same as hearing people. Enough is enough!"

Respondents in Exeter appeared to agree more that they had good access to learning compared with the rest of Devon, though there was little difference between urban and rural areas overall.

Respondents whose first language was not English were less likely to agree that they had good access to social care services.

Whilst recycling was a positive experience for many, within the comments section people with mobility problems or no access to a car expressed difficulties with lifting or moving items where kerbside collections are not provided.

I have good access to social care services in Devon by respondents' first language



# Access to adult learning

The comments around adult learning highlighted issues of lack of availability, cost issues, and problems with access in relation to distance, interpreting for British Sign Language (BSL) users and transport. In relation to availability, people said that adult learning had been reduced or cut in their area, and that the courses provided were not the type they were interested in.

A few commented that courses were “geared to exams and certificates” and “educational”, or there were “clubs and exercise classes but not exactly mind stretching”. Some also said that what was available was too expensive: “Adult learning is not accessible to me because it is not affordable - I'm on a low wage but not low enough to attract additional support”.

As well as the cost of the course itself, the cost or availability of transport was also a barrier: “travel costs are dear as well in some cases” and “impossible to attend in the evenings due to transport”.

Respondents mentioned adult learning centres shut in places such as Chulmleigh, Exmouth, and Seaton, with little provision in Honiton or Sidmouth, and one suggested that adult learning “no longer really exists in areas outside of Exeter”, and another “Exeter is a long distance to travel”.

I used to do adult evening classes, but now they either do not exist or too expensive.

Again, so much stuff is on line!  
And, being house bound means I couldn't get to adult learning if I wanted too!

There is no adult learning in my part of Devon as evening classes finished a long time ago and have not been replaced. This type of service should be based in locations that are easy to access.

Lack of transport inhibits access to adult learning...

Adult learning is geared to 'hobbies' in my area and academic subjects are at the low levels of learning.

Adult learning courses have become almost entirely qualification based or are lifestyle focused (yoga etc.); where are the mind broadening course on art, culture, history, geography etc.

# Access to social care services

For those saying they disagreed that they had good access to social care services in Devon, being able to find and navigate information and providers was an issue, as well as the availability and quality of care. Additionally, respondents who were not currently looking for care indicated a perception that care was reducing and raised concerns that there would not be care there if they needed it. In the words of one respondent “I don't yet need social care services, but what I see and read in the media leaves me horrified. Council care homes closed and empty, private homes closing because they are underfunded by the council, for those with no savings. Abysmal!”.

The comments below highlight some specific comments around availability and quality of care:

I am a carer for my husband who has dementia and cannot get a carers' assessment.

Have been in care home - left a lot to be desired.

When I tried to have an assessment for my mother who has dementia I was given no help despite my husband and I being disabled - I was given the brush off as she is self-funding.

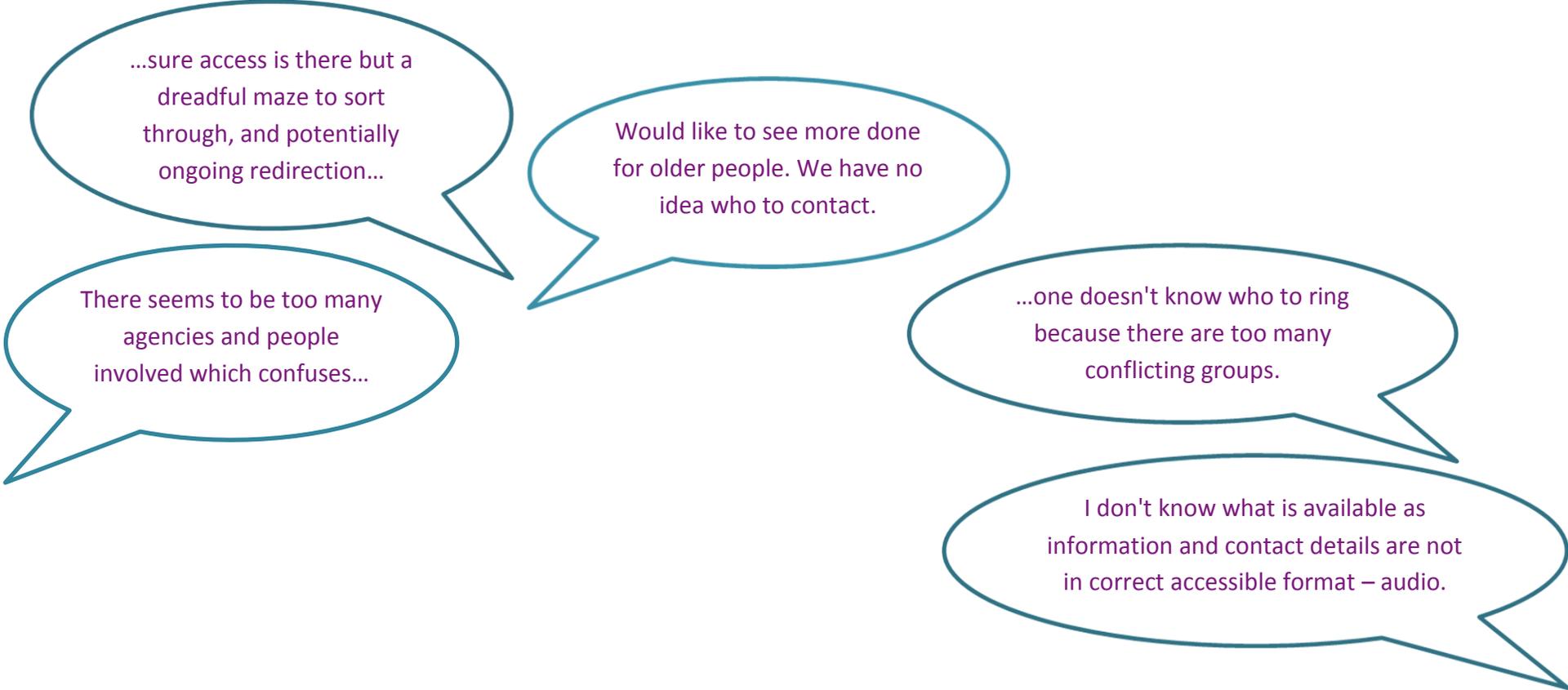
...long waiting lists in the complex care teams mean that I am not able to access social care services in a timely manner.

It is difficult to know what social services are available for what situations. It is also difficult to get people at social services to 'really' understand how people struggle to do things / find things to support them.

My daughter has a social worker...the services are very poor. Social Workers don't listen.

Comments also flagged the lack of available domiciliary care in areas including Kingsbridge.

Finding information about social care was difficult for some: “I would not know how to contact social care if needed” and there was “too much confusion” with services in Devon. The following comments relate to accessing information about care:



...sure access is there but a dreadful maze to sort through, and potentially ongoing redirection...

Would like to see more done for older people. We have no idea who to contact.

There seems to be too many agencies and people involved which confuses...

...one doesn't know who to ring because there are too many conflicting groups.

I don't know what is available as information and contact details are not in correct accessible format – audio.

# Recycling waste

The majority of comments about recycling were around the lack of comprehensive kerbside collection and the need to get waste to various collection sites, which is more problematic if you have mobility issues or do not have a car. Kerbside collections are organised by the District Councils.

Some items, particularly heavy waste such as glass bottles, garden waste, or bulk items caused problems for people less able to carry these. Some also mentioned that they were charged for getting items to the tip to recycle. Many wanted to recycle more but the facilities or collections were not available to them.

It was not clear to some respondents what and how they should recycle, with mentions of the lack of consistency across the districts within Devon, with some areas not providing much or anything in the way of a recycling collection. Materials not collected from households from some areas included bulky items, cardboard, fabric, food waste, garden waste, glass, plaster, plastic, plastic bags, plastic bottles, Tetra packs, tins and tin foil.

Whilst respondents were not asked for positive feedback in this survey, some was given in relation to recycling:

- Mid Devon is brilliant re recycling.
- Tor quarry – good.
- Okehampton's recycling centre is staffed by a marvellous team of men who are so helpful. Shane is a gem.

## Comments about recycling difficulties:

Being disabled I find so many different containers difficult and heavy to carry...

recycling is difficult when you can't see.

I find the new recycling in Teignbridge has made it more difficult for disabled and elderly.

I have difficulty in putting my green wheely bin out when it is full...

Have to drive to local town to recycle e.g. glass

... waste that would not be contained in the bins provided have to be taken to the tip, with steep metal steps and high skips where items must be lifted up and thrown over. Not good for a 73 year old.

No car and therefore unable to access waste centre at Wilmington.

...(Ivybridge) not being able to access Plymouth recycling... involves a car journey of 13 miles which counteracts any green policy by using the car... Plymouth is 2.5 miles away.

No longer a car owner so cannot take cardboard and milk/fruit juice cartons to recycling centre...