



**CRCC**

**USER / PARTNER**  
**FEEDBACK REPORT**

**Summary**

Produced May 2007

## Executive Summary

CRCC undertook a Users Needs & Evaluation Survey and Stakeholder telephone interviews at the end of 2006. It was decided to undertake such a process as part of the Business Plan review as well as to assist in work on Acre Quality Standards.

Most respondents were both happy with the service provided by Cornwall Rural Community Council and the Project that had assisted them.

However, it should be recognised that there was a lack of awareness that the projects are actually part of the CRCC and the various range of services/projects that the CRCC currently provides.

- Most partners, community groups or individuals receive free advice or support from the CRCC: 84%
- 94% of respondents were happy with the service they received.
- 63 out of the 65 responses said they had been dealt with in a prompt and courteous manner.
- 95% of respondents said they would quite happily recommend the services/projects that the CRCC provides.
- 11 respondents said they could suggest alternative services that the CRCC should be offering. These covered needs for carers/pensioners and additional core service provision i.e. fundraising officer and supervision as opposed to line management.
- The CRCC's website was visited by 15 of the 65 responses. This low figure is in part due to the lack of access to a computer/IT facilities.
- Telephone interviews were conducted with fifteen key partner organisations, to feedback on our Business Plan. Responses were positive, with some requests for a shorter version and more partnership information.

## **Methodology**

A questionnaire was designed which included questions relating to the CRCC as well as to individual project work. Project Managers were able to customise a set of individual questions which related to what they believed to be the needs of their users. All projects were then asked to circulate this questionnaire to individuals, community groups or partners they work with. Forms were either posted or hand delivered. Project Managers undertook to distribute the questionnaires to a sample of their users/clients between September and December 2006.

In addition to the questionnaire, stakeholder phone interviews were undertaken to give a more complete view of the services provided by the CRCC. The stakeholders were a sample of partner organisations/funders that had previously been sent a copy of the CRCC Business Plan.

## Aim

To maintain and improve the services offered to communities and individuals in Cornwall.

## Response Data

All the projects listed in the table below circulated questionnaires with a personal letter to either groups or individuals that they had assisted in the previous 12 months. 50% of the forms were completed and returned. Two questionnaires relating to core functions were signed but not completed and have therefore been omitted.

<b>Project</b>	<b>No forms circulated</b>	<b>No of forms returned</b>	<b>Percentage</b>
Carers	64	33	52%
Core Functions	18	8	44%
Interact	13	5	38%
Social Inclusion	10	2	20%
Village Halls	25	17	68%
<b>Sub-total</b>	<b>130</b>	<b>65</b>	<b>50%</b>

The Mental Health Project survey was in a different format, in that it concentrated purely on the aims of the project and whether users felt these being met i.e. the other questions relating to the CRCC and more general information had been omitted. The questionnaire was circulated with the project newsletter (enabling all users to respond) but as this was a more general approach, the return rate was lower. It should also be noted that two forms were received too late to be included in this report.

<b>Project</b>	<b>No forms circulated</b>	<b>No of forms returned</b>	<b>Percentage</b>
Mental Health	550	45	8%
<b>Total (all services)</b>	<b>680</b>	<b>110</b>	<b>16%</b>

## **FINDINGS:**

Most of the initial questions related to issues generic to all projects and to CRCC as a whole. The findings from these follow. It should be noted each Project Manager selected a sample and therefore the number of surveys distributed was in proportion to their user/client base.

### **1. In what way/capacity did you receive support?**

As can be seen from the table below, a lot of the support given relates to an advisory service and this applies across all of the services shown.

<b>Support</b>	<b>Service</b>	<b>No of responses</b>
Benefit Advice	Carers	14
CSW visit	Carers	13
Advice and info	Carers	11
Advice on grants	Community Buildings	8
Emotional support	Carers	6
IT support	Core function	6
Financial Support	Core function	5
Preparing funding applications	Community Buildings	5
Advice and info leading to contract	Community Planning	4
Charity Commission enquiries	Community Buildings	4
Human Resources	Core function	4
Advice on setting up management committee, etc	Community Buildings	2
Follow up by ASC & GP	Carers	2
General improvement advice	Community Buildings	2
Partnership i.e. CIP	Core function	2
Peer support/group	Carers	2
Acting as Independent Referee	Community Buildings	1
Advice and encouragement regarding funding	Social Inclusion	1
Advice not specified	Community Buildings	1
Advice on legal matters	Community Buildings	1
Advice on licensing laws	Community Buildings	1
Advice on trust deed	Community Buildings	1
Constitutional advice	Community Buildings	1
Help with parish questionnaire	Community Buildings	1
Information on planning/setting up	Social Inclusion	1
Management	Core function	1
None	Carers	1
Outreach	Core function	1
Partnership/SLA	Community Planning	1
Practical help	Carers	1
Pro-help assistance	Community Buildings	1
Respite advice	Carers	1
Secretarial	Core function	1
VHLF	Community Buildings	1
Via a committee member	Community Buildings	1

## 2. Who dealt with your enquiry/problem/work?

Responses to this question were either the name of an individual within the organisation or the team that helped them – most responses were in general terms e.g. 30 respondents said that a Carer Support Worker assisted them.

## 3. Were they able to help you?

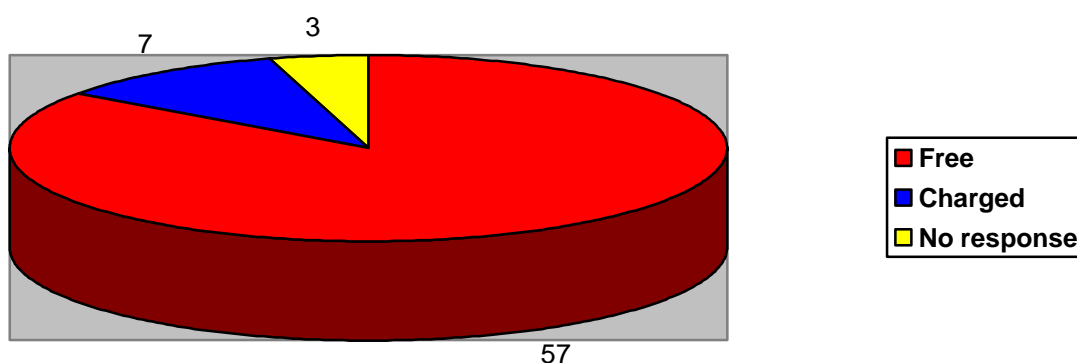
94% of respondents said the support that they received to their predicament had been really useful.

Able to Assist	Service	No of responses
Yes	Carers	31
Yes	Community Buildings	16
Yes	Core	8
Yes	Community Planning	5
Yes	Social Inclusion	2
Unsure or no response	Carers	2
No	Community Buildings	1

## 4. Was the service free or was there a charge?

The chart below shows that 57 respondents (85%) stated that the advice they received from the CRCC was free. 7 respondents replied that there was a charge (3 of these responses relating to Core Functions and 4 relating to Community Planning). Three respondents did not reply (2 users of the Carers Service and 1 user of Core Functions).

Service Free or Chargeable



Service	No of responses
Free	57
Charged	7
No response	3
	<b>65</b>

**5. Were you satisfied with the service you received?**

61 respondents (95%) said they were pleased with the service they received from CRCC. Two respondents indicated that they were not satisfied with the service – one response relating to the service of Core Functions and the other relating to the Community Buildings service.

<b>Service Received</b>	<b>No of responses</b>
Yes	61
No	2
Wait and See	1
No response	1
	<b>65</b>

**Comments:**

Respondents were able to give additional comments in relation to the above question, the majority of which were very positive. All comments are contained in Appendix B.

**6. Were you dealt with in a prompt and courteous manner?**

63 respondents stated they were dealt with promptly and courteously, 2 respondents did not answer this question.

**Comments:**

Respondents were able to give additional comments in relation to the above question – these are contained in the Appendix B.

**7. Would you recommend the service to other groups/individuals?**

62 respondents (95%) said that they would be happy to promote CRCC and its activities to others. In many cases, other positive comments were added, such as ‘yes, definitely’, ‘definitely – I already have’ etc.

<b>Recommend CRCC services</b>	<b>No of responses</b>
Yes	62
No	2
No response	1
	<b>65</b>

### 8. How did you hear about the service?

For the Carers service, many of the clients were referred by NHS (e.g. GP, nurse, assessor etc). In relation to the other services, users often heard of the service from the Local Authority, Parish Council, mail-shots, word of mouth and previous contact with the CRCC.

How the User knew of CRCC service	No of responses
NHS	16
Other	12
Worked with CRCC previously; or informed/contacted by CRCC	10
Adult Social Care	6
Not applicable	5
No response	3
Development of CIP	2
District Council	2
Parish Council	2
Previous Secretary	2
Word of Mouth	2
Cornwall County Council	1
District Councillor	1
Mail-shots	1
	<b>65</b>

### 9. Are you aware that the service is part of the CRCC?

Only 34 respondents said they were aware that the project they received advice or information from was part of CRCC. Of the remaining 31 responses (4 were internal respondents and therefore this question was not relevant and a further 4 did not respond).

Service part of CRCC	No of responses
Yes	34
No	23
Not applicable	4
No response	4
	<b>65</b>

### 10. Are you aware of other services that the CRCC provides?

Less than half of the respondents were aware of other CRCC services. 15 respondents have asked for further information.

CRCC services provided	No of responses
Yes	31
No	25
Not applicable (internal staff responses)	4
No response	4
But only since visiting your website	1
	<b>65</b>

**11. Is there a service, you feel, that the CRCC should be providing?**

The table below indicates that most respondents do not feel that there are gaps in the service that the CRCC provides.

Need to Provide Additional Services?	No of responses
No	25
No reply	24
Yes	10
Don't know enough to comment	4
Continue to discuss ways to improve work we are involved with Interact	1
Not applicable	1
	<b>65</b>

Only 10 respondents (15%) feel that there is a need to provide additional services:

Suggestions on Additional Services Required
Any service is necessary for pensioners
Fundraising Officer
List of meal prices etc
Lobby government re carers premium
More practical help. Hands on.
Possibly back office services (as PCDT)?
Regular information perhaps monthly.
"Supervision" as opposed to line management, possibly outside organisation. Parallel with line management support.
Support for Aspergers Syndrome
Taking short walks, crossing road and little helps

**Other general comments received:**

Currently no comment as the services seem to cover most areas. However, if a need arises that is not covered we would make it known.
I feel [ <i>member of staff, Social Inclusion</i> ] should be on a permanent contract as Penwith needs this.
Most services are available.
Really don't know enough about CRCC in general
The services presently supplied

**12. a) Have you visited the CRCC's website? [www.cornwallrcc.co.uk](http://www.cornwallrcc.co.uk)**

The majority of respondents (69%) have not logged onto the website for the CRCC.

No	45
Yes	15

Not applicable	2
No reply	3

**Comments:**

Easy to use, well laid out
Informative and helpful
I must have a go

### 13. Was the CRCC website helpful?

13 respondents said that they found benefits from the CRCC website which is encouraging in view of the fact that only 15 respondents stated in the previous question that they have accessed the website.

CRCC's website useful	No of responses
No reply	29
Yes	13
Not applicable	11
No access	8
No	4
	65

### STAKEHOLDER PHONE INTERVIEWS

Fifteen telephone interviews with a range of partner/stakeholder organisations took place in November, 2006. The interviews consisted of set questions relating to the following issues/topics:

- Whether they were in receipt of the CRCC Business Plan
- Whether the CRCC mission and values were reflected in the work
- Whether the Business Plan provided sufficient information about the services and activities of the CRCC
- The most useful and least useful elements in relation to the Business Plan
- What else the interviewee would like to see included in the Business Plan
- What needs to be done differently in future
- Whether the interviewee would be interested in taking part in a short written survey about CRCC effectiveness
- Whether the interviewee would like to see the results of the service evaluation
- Whether they had the opportunity to meet with key contacts.
- Anything else they wished to raise.

In summary, the responses were very positive.

- ❖ The Business Plan is very good, as is the work of CRCC;
- ❖ A simple summary version would be welcomed;
- ❖ Some demand for diagrams/charts to be included in the Plan – although it was not specified what information these should incorporate;
- ❖ A small number would be willing to take part in a short written survey;
- ❖ Most would like to see the results from the evaluation;
- ❖ The importance (and extent) of partnership working was highlighted by several of the interviewees.